

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 #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:

- Continue offering services to faculty and students including circulation, electronic access to resources, interlibrary loan, orientation and instruction, reserves, workshops, and test proctoring services.
- LISR 1000 offered as an online course each semester.
- Update Library Services web page to increase accessibility and resource usage.

Intended Outcomes:

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

Assessment Criteria:

- Usage statistics
- Instruction statistics
- In-class instruction surveys
- Availability of LISR 1000
- Student Satisfaction Surveys
- Faculty Needs Assessment Survey

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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 15,800 print and multimedia resources. In addition to these collections, Library Services coordinates access to more than 55,000 electronic books through the Solinet/Online Computer Library Center (OCLC) NetLibrary Shared Collections and access to subscription databases comprising indexes, abstracts, and full-text articles of over 10,000 journals, magazines and newspapers, as well as information from biographies, company profiles, legal sources and other reference works.

- **Circulation:** During the 2006/2007 academic year, the Library circulated 6551 physical items to students, faculty, other users. There were also 594 NetLibrary e-books accessed online via the Learning Resource Services web page. This gives a total circulation of 7145 physical items (including reserves) and NetLibrary e-books.
- **Databases:** There were 5925 total accesses by the RPCC user group recorded for the 2006/2007 academic year. These statistics are incomplete due to shared user authentication methods via the LOUIS proxy server. Prior to that time on-campus usage was authenticated via IP recognition.

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. Since Hurricane Katrina, RPCC Library has not participated as a lending library to other libraries around the United States, but has loaned items to other Louisiana libraries. 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.

- **ILL Loans:** There were approximately 65 library items loaned to other institutions to support coursework for cross enrolled RPCC students. These institutions included Rayburn Correctional Facility, Louisiana Technical College Sullivan Campus, and Southeastern Louisiana University.
- **ILL Requests:** Library Services received four requests for materials from RPCC patrons and opted to purchase the items instead of borrowing them.

Bibliographic/Library User Instruction: Library Services librarians collaborate with teaching faculty to integrate library instruction and/or orientation into RPCC courses. In

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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 averages about seven students per fall and spring semester.

- **Course Integrated Instruction Evaluations:** Thirty-eight course-integrated sessions were presented in the 2006/2007 academic year (fall 2006 to summer 2007) serving 710 students (total enrollment for those courses). Of the students surveyed, 85% 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.

- During the 2006/2007 academic year, 328 items were placed on Reserve. 1051 circulation transactions were recorded.

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.

- Twenty-five workshops were presented during the Fall 2006 and Spring 2007 semesters. Attendance was voluntary and totaled 72. Of the attendees surveyed, 91% reported "the overall quality of the session was" highly effective, and 88% reported they found "the usefulness/helpfulness of this 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 – 1008 tests were proctored by Library Services staff during the 2006/2007 academic year (fall 2006, spring 2007, and summer 2007), which is a 19.4% increase from the previous academic year.
- **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

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off-campus students. The course averages about seven students per fall and spring semester.

- **Objective:** Update Library Services web page to increase accessibility and resource usage.
 - The Library Services web site has been fully updated as of the spring 2007 semester. Online resources, such as the Library's catalog, electronic databases, and e-book collection are easily accessible from the Library Home Page. The new URL is <http://library.rpcc.edu> and has links from the RPCC Home Page and from the menu bar of each RPCC sub page.

The following survey results were recorded:

- 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), and that 84% of students surveyed agreed or strongly agreed that adequate assistance was available in locating materials in the library.
- The *Faculty Needs Assessment and Evaluation Survey* for 2006/2007 (issued separately to adjunct instructors and full-time instructors) indicated that 88% of responding faculty agreed that the variety of instructional opportunities for students was highly or moderately effective (question 2).
- The survey also indicated that 76.5% of those responding agreed that the availability of print collections in supporting the College's teaching and learning initiatives is highly or moderately effective (question 5), and that 81.3% of those responding agreed that the availability of electronic and multimedia collections in supporting the College's teaching and learning initiatives is highly or moderately effective (question 6).
- Question 4 indicated that 80% of those responding considered collaboration of librarians with teaching faculty in selecting and acquiring useful resources to be highly or moderately effective.
- Question 8 indicated that 88% of those responding considered the organization and accessibility of Library Services equipment and collections to be highly or moderately effective.

Use / Implications of Results:

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

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Student satisfaction with RPCC Library resources, both physical and online, remains above 80%; however, faculty satisfaction falls just short of that intended outcome in one area, but overall survey results indicate that faculty members are satisfied with Library Services.

Library staff members continue to encourage collaboration between librarians and teaching faculty in the development and improvement of services and collections.

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

The *LISR 1000* one-credit-hour course is available online every fall and spring semester. Library Services has successfully developed an accessible course for all RPCC students. Continued assessment will ensure the course improves and evolves to meet student needs.

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

Library Services has successfully transitioned to a new, useful web page making online resources and services more accessible to students and faculty. Continued development is planned in order to improve service and access to resources.