

River Parishes Community College
Library Services Assessment Report
2007-2008

Library Services
Service Unit

Library Services
Department

July 1, 2007 – June 30, 2008
Assessment Period Covered

Fall 2008
Date Submitted

Goal #1: *Resources: Acquire, develop, organize, and maintain relevant resources to support the College's teaching and learning initiatives.*

Core College Initiative(s) Supported:

- Providing students with appropriate education, training, and student services at moderate costs, convenient times, and accessible locations to increase their success in obtaining an Associates Degree at RPCC, transferring to baccalaureate studies, or entering the workforce. (CCI #1)
- Developing responsive, innovative education and training programs that prepare students for immediate employment or transfer to two- and four-year colleges or universities. (CCI #2)
- Making effective use of new and emerging technology to improve teaching and learning in RPCC's classrooms, laboratories, and other learning environments. (CCI #7)

Objectives:

1. Continue to acquire relevant collections and resources for RPCC students and faculty through collaborating with faculty in collection development.
2. Acquire more online resources to enhance and support e-learning.
3. Catalog 1000 collection items including bound serials.

Intended Outcomes:

1. Student and faculty satisfaction with Library/Learning Resource collections and services will remain 80% or higher.
2. Resources available to online students will increase.
3. Increase in collections available to RPCC users.

Assessment Criteria:

1. Cataloging statistics
2. Acquisition statistics
3. Usage statistics
4. Student Satisfaction Surveys
5. Graduate Follow Up Surveys

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Data Collection / Results:

- **Objective:** Continue to acquire relevant collections and resources for RPCC students and faculty through collaborating with faculty in collection development.

RPCC Library Services works cooperatively with instructional faculty to develop useful collections that support the College's mission and programs. Approximately 55 requests for purchases were received in the 2007/2008 academic year from instructional faculty as part of on-going collection development activities. Library Services purchased those items at a cost of \$7,499. Approximately 638 physical items were purchased overall, 224 of them being faculty requests.

The current physical collection (cataloged books, CDs, DVDs, and VHS Videos) contains over 17087 titles, which is an 8.1% increase from last year, and includes the following categories:

Humanities and General Works	34.7%	(over 5900 volumes)
Social Sciences	37.7%	(over 6400 volumes)
Physical Sciences and Math	15.9%	(over 2700 volumes)
Biomedical Sciences	9.2%	(over 1560 volumes)
Technology	2.5%	(over 430 volumes)

The print collection supports the College's core curriculum and general education courses, as well as the research needs of faculty and administrators. In 2007/2008 the college was developing its Quality Enhancement Plan (QEP) in preparation for reaccreditation. The library worked closely with QEP Committee members to acquire materials that supported its research and pertained to the QEP-topic of information literacy.

The print collection is augmented with online resources, including the NetLibrary E-book Collection (over 59,000 titles) from Solinet/OCLC and electronic databases. The Library provides user access to over 70 databases acquired through LOUIS consortia membership and via direct purchase. Online resources are accessible 24/7 via the internet for RPCC users and cover a wide variety of topics and disciplines to support learning and teaching in all RPCC courses.

Library Services also maintains a vertical file of informative pamphlets and government publications covering various topics, such as college and university catalogs from other institutions, local industry information, consumer credit, women's health issues, smoking issues, etc., which are available for student and faculty use.

Library Services also supports the College's instructional programs at off-site facilities. In 2007/2008, thirty print and video titles were made available to Rayburn Correctional Facility in Washington Parish to support RPCC courses.

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The following usage statistics were recorded for the 2007/2008 academic year:

Number of physical items circulated:	3486	47% decrease from 06/07
Number of e-book sessions:	1257	112% increase from 06/07
Number of online database sessions:	3981	33% decrease from 06/07

Prior to this past year, textbooks could be checked out by students for four-hour periods throughout the course of the entire semester. At the beginning of the 2007/2008 academic year, however, our policy changed to allow textbook checkouts only during the first portion of the semester, due to copyright infringement concerns. This may account for the significant drop in physical item circulation.

The drop in database usage is part of a trend that we have observed over the past couple of years, as students have relied more heavily on web search engines such as Google for research. With the recent adoption of information literacy as the topic of the college's QEP, however, we anticipate database usage will increase in the coming years as more students become exposed to proper research methods and sources of information through necessary changes in course instruction.

The following survey data was collected:

97% of respondents on the *RPCC Graduate Survey* gave the Library an 'Excellent' or 'Good' rating.

87% of respondents on the *Institutional Assessment Survey* either Strongly Agreed or Agreed that "The RPCC Library provides services and resources that support my course work."

86% of respondents on the *Student Evaluations of Online Courses* were 'Satisfied' with the ease of access to the Library's electronic databases.

- **Objective:** Acquire more online resources to enhance and support e-learning.

The Library acquired NetLibrary E-Book Collection VII in May of 2008, adding approximately 3,000 new titles to our online e-book collection. RPCC Library owns approximately 45,000 titles (access rights into perpetuity for the NetLibrary Shared E-Book Collections I - IV), and leases approximately 14,000 more titles (access rights for five years for the NetLibrary Shared E-Book Collections V – VII). NetLibrary is a division of OCLC (Online Computer Library Center) and the Library's Solinet consortium membership includes access to all OCLC services and products.

- **Objective:** Catalog 1000 collection items including bound serials.

