

River Parishes Community College
Library Services Assessment Report
2006-2007

Library Services
Service Unit

Library Services
Department

July 1, 2006 – June 30, 2007
Assessment Period Covered

Fall 2007
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:

- Implement expansion/reorganization plan for the Library and C118 (contingent upon the construction of the new classroom building and vacancy of C118).
- Maintain appropriate equipment to meet student and faculty needs.

Intended Outcomes:

- New teaching lab available for student, faculty, and staff use.
- Additional student seating available.
- Increased shelving capacity.
- Student and faculty satisfaction with facilities and equipment will remain 80% or higher.

Assessment Criteria:

- Usage statistics (gate counts, etc.)
- Description of space usage and equipment
- Description of physical environment
- Student Satisfaction Surveys
- Faculty Needs Assessment Survey

River Parishes Community College
Library Services Assessment Report
2006-2007

Data Collection / Results:

- **Objective:** Implement expansion/reorganization plan for the Library and C118 (contingent upon the construction of the new classroom building and vacancy of C118).

Room C118: Classroom C118 was converted into a computer-aided instruction lab in May/June of 2007 for summer 2007 usage. 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, most library instruction sessions, and for proctored testing. This shared classroom adds 775 square feet to existing Library Services facilities.

The classroom includes 27 student computers, 27 student chairs, one instructor computer and one instructor chair, one LCD projector, and one VCR. The instructor computer has a DVD player built in.

Physical Environment: Library Services is housed in two public areas/rooms with a total of 2313 square feet (Library = 1532 sq. ft. and Learning Resource Center (LRC) = 781 sq. ft.). The Director of Library Services has an office (124 sq. ft.) directly across the hall to the LRC. The Head of Public Services has office space behind the Circulation/Service Desk in the Library and the Head of Technical Services and the Technical Services staff person have office space within the LRC.

The LRC was reorganized prior to the spring 2006 semester to include 17 computers for student use, instead of primarily study tables, which were moved into the Library.

The Circulation/Service Desk is in the Library with the shelving units. Regular monographs and Reference monographs are integrated together in the stacks. The VHS and DVD video collection is located along the top shelf of each shelving row, above the monographs with the same LC classification.

Serial publications are located in the LRC (C119), as well as the CD-ROM collection, a TV, a VCR player, a DVD player, a math tutorial video collection, the law book collection, and other miscellaneous materials. The Library and the LRC currently have seating for 52 patrons (25 in the Library and 27 in the LRC), which is approximately 9% of the spring 2007 student FTE (578), with an additional 27 student seats in C118. Five tables with seating in the Library and two in the LRC provide clear study/workspace, and nine additional tables in the LRC provide computer space with seating. Two individual seating units provide space for the TV/VCR/DVD player and a large-monitor computer for visually impaired students in the LRC. A total of 22 regular student computers are available in the Library and LRC. One copier, one networked printer, and one scanner are available for student use in the Library and LRC. All computers are networked, have internet access, and have Microsoft Office installed.

River Parishes Community College
Library Services Assessment Report
2006-2007

Library Services currently has 79 single units of 36” x 90” shelving and each has 6 adjustable shelves and 1 base shelf. Serials uses 6 shelving units and books/videos use 66 units. Seven units are currently utilized by Technical Services. Statistically, shelving capacity averages approximately 8 books per linear shelf foot. Additional shelving is planned for the fall of 2007 because shelving space has reached its capacity and new acquisitions cannot be easily integrated into the collection. A dictionary stand and an atlas stand provide added shelf space and make the large volumes more accessible to patrons. A bookshelf located in the hallway between the Library and the LRC provides display space for featured resources.

Technical Services has 3 staff desks in the LRC to accommodate cataloging activities. Hand held barcode scanners and a barcode printer are utilized for cataloging accuracy. New acquisitions are stored and processed from the seven shelving units allocated to the cataloging department.

- **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 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 52,428 times between the dates of July 1, 2006 and June 30, 2007. This total divided by a user count (students taking classes on-campus, faculty and staff) of approximately 2600 (total for the 3 terms) indicates average library usage of 20 visits per user.

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

- RPCC electronic databases were accessed 5925 times during the fall of 2006, and the spring of 2007. Only partial statistics available for 2006 through present due to shared user authentication methods via the LOUIS proxy server. Prior to that time on-campus usage was authenticated via IP recognition.
- A total of 6,551 physical items, including books and videos, were checked out by library users. A total of 594 e-books were also checked out by Library Services users.
- The Library Services public printer had 30,868 print jobs during 2006 and the public copier was used to make over 14,650 copies that same year.
- 1008 proctored tests were administered in the LRC during the 2006/2007 academic year.

Summary Table of Equipment (June 2007):

| Equipment Type | Library Room C124 | LRC Room C119 | Computer Classroom Room C118 | Totals |
|----------------|-------------------|---------------|------------------------------|--------|
| | | | | |

River Parishes Community College
Library Services Assessment Report
2006-2007

| | | | | |
|-------------------------|----|----|----|-----------------|
| Patron Computers | 5 | 17 | 27 | 49 |
| Large-Monitor Computers | | 1 | | 1 |
| TVs | | 1 | | 1 |
| VCRs | | 1 | 1 | 2 |
| DVD Players | | 1 | 1 | 2 |
| LCD Projectors | | | 1 | 1 |
| Scanners | | 1 | | 1 |
| Printers | 1 | | 1 | 2 |
| Copiers | 1 | | | 1 |
| Tables | 5 | 2 | | 7 |
| Seating | 25 | 27 | 28 | 80 (13% of FTE) |
| Study Carrols | 1 | | | 1 |
| Instructor Computers | | | 1 | 1 |

The following survey data was collected:

- The results of the 2006/2007 *Institutional Assessment Survey* indicated that 88% of students surveyed agreed or strongly agreed that RPCC provides library resources adequate to meet their needs (question 13).
- The *Faculty Needs Assessment and Evaluation Survey* for 2006/2007 (issued separately to adjunct instructors and full-time instructors) indicated that 88% of those responding considered the organization and accessibility of Library Services equipment and collections to be highly or moderately effective (question 8).
- Question 5 of the *Library Services Student Survey (Spring 2007)* had these results: 100% of students surveyed were satisfied or very satisfied with the RPCC Library facility's hours of service.

Use / Implications of Results:

- **Intended Outcome:** New teaching lab available for student, faculty, and staff use.

The Library has successfully converted Room C118 to a computer-aided teaching lab and incorporated the shared space into Library orientation, instruction, and proctored testing activities.

- **Intended Outcome:** Additional student seating available.

The conversion of Room C118 has added 27 student seats to the available seating in Library Services. Once more classroom space become available for regular courses, C118 will be used almost solely for Library activities and open computer lab for students.

- **Intended Outcome:** Increased shelving capacity.

River Parishes Community College
Library Services Assessment Report
2006-2007

Additional shelving has been investigated and quotes have been received. Installation is scheduled for the fall of 2007 and will add 252 linear feet to the existing shelving. The additional shelving will have an estimated capacity of 2000 volumes.

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

Student and faculty satisfaction levels with the Library Services physical environment remain above 80%. Existing computers will need to be replaced due to age in the near future in order to maintain satisfaction levels.

The most frequent complaint from students is about the noise level in the Library. Due to the small size of the RPCC campus, students tend to congregate at the Library tables in hot, cold, or wet weather. Until the campus expands facilities in general, this may continue to be a problem.