

1998-99 Institutional Effectiveness Plan

Department: Library Services

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Unit Mission Statement

The Library Learning Resources Center functions as the heart of Information and Technology Services for students, faculty, staff, and the community, contributing to the improvement of teaching and learning and enhancing institutional effectiveness.

The Library Learning Resources Center facilitates and improves education by supporting and expanding classroom instruction and by teaching students information-seeking skills for self-directed studies and lifelong learning.

List of Clients:

Students

Faculty

Staff

Administrators

Public

Intended Outcomes

Department: Library Services

Intended Outcome: 1

Students and faculty will have access to adequate library resources for instruction and student success.

Intended Outcome: 2

Faculty and students will have adequate library space in which to access electronic and print resources.

Intended Outcome: 3

Library patrons will receive timely and efficient assistance from Library staff.

Intended Outcome: 4

Library patrons will be satisfied with the quality of Information Literacy instruction.

Performance Indicators

Department: Library Services

Intended Outcome 1 : Students and faculty will have access to adequate library resources for instruction and student success.

Performance Indicator A :	Number of books in current collection
Performance Standard:	1994 ACRL Guidelines for Community College Libraries
Data Sources: (most recent available unless otherwise noted)	Card catalog
Supporting Units:	Library Services

Performance Indicator B :	Number of periodical subscriptions
Performance Standard:	1994 ACRL Standards for Community College Libraries
Data Sources: (most recent available unless otherwise noted)	Periodical holdings
Supporting Units:	Library Services

Performance Indicators

Department: Library Services

Intended Outcome 1 : Students and faculty will have access to adequate library resources for instruction and student success.

Performance Indicator C :	Number of non-print media
Performance Standard:	1994 ACRL Guidelines for Community College Libraries
Data Sources: (most recent available unless otherwise noted)	Card catalog
Supporting Units:	Library Services

Performance Indicators

Department: Library Services

Intended Outcome 2 : Faculty and students will have adequate library space in which to access electronic and print resources.

Performance Indicator A :	Faculty satisfaction with library facilities
Performance Standard:	70% of respondents will be in agreement or total agreement.
Data Sources: (most recent available unless otherwise noted)	Faculty survey conducted by Library Services.
Supporting Units:	Library Staff

Performance Indicator B :	Student satisfaction with library facilities
Performance Standard:	70% of survey respondents will be in agreement or total agreement
Data Sources: (most recent available unless otherwise noted)	Student survey conducted by library services
Supporting Units:	Library staff

Performance Indicators

Department: Library Services

Intended Outcome 2 : Faculty and students will have adequate library space in which to access electronic and print resources.

Performance Indicator C :	Facilities meet ACRL standards
Performance Standard:	1994 ACRL Standards for Community College Libraries
Data Sources: (most recent available unless otherwise noted)	ACRL Standards Available data on existing facilities
Supporting Units:	Facilities Director Library Staff

Performance Indicators

Department: Library Services

Intended Outcome 3 : Library patrons will receive timely and efficient assistance from Library staff.

Performance Indicator A :	Faculty satisfaction with library services
Performance Standard:	70% of respondents will be in agreement or total agreement
Data Sources: (most recent available unless otherwise noted)	Faculty survey provided by Library Services.
Supporting Units:	Library Staff

Performance Indicator B :	Student satisfaction with library services
Performance Standard:	70% of respondents will be in agreement or total agreement
Data Sources: (most recent available unless otherwise noted)	Student survey provided by Library Services.
Supporting Units:	Library Staff

Performance Indicators

Department: Library Services

Intended Outcome 3 : Library patrons will receive timely and efficient assistance from Library staff.

Performance Indicator C :	Library staffing in compliance with ACRL standards
Performance Standard:	1994 ACRL Standards for Community College Libraries
Data Sources: (most recent available unless otherwise noted)	Staffing plan Job description
Supporting Units:	Library Staff Human Resources

Performance Indicators

Department: Library Services

Intended Outcome 4 : Library patrons will be satisfied with the quality of Information Literacy instruction.

Performance Indicator A :	Faculty satisfaction with library instruction sessions
Performance Standard:	85% of respondents will be in agreement or total agreement
Data Sources: (most recent available unless otherwise noted)	Faculty survey provided by Library Services.
Supporting Units:	Library Staff

Performance Indicator B :	Student satisfaction with library instruction sessions
Performance Standard:	85% of responses will be "above average" or "excellent."
Data Sources: (most recent available unless otherwise noted)	Student evaluations of library instruction presentations.
Supporting Units:	Library staff