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More than 1270 titles were cataloged for the in-Library physical collections from July 2007 through June 2008, and approximately 3,000 MARC catalog records for the new NetLibrary Collection VII were added to the Library's online catalog. Records for bound serials were created for nineteen separate titles.

Use / Implications of Results:

- **Intended Outcome:** Student and faculty satisfaction with Library/Learning Resource collections and services will remain 80% or higher.

Student satisfaction with RPCC Library resources, both physical and online, remains above 80%. Separate faculty satisfaction surveys were not conducted this past year, however, positive comments from faculty have been documented such as that the library provides "lots of useful information".

Library staff members continue to encourage collaboration in collection development activities between teaching faculty and librarians with some success, but more efforts and promotion are needed.

- **Intended Outcome:** Resources available to online students will increase.

The number of online resources available to Library users has increased. This past year the number of available databases increased by 17% and over 3,000 e-books were added to our collection.

- **Intended Outcome:** Increase in collections available to RPCC users.

The number of physical and online resources available to users has increased. In addition to the increase of available databases mentioned above, our physical collection increased this past year by 8.1% and our e-book collection increased by 5.4%. Given the rapid growth of student enrollment, online and on-campus course offerings, and the college's new focus on information literacy, we expect the Library's collections to continue to grow exponentially in support of all these developments.

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Goal #2: Services: Provide a variety of responsive services and instructional opportunities designed to facilitate maximum access to and use of the Library's resources by students and faculty on and off campus, and to encourage student success and information literacy skills.

Core College Initiative(s) Supported:

- Providing students with appropriate education, training, and student services at moderate costs, convenient times, and accessible locations to increase their success in obtaining an Associates Degree at RPCC, transferring to baccalaureate studies, or entering the workforce. (CCI #1)
- Developing responsive, innovative education and training programs that prepare students for immediate employment or transfer to two- and four-year colleges or universities. (CCI #2)

Objectives:

1. Continue promoting and providing services to faculty and students including circulation, electronic access to resources, interlibrary loan, orientation and instruction, reserves, workshops, and test proctoring services.
2. Offer LISR 1000 as an Online course each semester.
3. Update Library Services web page to increase accessibility and resource usage.

Intended Outcomes:

1. Student and faculty satisfaction with Library/Library Services and resources will remain 80% or higher.
2. Facilitate availability of the LISR course for students.
3. The Library web page will be updated and more useful to students and faculty.

Assessment Criteria:

1. Usage statistics
2. Instruction statistics
3. In-class instruction surveys
4. Availability of LISR 1000
5. Institutional Assessment Survey
6. Graduate Follow Up Surveys

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7. Student Satisfaction Surveys
8. Student Evaluations of Online Courses

Data Collection / Results:

• **Objective:** Continue offering services to faculty and students including circulation, electronic access to resources, interlibrary loan, orientation and instruction, reserves, workshops, and test proctoring services.

Circulation and Database Access: Library Services organizes and provides access to on-campus collections including more than 17,087 print and multimedia resources. In addition to these collections, Library Services coordinates access to more than 59,000 electronic books through the Solinet/Online Computer Library Center (OCLC) NetLibrary Shared Collections. Access to subscription databases comprising indexes, abstracts, and full-text articles from over 46,000 sources, including journals, magazines, newspapers, biographies, company profiles, legal sources and other reference works is available for all students, faculty, and staff.

- **Circulation:** During the 2007/2008 academic year, the Library circulated 3,486 physical items to students, faculty, staff and other users. This number includes reserve items. Beginning fall 2007, policy for lending reserve textbooks was changed, limiting circulation of reserve textbooks to the first three to five weeks of the semester, resulting in a lower circulation count than the previous year, down 47%. On the other hand, NetLibrary usage rose nearly 112%, with 1,257 e-books accessed online via the Learning Resource Services web page. This gives a total circulation of 4,743 library items, both physical and electronic, including reserves and NetLibrary e-books.
- **Databases:** There were 3,981 total sessions with 8,956 searches and 4,311 documents retrieved by the RPCC user group recorded for the 2007/2008 academic year. While the usage is down 33% according to the number of sessions, these statistics are incomplete due to shared user authentication methods via the LOUIS proxy server. For future assessment, searches and documents retrieved will also be used for usage measurement.

Interlibrary Loan (ILL): Items not currently owned by the Library can be borrowed from other libraries through interlibrary loan, including journal articles from periodicals not electronically available in RPCC Library Services databases. Library staff members use SoliNet/OCLC (Southeastern Library Network/Online Computer Library) member services for ILL activities. In addition, LALINC (Louisiana Academic Library Information Network Consortium) institutions in Louisiana have reciprocal agreements for borrowing among Louisiana public and academic libraries. Often when a request for materials not available in our collection is received, depending on the item and its potential for future use, it may be purchased for addition to the collection rather than requested via ILL.

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- ILL Loans: Other than materials sent to other institutions to support our courses taught at other sites, there have been no requests from institutions outside of Louisiana to borrow our materials. There were few requests, with approximately 40 library items loaned to other institutions to support coursework for cross enrolled RPCC students or for students enrolled in online classes. These institutions included Rayburn Correctional Facility, Louisiana Technical College Sullivan Campus, and Southeastern Louisiana University.

