

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 #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:

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

Intended Outcomes:

- Services for off-site courses continued.
- Services and communication with Rayburn Correctional Center further developed.
- Library Services will be represented on a variety of campus and statewide consortium committees and will contribute to broad campus goals through service.
- Student Success Workshops offered during 2006-07 academic year.
- Faculty and student satisfaction with Library Services will remain 80% or higher.

Assessment Criteria:

- Online resources statistics
- Committee records
- Usage statistics
- Student Success Workshops statistics and surveys
- Student Satisfaction Surveys

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- Faculty Needs Assessment Survey

Data Collection / Results:

- **Objective:** Continue to develop communication avenues with faculty (especially adjuncts).
- **Objective:** Continue collaboration with instructors teaching off-site courses.

Library Services continues to offer support and services to all faculty. Email communication, presentations at faculty in-service meetings and regular faculty meetings, and face-to-face conversations to promote Library Services take place each semester.

Online forms and information about Library resources and services is available specifically for faculty on the library website at <http://library.rpcc.edu/faculty.html>.

Teaching faculty have collaborated with Library Faculty to conduct Student Success Workshops. During the fall of 2006 and spring of 2007, 10 of the 20 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 2006/spring 2007 LSAC Committee includes:

- | | |
|----------------------|--------------------------------|
| 1. Bill Beier | 7. Tom Henson |
| 2. Rose Brister | 8. Lee Kleinpeter |
| 3. Woukeenia Cousin | 9. Edward Thompson |
| 4. LeAnn Detillier | 10. Cindy Vavasseur |
| 5. Jennifer Dorhauer | 11. Wendy Johnson (non-voting) |
| 6. Sandra Guzman | |

Thirty items were placed on permanent loan to the Rayburn Correctional Facility in the spring of 2007 to support two courses which are taught there on a regular basis. An additional 60 items were temporarily loaned to support courses offered during the spring and summer 2007 semesters. Louisiana law prohibits internet access by prison inmates; therefore physical items were loaned to the prison in order to support the course work.

A copy of a required DVD video was also loaned to the Louisiana Technical College Sullivan Campus and one copy to Southeastern Louisiana University.

The *Faculty Needs Assessment and Evaluation Survey* for 2006/2007 (issued separately to adjunct instructors and full-time instructors) indicated that of those not marking “N/A – Not Applicable” as their response to question one, 83% agreed that the librarian’s responsiveness to partnering with faculty to teach students how to effectively locate, evaluate, and use information is highly effective.

Question 4 of the survey indicated that of those not marking “N/A – Not Applicable” as their response, 92% agreed that the collaboration of the College librarians with faculty in selecting and acquiring useful resources is highly effective.

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Question 7 of the survey indicated that of those not marking “N/A – Not Applicable” as their response, 87% agreed that the librarians communication and responsiveness to faculty, students, and other college service units in regards to services, collections, and policies is highly effective.

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

Chemay, Connie	<ul style="list-style-type: none"> • Member of the American Library Association • Member of the Louisiana Library Association
Johnson, Wendy	<ul style="list-style-type: none"> • Member of the American Library Association • Member of the Louisiana Library Association • 2006/2007 -Chair, Campus e-Learning Committee (also RPCC representative on the LCTCS e-Learning Coordinators Committee) • 2006/2007 – Member, RPCC Quality Enhancement Plan Committee for SACS reaffirmation • 2006/2007 – Work Group Leader, Group 9 (Library Services) for SACS reaffirmation • 2006/2007 – Non-voting Chair, RPCC Learning Resources Advisory Committee • 2006/2007 - Member, RPCC Library National Library Week Planning Ad Hoc Committee, helped coordinate Poetry Contest and other activities • 2006/2007 – Member, RPCC Disaster Recovery Committee • 2006 – Member, RPCC Smoking-on-Campus Ad Hoc Committee • 2006/2007 – Member, Louisiana Academic Library Information Network Consortium (LALINC) Directors Committee • 2006/2007 – Member, Louisiana Library Association (LLA) Local Arrangements Committee, solicited and coordinated all signage creation and delivery for the 2007 LLA Annual Conference • 2006 – Participated in an Electronic Resources Focus Group (consisting of Library Professionals) hosted by World Book Online (Monroe, LA, December 2006)
Sanchez, Victor	2006/2007 Served on the Dean’s Scholarship

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	Committee Member of the American Library Association Member of the Louisiana Library Association
Library Specialist III	New Staff Member

- **Objective:** 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.

Question 2 of the *Library Services Student Survey (Spring 2007)* had these results: 100% of students who used the Library's physical collection were satisfied or very satisfied with the resources in supporting their course work.

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.

- **Objective:** Continue organizing Student Success Workshops for students.

Semester	# of Workshops	# of Presenters	# of Attendees
Fall 2006	12	4	20
Spring 2007	13	5	52

Workshop topics included Library Orientation (using Library resources), Overcoming Math Anxiety, Blackboard Basics, Computer Basics, Using a Calculator, and more.

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.

- **Objective:** 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

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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. RPCC Library has limited ILL activities to Louisiana libraries since Hurricane Katrina.
- 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 – VI as of spring of 2007) which enables access to 55,000 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:

- Electronic database access containing abstracts and full text articles from over 10,000 journals are available through LOUIS via the Internet for access on and off campus for all RPCC Library users. Over 60 database and electronic resources are currently available.
- SIRSI Unicorn 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 SIRSI 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.

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- 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.

The *Faculty Needs Assessment and Evaluation Survey* for 2006/2007 (issued separately to adjunct instructors and full-time instructors) indicated that of those not marking “N/A – Not Applicable” as their response to question nine, 87% agreed that the librarian’s use of statewide and regional partnerships (i.e. LOUIS, LALINC, and Solinet) to increase quality and access to services and resources is highly effective.

Use / Implications of Results:

- **Intended Outcomes:** Services for off-site courses continued.
- **Intended Outcomes:** 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.

- **Intended Outcomes:** 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 Outcomes:** Student Success Workshops offered during 2006-07 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 Outcomes:** 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.