Bibliographic/Library User Instruction: Library Services librarians collaborate with teaching faculty to integrate library instruction and/or orientation into RPCC courses. In addition, users can request point-of-use orientation and/or instruction at any time in the library and online during normal hours of operation. Library Services also offers a one-credit-hour online course, *LISR 1000: Research Strategies and Electronic Resources*, which is available to both on and off-campus students. The course averaged about eight students per semester for 2007/2008.

- Course Integrated Instruction Evaluations: Thirty-one course-integrated sessions were presented in the 2007/2008 academic year (fall 2007 to summer 2008) serving 620 students (total enrollment for those courses). Of the students surveyed, 93% agreed that in increasing their understanding of how the Library's resources are accessed and utilized, the instruction sessions were highly or moderately effective. Of the instructors surveyed, 94% agreed that in-class instruction was highly effective in increasing the students' understanding of how the Library's resources are accessed and utilized.

Reserves: RPCC teaching faculty can place materials for their students on Reserve in a secure location in the Library each semester. This insures greater access to heavily used materials. Course textbooks are available on Reserve part of each semester also. Beginning with fall 2007, circulation of required reserve textbooks was limited to the first three to five weeks of classes. The purpose of offering textbooks on reserve is to allow students access to their required texts while waiting on their own copies and the service is not meant to help students avoid buying their own copies.

- During the 2007/2008 academic year, 267 items were placed on Reserve. 266 circulation transactions were recorded. The number of textbooks placed on reserve was adversely affected by changes in textbooks and the lack of available copies or on restrictions placed by publishers related to copyright law. The number of reserve items circulated is down from the previous year as a result of limits placed on circulation of reserve textbooks; this decline was expected.

Student Success Workshops are designed to help students be more successful in their academic and personal lives. Librarians present most workshops, however faculty members also volunteer to present or host the workshops on a variety of topics.

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- Twenty-nine workshops were presented in 84 sessions during the fall 2007 through summer 2008 semesters. Attendance was voluntary and totaled 141. Of the attendees surveyed, 110 surveys were returned. 83% reported “the overall quality of the session was” highly effective, and 80% reported that they found “the usefulness/helpfulness of these session to be” highly effective.

Proctored Testing: Library Services provides proctoring for the RPCC teaching faculty of several kinds of tests including Make-up Exams, Special Needs Testing, and Credit by Examination. Proctoring of tests for other colleges and universities through continuing education or independent study programs is also provided.

- Testing – 950 tests were proctored by Library Services staff during the 2007/2008 academic year (fall 2007, spring 2008, and summer 2008), which is a 5.8% decrease from the previous academic year. RPCC offers fewer online courses, which has decreased the number of students required to take proctored exams.
- **Objective:** LISR 1000 offered as an online course each semester.
- The one-credit-hour online course, *LISR 1000: Research Strategies and Electronic Resources*, has been delivered fully online in Blackboard Course Management System since the fall 2006 semester, and is available to both on and off-campus students. The course averaged about eight students per each semester. To better reflect the nature of the course and keeping in line with the RPCC QEP, the name of the course has been changed for 2008/2009 to *Information Literacy: Research Strategies and Resources*.

Objective: Update Library Services web page to increase accessibility and resource usage.

- The Library Services web site has been modified to match the appearance of the new RPCC website, which was launched in May 2008. While the general appearance has been changed, the content and general layout of the Library Services web pages remain consistent with that developed in the previous year. Online resources, such as the Library’s catalog, electronic databases, and e-book collection are easily accessible from the Library Home Page. More resource pages have been and are continually being developed, as are multi-media tutorials and other resources. Other online resources that are linked to the Library pages are carefully reviewed before adding and relevant faculty are consulted for their input.

The following survey results were recorded:

- The results of the 2007/2008 *Institutional Assessment Survey* indicated that 87% of students surveyed agreed or strongly agreed that RPCC Library provides services and resources that support their course work (question 16).

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- The 2007/2008 *Graduate Survey* indicates that 97% of students responding felt that the Library was good or excellent and 86% responded that the Learning Resource Center, a major component of the Library, was also good or excellent.
- The results of the 2007/2008 *General Education Survey* indicated that 72% of students surveyed felt that their ability to utilize library and information resources improved considerably or significantly after completing the general education requirements (question 11).
- Results of *Student Evaluations of Online Courses* indicate that 88% of students surveyed were satisfied that the Library staff was responsive and helpful (question 21).
- This survey also indicated that 86% of students were satisfied with the ease of access to the library's electronic databases (question 22)
- Question 23 of the same survey indicated that 84% of students surveyed were satisfied with the testing procedures and environment in the Learning Resource Center and that it contributed to their success on course tests.
- Bibliographic Instruction session surveys (fall 2007 to summer 2008) indicate that 94% of faculty surveyed felt that the collaboration of the librarian with instructors for bibliographic instruction was highly effective and the remaining six percent agreed that it was moderately effective, indicating a combined satisfaction rate of 100%.

Use / Implications of Results:

- **Intended Outcome:** Increase use of library resources, both physical and electronic, and of services by students and faculty.

While circulation of physical items has declined, access of NetLibrary e-books has more than doubled. Changes to the reserve textbook policy adversely affected circulation counts of physical items. In an effort to more accurately determine use of physical items, those items used in-house that either were not checked out or could not be checked out (i.e., reference items) will be assessed beginning fall 2008/2009 by using a report available in the SirsiDynix Symphony Library Management System that will count items used. Also consideration of other data from database usage reports, such as the number documents retrieved, may provide more meaningful results. More databases and other online resources have also been added recently.

- **Intended Outcome:** Student and faculty satisfaction with Library Services and collections will remain 80% or higher.

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Various survey results indicate that satisfaction levels of both students and faculty meet or exceed the 80% satisfaction rate. Continued assessment of student and faculty responses will ensure that Library Services will continue to meet or exceed this goal.

- **Intended Outcome:** Facilitate availability of the LISR course for students.

The *LISR 1000* one-credit-hour course is available online every semester. Library Services has successfully developed an accessible course for all RPCC students. Continued assessment, course development and promotion will ensure the course improves and evolves to meet student needs and that they are made aware of its availability. Offering the course as a face-to-face class or independent study is being considered to make the course more accessible to students who may not be inclined to take an online course.

- **Intended Outcome:** The Library web page will be updated and more useful to students and faculty.

The Library Services website has been coordinated with the new RPCC website which was launched in May 2008, while maintaining its previously developed webpage layouts and functionalities. Continued development and updating, as well as collaboration with faculty, is planned in order to improve service and resources.

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Goal #3: Partnerships: Collaborate with students, faculty, college service units, administration, and statewide and regional consortia, as well as other groups to enhance access and quality of services and resources for the RPCC community, and to support the College's programs and initiatives.

Core College Initiative(s) Supported:

- Strengthening mutually beneficial partnerships with secondary education and universities, business and industry, government agencies, economic development entities, and community-based organizations that expand educational opportunities for current and future students. (CCI #6)

Objectives:

1. Continue to develop communication avenues with faculty (especially adjuncts).
2. Continue collaboration with instructors teaching off-site courses.
3. Library staff will continue serving on campus and consortium committees.
4. Continue seeking student input and feedback regarding services and resources.
5. Continue organizing Student Success Workshops for students along with faculty.
6. Continue to build and strengthen external partnerships.

Intended Outcomes:

1. Services for off-site courses continued.
2. Services and communication with Rayburn Correctional Center further developed.
3. Library Services will be represented on a variety of campus and statewide consortium committees and will contribute to broad campus goals through service.
4. Student Success Workshops offered during the academic year.
5. Faculty and student satisfaction with Library Services will remain 80% or higher.

Assessment Criteria:

1. Usage statistics
2. Committee records
3. Student Success Workshops statistics and surveys
4. Student Satisfaction Surveys
5. Graduate Follow Up Surveys

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Data Collection / Results:

Objective 1: Continue to develop communication avenues with faculty (especially adjuncts) and,

Objective 2: Continue collaboration with instructors teaching off-site courses.

- Library Services promotes its support and services to all faculty via email communication, presentations at faculty in-service meetings and regular faculty meetings, and face-to-face conversations each semester.

The Library has information about resources and services available specifically for faculty on the library website at <http://library.rpcc.edu/faculty.html>, including downloadable forms to request service or resources.

Library faculty have collaborated with Teaching Faculty to conduct Student Success Workshops each semester. During the 2007 /2008 fall and spring semesters, 19 of the 55 Student Success Workshops were conducted by teaching faculty rather than Library faculty.

The Library Services Advisory Committee (LSAC) consists mainly of teaching faculty. The fall 2007/spring 2008 LSAC members were:

1. Ashley Crump
2. Steven Hadley
3. Wendy Johnson (non-voting chair)
4. Dr. Lee Kleinpeter
5. Dr. Ben Nabors
6. Jim Rolfes
7. Henry Smith

Thirty items were loaned to the Rayburn Correctional Facility in the spring and fall semesters to support courses taught there by RPCC instructors. Louisiana law prohibits internet access by prison inmates; therefore physical items were loaned to the prison in order to support the course work. A number of extra copies of math tutorials were also sent to the women's prison where RPCC courses are taught.

A copy of a required DVD video was also loaned to the Louisiana Technical College Sullivan Campus for RPCC courses taught online to students at that location.

- 93% of faculty surveyed during in-class library instruction sessions stated that the collaboration/partnership of the instructor and librarian was highly effective.

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Objective 3: Library staff will continue serving on campus and consortium committees.

Chemay, Connie	<ul style="list-style-type: none"> • Interview/screening committee for Sociology instructor, 2007 • Interview/screening committee for Computer Science instructor, 2007 • Interview/screening committee for Biology instructor, 2007 • Interview/screening committee for Sociology instructor, 2008 • Interview/screening committee for Education instructor, 2008 • Member, RPCC E-Learning Committee, 2007/2008 • Member of the American Library Association • Member of the Louisiana Library Association
Johnson, Wendy	<ul style="list-style-type: none"> • Chair, Campus e-Learning Committee (also RPCC representative on the LCTCS e-Learning Coordinators Committee), 2007/2008 • Member, RPCC Quality Enhancement Plan (QEP) Committee for SACS reaffirmation, 2007 • Work Group Leader, Group 9 (Library Services) for SACS reaffirmation, 2007 • Co-Chair of the RPCC Quality Enhancement Plan (QEP) Leadership Team, 2008 • Interview/screening committee for History instructor, 2007 • Interview/screening committee for Art instructor, 2007 • Interview/screening committee for English instructor, 2007 • Non-voting Chair, RPCC Learning Resources Advisory Committee, 2007/2008 • Member, RPCC Safety/Security Committee (Ad Hoc), 2007/2008 • Member, Louisiana Academic Library Information Network Consortium (LALINC) Directors Committee, 2007/2008 • LOUIS System Administrator for RPCC, 2007/2008 • Member of the American Library Association • Member of the Louisiana Library Association
Sanchez, Victor	<ul style="list-style-type: none"> • Dean's Scholarship Committee, 2007/2008 • Judge for the Lutchter High School Social Studies Fair, 2008 • Student Photography Club Coordinator/Sponsor, 2007

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	<ul style="list-style-type: none"> • Backup LOUIS System Administrator for RPCC, 2007/2008 • Member of the American Library Association • Member of the Louisiana Library Association
Williams, Julie	(New Staff Member)

Objective 4: Continue seeking student input and feedback regarding services and resources.

- A suggestion box remains in the Library and opportunities to comment on Library Services resources and services are available on all surveys administered by the Library staff.

The 2007/2008 *Graduate Survey* had these results: 97% of students surveyed reported that they found the Library to be Excellent or Good, and 95.5% of students who responded that they used the facility found the Learning Resource Center (the room where proctored testing and computer use takes place in Library Services) to be Excellent or Good.

The results of the 2007/2008 *Institutional Assessment Survey* indicated that 87% of students surveyed agreed or strongly agreed that the “RPCC Library provides services and resources that support my course work,” (question #16).

The combined totals of the *Student Evaluation of Online Courses* surveys in 2007/2008 indicated the following:

88% of students responding were satisfied with the responsiveness and helpfulness of Library staff (question #21).

86% of students responding were satisfied with the ease of accessing the library’s electronic databases (question #22).

84% of students responding were satisfied with the testing procedures and the environment in the Learning Resource Center during proctored testing (question #23).

Results of surveys conducted after in-class Library Instruction sessions and Student Success Workshops, including student comments, are generally positive and show satisfaction rates of those surveyed to be in the 80% to 90% range.

Objective 5: Continue organizing Student Success Workshops for students along with faculty.

- A number of Student Success workshops were offered during the 2007/2008 academic year:

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Semester	# of Workshops	# of Presenters	# of Attendees
Fall 2007	23	10	55
Spring 2008	32	7	73
Summer 2008	29	1	13

- Workshop topics included Library Orientation (using Library resources), Overcoming Math Anxiety, Blackboard Basics, Note-Taking, Service Learning, Test Anxiety, Software Applications, Information Literacy, Using a Calculator, and more.
- Of the attendees surveyed during the fall 2007 and spring 2008 semesters, 82% reported “the overall quality of the session was” highly effective, and 78.5% reported they found “the usefulness/helpfulness of this session to be” highly effective.

Objective 6: Continue to build and strengthen external partnerships.

- RPCC Library Services maintains membership in several consortia organizations in order to provide maximum services and resources for Library users. Consortia memberships include:

SoliNet/OCLC: Southeastern Library Network/Online Computer Library Center – a consortium of more than 6,700 libraries, providing resource sharing opportunities and services. RPCC Library Services has access to the following SoliNet/OCLC resource sharing programs:

- ILL -- providing ILL materials for other member libraries, receiving the same ILL borrowing privileges in return, and keeping our monographic holdings up to date in the OCLC database.
- Copy cataloging MARC records using the online OCLC resource, Connexion, enables RPCC librarians to catalog and process materials in a fast and efficient manner, thereby making items available for patron use much more quickly than if all items had to have original cataloging.
- The purchase of the NetLibrary Shared E-Book Collections (I – VII as of spring of 2007) which enables access to 59,000 plus electronic book titles. The RPCC E-book collection is housed on OCLC equipment and accessed via the Internet.

LOUIS: Louisiana Library Network – a statewide consortium of Louisiana academic and special libraries that cooperatively purchase and maintain online databases, library management tools, a statewide digital library collection and other resources. The RPCC Library actively participates in the following LOUIS resource sharing programs:

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- Electronic database access containing abstracts and full text-articles from over 46,000 sources are available through LOUIS via the Internet for access on and off campus for all RPCC Library users. Over 70 database and electronic resources are currently available.
- SirsiDynix Symphony automated library management software and systems are implemented at RPCC and other LOUIS academic libraries in Louisiana through a consortia initiative. Training is provided by LOUIS and SirsiDynix staff.
- All RPCC Library Services catalogs are housed on LOUIS equipment physically located and administered by LOUIS staff, and accessed via the Internet. LOUIS also provides a Union Catalog that allows all of the Louisiana academic libraries' catalogs to be searched at the same time.

LALINC: Louisiana Academic Library Information Network

Consortium – a statewide consortium of academic libraries that strives to provide resource sharing opportunities, such as, reciprocal borrowing privileges for users, cooperative ILL delivery, and selection of effective shared electronic database resources.

- The Director of Library Services represents RPCC in the Louisiana Academic Library Information Network Consortium (LALINC) through the Academic Library Directors meetings.
- Reciprocal Interlibrary Borrowing agreements among LALINC members allows RPCC users to access materials from other academic libraries in the state.
- Statewide deliveries and pickups of ILL items continued between Louisiana public and academic libraries via a contracted delivery service implemented by LALINC and the State Library of Louisiana.

Use / Implications of Results:

Intended Outcome 1: Services for off-site courses continued, and

Intended Outcome 2: Services and communication with Rayburn Correctional Center further developed.

- Collaboration and cooperation between the Rayburn Correctional Center and RPCC librarians continues. Physical resources are provided to support courses as a result of communication between librarians and Rayburn instructors.
- Students taking RPCC course-credit at other institutions are provided with materials to support their course work via interlibrary loan and cooperative agreements.

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Intended Outcome 3: Library Services will be represented on a variety of campus and statewide consortium committees and will contribute to broad campus goals through service.

- Librarians continue to serve on both campus and off-campus committees. Involvement and service will continue to help Library faculty understand the needs of the RPCC users, and develop and improve resources and services.

Intended Outcome 4: Student Success Workshops offered during the academic year.

- Student Success Workshops have continued to offer support to students and have demonstrated a high level of cooperation between teaching and library faculty. Workshop surveys indicate success in providing students with needed information.

Intended Outcome 5: Faculty and student satisfaction with Library Services will remain 80% or higher.

- Surveys indicate that faculty and student satisfaction with Library Services remains high. Continued assessment will provide librarians with feedback in order to improve and expand resource access and services.
- Student perceptions of the effectiveness of Library Instruction sessions is just at 80%; therefore, improvement is needed in this area. Library Services needs to explore new or better methodologies for delivering instruction regarding use of Library resources and services.

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Goal #4: Human Resources and Professional Development: Provide adequate qualified professional and support staff to serve the Library's user community.

Core College Initiative(s) Supported:

- Recruiting and retaining exemplary faculty, staff, and administrators through continuous professional development, and attracting and supporting the professional development and retraining of faculty, staff, and administrators at RPCC. (CCI #8)

Objectives:

1. Maintain appropriate staffing levels to accommodate growth in enrollment and expansion of library facilities and services.
2. Fill vacant positions promptly.
3. Continue professional development through attendance at relevant conferences, workshops, and specialized training opportunities.

Intended Outcomes:

1. Student and faculty perceptions of adequate Library Services staffing levels will remain 80% or higher.
2. Employees will remain abreast of current practices and technologies relevant to RPCC.
3. Employees will participate in conference, workshops, or other activities to enhance their knowledge and skills as library and information science professionals.

Assessment Criteria:

1. Library Staff professional affiliation records
2. Library Staff records of attendance for conferences, workshops, etc.
3. Student Success Workshops statistics and surveys
4. Student Satisfaction Surveys
5. Graduate Follow Up Surveys
6. *Digest of Education Statistics 2006*

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Data Collection / Results:

Objective 1: Maintain appropriate staffing levels to accommodate growth in enrollment and expansion of library facilities and services.

- Library faculty/staff positions include three full-time MLS professional librarians and one full-time support person. Two part-time student workers are employed each semester for basic circulation support and to process new library materials. A comparison of SACS-accredited peer institutions, similar in size to RPCC, affirms that library staff levels in the RPCC Library are adequate. RPCC's community college peers were chosen based on associate degree level and enrollment size of approximately 2,000 or less.

The following staffing levels and enrollment data were collected from The Carnegie Foundation (<http://www.carnegiefoundation.org>), *Two-Year Colleges*, 2004 (Peterson's), the *American Library Directory*, 60th Ed., 2007-2008 (Information Today, Inc), and the respective Colleges' web sites:

River Parishes Community College:
Enrollment: 1,100+
Staff: 3 MLS, 1 Non-MLS

Jefferson Davis Community College (Brewton, Alabama)
<http://www.jdcc.edu>
Enrollment: 1,200+
Staff: 2 MLS, 2 Non-MLS

Florida Keys Community College (Key West, Florida)
<http://www.fkcc.edu>
Enrollment: 1,100+
Staff: 2 MLS, 2 Non-MLS

East Georgia College (Swainsboro, Georgia)
<http://www.ega.edu>
Enrollment: 1,300+
Staff: 2 MLS, 2 Non-MLS

Waycross College (Waycross, Georgia)
www.waycross.edu
Enrollment: 1000+
Staff: 2 MLS, 3 Non-MLS

Henderson Community College (Henderson, Kentucky)
<http://www.henderson.kctcs.edu>
Enrollment: 1,900+

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Staff: 2 MLS, 3 Non-MLS

Nunez Community College (Chalmette, Louisiana)

www.nunez.edu

Enrollment: 1,300+

Staff: 2 MLS, 2 Non-MLS

Sampson Community College (Clinton, North Carolina)

<http://www.sampsoncc.edu>

Enrollment: 1,500+

Staff: 1 MLS, 3 Non-MLS

Bladen Community College (Dublin, North Carolina)

<http://www.bladenccc.edu>

Enrollment: 1,400+

Staff: 1 MLS, 4 Non-MLS

Richmond Community College (Hamlet, North Carolina)

<http://www.richmondcc.edu>

Enrollment: 1,500+

Staff: 1 MLS, 2 Non-MLS

Clarendon College (Clarendon, Texas)

<http://www.clarendoncollege.edu>

Enrollment: 1,000+

Staff: 1 MLS, 2 Non-MLS

- The ratio of Library full-time faculty/staff to the RPCC student FTE during the Spring 2008 semester is 1 to 184 (4 to 737). The national average in public colleges is 1 to 169 (Table 418: Collections, staff, and operating expenditures of degree-granting institution libraries: year 2001-2002, *Digest of Education Statistics 2006*, U.S. Department of Education). RPCC Library is near the last known national average in staffing numbers based on student FTEs.
- The 2007-2008 *Institutional Assessment Survey* of students surveyed indicated that 93% of respondents agreed or strongly agreed that RPCC Library staff are helpful and provide the information that they need. (question 17).
- The spring 2007 - 2008 *Graduate Survey* indicated that 97% of respondents perceived overall RPCC Library Services to be excellent or good (question 23).
- The 2007 – 2008 *Student Evaluations of Online Courses* surveys indicated that 88% of students responding perceived Library staff to be responsive and helpful (question 21).

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Objective 2: Fill vacant positions promptly.

- The Library Specialist III full-time support position was vacated in summer of 2007 and filled in September of 2007, within 90 days of the vacancy. Considering the required qualifications and experience, and the rural location of the college, this amount of time is reasonable. Two rounds of advertising and interviews took place before the Library found a qualified applicant to hire.

Objective 3: Continue professional development through attendance at relevant conferences, workshops, and specialized training opportunities.

- Librarian and staff training:

Chemay, Connie	<ul style="list-style-type: none"> • MERLOT Conference, August 2007 • LCTCS Conference & Grant Writing Workshop, August 2007 • ACRL Workshop, October 2007 • LOUIS Users Conference, October 2007 • LLA Conference, Shreveport, March 2008 • RPCC Information Literacy Workshops, Spring 2008 • Member American Library Association • Member Louisiana Library Association
Johnson, Wendy	<ul style="list-style-type: none"> • Assessment of Academic Library Effectiveness, ACRL workshop, October 2007 • LOUIS Users Conference, October 2007 • Blackboard Training for LCTCS E-Learning Coordinators, January 2008 • RPCC Information Literacy Workshops, Spring 2008 • Member American Library Association • Member Louisiana Library Association
Sanchez, Victor	<ul style="list-style-type: none"> • Xtreme Web Searching 2-day online Solinet workshop, August 2007 • LOUIS Users Conference, October 2007 • Gale's Virtual Reference Library webinar, October 2007 • OPAC vendor demonstrations via LOUIS, March 2008 • LCTCS Annual Conference, April 2008 • Civil Service PPR training, April 2008 • Learning Express webinar, May 2008 • Member American Library Association • Member Louisiana Library Association

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Julie Williams	<ul style="list-style-type: none">• Basic MARC Tagging for Books Solinet online workshop, October 2007
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Use / Implications of Results:

Intended Outcome 1: Student and faculty perceptions of adequate Library Services staffing levels will remain 80% or higher.

Student and graduate surveys indicate 88% or more users agree that Library Services has met their needs, including staffing availability. On-going assessment will monitor user needs.

Intended Outcome 2: Employees will remain abreast of current practices and technologies relevant to RPCC and,

Intended Outcome 3: Employees will participate in conference, workshops, or other activities to enhance their knowledge and skills as library and information science professionals.

RPCC librarians have attended and/or participated in on-going professional development activities in order to enhance their skills and serve the needs of the RPCC user community.

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Library Services
Service Unit

Library Services
Department

July 1, 2007 – June 30, 2008
Assessment Period Covered

Fall 2008
Date Submitted

Goal #5: Physical Environment and Facilities: Provide facilities, equipment, and technologies that will ensure operational efficiency and respond to the changing needs of users and staff.

Core College Initiative(s) Supported:

- Creating interactions among students, faculty, and staff that stimulate learning. (CCI #3)
- Creating a campus environment that encourages quality learning experiences and that reinforces the value of cultural and economic diversity and mutual respect. (CCI #5)
- Making effective use of new and emerging technology to improve teaching and learning in RPCC's classrooms, laboratories, and other learning environments. (CCI #7)

Objectives:

1. Add six computers to the new Computer Lab in C118.
2. Add a networked printer to the new Computer Lab in C118.
3. Add 252 linear feet of shelving to the Library (one double-sided 18-foot shelving unit).
4. Maintain appropriate equipment to meet student and faculty needs.

Intended Outcomes:

1. The number of computers will equal the number of student stations available in the new Computer Lab in C118.
2. Printing will be available in the new teaching lab for student, faculty, and staff use.
3. Additional shelving capacity for expanding the Library print collection.
4. Student and faculty satisfaction with facilities and equipment will remain 80% or higher.

Assessment Criteria:

1. Usage statistics (gate counts, etc.)
2. Analysis of space usage and equipment
3. Description of physical environment
4. Student Satisfaction Surveys
5. Graduate Follow Up Surveys

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Data Collection / Results:

- **Objective:** Add six computers to the new Computer Lab in C118.

Classroom C118 was converted into a computer-aided instruction lab in May/June of 2007. Prior to that time, the room was used only as a lecture classroom by instructional faculty. The funding for the conversion came from a Library Services initiated grant proposal to the Board of Regents. Since the conversion, C118 is a shared space between Library and instructional faculty. The room is used for some regularly scheduled courses, freshmen advising sessions, most library instruction sessions, and for proctored testing. This shared classroom added 775 square feet to existing Library Services facilities.

Because of a lack of available funds, prior to August of 2007 C118 only had 21 computers, even though there were 27 computer desks. In August, the Library acquired six Dell OptiPlex 745 Desktop computers at a cost of \$7,070.76 to complete the room.

- **Objective:** Add a networked printer to the new Computer Lab in C118.

In August of 2007 the Library acquired a Hewlett-Packard Laser Jet 4240tn printer for C118 at a cost of \$1,616.

- **Objective:** Add 252 linear feet of shelving to the Library (one double-sided 18-foot shelving unit).

In January of 2008, twelve new single units of 36" x 90" shelving were added in the Library, which required a reorganization of all existing furniture and computer workstations. Prior to January of 2008, Library Services had 79 single units of 36" x 90" shelving with 6 adjustable shelves and 1 base shelf. Only 66 units were available for the book and video collection, the other thirteen being reserved for serials and Technical Services use. By the fall of 2007, there was practically no shelf space left for our growing print and audio/video collection. The new twelve units of shelving added 252 linear feet of shelving, or enough space for approximately 2,000 items at an average shelving capacity of eight books per linear foot.

In addition to the new shelving, the Library also acquired three new study tables to replace defunct ones, twelve matching chairs to replace lesser quality ones, and a CD display cabinet for our collection of audio CDs and CD-ROMs, which had been previously stored in a filing cabinet and were not visible.

- **Objective:** Maintain appropriate equipment to meet student and faculty needs.

Library Facilities Usage: Entrance into the Library or Learning Resource Center is either through the main library doors or through an interior corridor, both of which have installed security gates that must be passed through. These gates have an automatic

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counting device that turns over anytime a person passes through. Gate counts are recorded at the end of each day the library is open.

- The gate counts show Library Services facilities were accessed a total of 39,886 times between the dates of July 1, 2007 and June 30, 2008. This total divided by a user count (students taking classes on-campus, faculty and staff) of approximately 2900 (total for the 3 terms) indicates average library usage of 14 visits per user.

It is worth noting that the gate count (39,886) reported above appears to indicate 12,542 less visits in 2007/2008 than there were in 2006/2007, when 52,428 visits were reported. A likely explanation for this is the reorganization of Library Services' facilities at the beginning of this past year to make room for new shelving and furniture in the Library (C124). Prior to that, twelve of our computers were housed in C124 and only eight in the LRC (C119). With the reorganization, only five patron computers were left in C124 and the majority (seventeen) was moved to C119. This, presumably, re-directed a lot of student traffic away from the Library and into the LRC.

Many students utilize the interior corridor of Building C to access the LRC, rather than passing through the Library. Although a security gate is located just outside of the LRC in this corridor, the security gate that is used to collect gate counts is located in the Library. So, it is very possible that many students who were using Library Services' facilities were not accounted for in our gate count numbers for 2007/2008. Library Services is going to consider a new gate count recording procedure for next year.

The following statistics were collected indicating that Library Services users are utilizing facilities, equipment, and technologies:

- RPCC electronic databases were accessed 3981 times during the fall of 2007, and the spring of 2008.
- A total of 3486 physical items, including books and videos, were checked out by library users. A total of 1257 e-books were also checked out by Library Services users.
- The Library Services public printer had 32,790 print jobs during 2007 and the public copier was used to make over 14,313 copies that same year.
- 950 proctored tests were administered in the LRC during the 2007/2008 academic year.

Summary Table of Equipment (June 2008):

Equipment Type	Library Room C124	LRC Room C119	Computer Classroom Room C118	Totals
Patron Computers	5	17	27	49
Large-Monitor Computers		1		1
TVs		1		1

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VCRs		1	1	2
DVD Players		1	1	2
LCD Projectors			1	1
Scanners		4		4
Printers	1		1	2
Copiers	1			1
Tables	5	2		7
Seating	25	27	28	80 (13% of FTE for Spring '08)
Study Carrols	1			1
Instructor Computers			1	1

Note to above chart: Three Hewlett-Packard desktop scanners were added to the list of equipment for the LRC, along with Adobe CS3 software.

The following survey data was collected:

- 97% of respondents on the *RPCC Graduate Survey* gave the Library an Excellent, or Good, rating.
- 87% of respondents on the *Institutional Assessment Survey* either Strongly Agreed, or Agreed, that “The RPCC Library provides services and resources that support my course work.”

Use / Implications of Results:

1. **Intended Outcome:** The number of computers will equal the number of student stations available in the new computer lab in C118.

The purchase of six more student computers in August of 2007 has made it possible to utilize all twenty-seven student work stations in room C118. Larger classes can now be accommodated for computer assisted instruction and learning.

2. **Intended Outcome:** Printing will be available in the new teaching lab for student, faculty, and staff use.

In addition to being used by Library Services for proctored testing and bibliographic instruction sessions, C118 is also used by Student Services for advising sessions. It is also available to faculty for conducting classes and in the spring of 2008 was utilized for four separate courses. The printer has been an important addition for supporting all of this activity.

3. **Intended Outcome:** Additional shelving capacity for expanding the Library print collection.

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The new shelving has created space for some growth of our collection. However, it is worth noting that for the past few years just over 1,000 items have been added to our collection annually. At that rate, the Library will run out of space and be forced to look for new space by the fall of 2009.

4. **Intended Outcome:** Student and faculty satisfaction with facilities and equipment will remain 80% or higher.

As noted in the survey data above, student satisfaction with facilities and equipment remained above 80% in 2007/2008. Survey data was not collected for faculty satisfaction this past year, but positive comments from faculty have been documented such as that the library provides “lots of useful information”.