



Unit Plan Annual Narrative (2007-2008)

Directions: Use the "Unit Plan Narrative Guide Sheet" to complete this planning form. Be sure that under each section, you write a narrative which discusses all elements listed under each heading. If a particular element does not apply to your area, note that within your narrative. Again, this form should be completed as a narrative, not bulleted.

Department/Unit: LIBRARY

Unit Administrator: Sandra L. Henderson

Date: June 23, 2008

A. Unit Description

a. Connection of the unit to the institution's role and mission:

The Library Learning Resource Center at Lawson State Community College serves as a support system providing resources and services for the students, faculty and the extended community. It is a vital contributor and invaluable component of the educational mission and life of the college. The vast number of computer users and the level of activity at the circulation desk and reference desk serve as evidence of the library's value. In addition, the library's enhanced collections of over 50,000 books, 300 journals, 1400 audio-visuals and electronic resources further demonstrates its instructional value to the teaching and learning process of the college. It is an essential component of the entire educational program.

The library's major role as it relates to the development of the college includes increased hours of operations, additional professional staff, improved facilities for students as well as community users and policies and procedures that reflect the changing, current and future informational needs of the faculty, staff and students. In keeping with the technology focus of the campus, the library serves as a leader of technological opportunities with services such as online public access computers, electronic databases of full-text journals, online reference services, educational websites and a new open computer lab in the Ebony Room. The library staff also provides lifelong learning opportunities through its instructional programs of information literacy. It is imperative that students leave the college with not only a basic level of literacy as it relates to the vast array of information, but the ability to locate and critique information resources that are important both professionally and personally. Digital equipment for digitalization projects of archival materials, an information literacy classroom for training in electronic resource usage and acquirement of additional electronic resources of scholarly formats continue to be a major priority for the implementation of an electronic library in the ACATT center.

b. Unit Achievements:

This year marked many achievements and many changes including conversion of the Ebony Room (*African American Collection*) to an open computer lab for students. The initial plan includes space for 18 computer workstations, a technology enhanced instructor's desk, LCD projector and viewing screen. Students will be provided with educational software across the curriculum, Microsoft Office products, a networked printer, two lab assistants and a library technician/automation specialist.

In an effort to increase library usage and provide recreational reading materials for students and other library users, a new Best Seller Collection was initiated that has received rave reviews. Observation of library patrons showed great enthusiasm as well as an increase in circulation statistics.

To ensure the library is user friendly as well as creating additional space for study, the library shelves at the Bessemer campus were reorganized with lower shelves replacing the taller shelves in the main reading area. This major task improved visibility of students and staff and created an atmosphere conducive for collaboration and study.

The audio-visual technician provided instructional media services to faculty, staff and students and maintained instructional equipment. 189 items of media equipment were circulated to faculty representing all disciplines. Moreover, the technician provided training in Microsoft Office products and AV equipment.

The director developed a plan for re-structuring the library staff. A full-time librarian position was acquired due to the retirement of Diane Gregg at the Bessemer campus. The plan included transferring the full-time position to the Birmingham campus, attributed to increased attendance and usage of the library. In addition, the part-time reference librarian position made available through the retirement of Mary Alyce Howard was repositioned to the Bessemer campus.

Other unit achievements included the selection of Tonja Hunter to participate in the HBCU Library Alliance Exchange Program with the Association of Southeastern Research Libraries (ASERL) to work in a majority university setting on an identified project to be implemented in the HBCU institution. This was quite an honor, due to the fact that only six participants were selected out of the 103 HBCU colleges and universities. She will be working two weeks at the University of North Carolina on Information Literacy programs and library instruction from July 14-July 25, 2008.

Several exceptional programs were provided for staff and students in recognition of Black History Month and National Library Week that included an author's visit with A. Faye Boykin, a Poetry Night Extravaganza and Book Talk with Margaret Robinson. Twenty-five

participants attended the Book Talk at Bessemer and 75 students and 8 faculty attended the Poetry Night Extravaganza.

c. Instructional Units within your division:

The library is a vital component of the division of instructional services. It serves as a support system for the entire educational program. Collaboration with faculty is instrumental in developing library collections and acquiring resources to support the curriculum. There are no instructional units within the library division.

B. Unit Effectiveness

a. Staff Description:

The Library Learning Resource Center unit consists of the Director of Library and Media Services who oversees the daily operation of the library of both campuses, two full-time professional librarians (one on each campus) and two Extended Day librarians. A part-time Reference librarian is available on the Bessemer campus in addition to the full-time and Extended Day librarians. An Administrative Assistant, Audio-Visual and an Automation Specialist further complete the committed staff of the Library Learning Resource Center. Work-study students and lab assistants are also a part of this dynamic team.

b. Instructional Effectiveness / Student Success:

The library staff aids in student success by working with faculty to introduce the use of subject specific research guides and training in the use of library resources and online services. Individualized instruction at the Reference desk, point-of-need instruction and computer assistance further assist students to become effective and efficient library users. Orientation classes are offered to all incoming freshman with a tour of the library, discussion of policies and procedures, instruction on how to use the online catalog, Library of Congress Classification and accessing the Alabama Virtual Library. For distance learners, the Ask-a-Librarian online chat and tutorials are beneficial and help student to develop library skills 24/7 with electronic resources such as electronic books and full-text journals.

c. Support Services Connection & Resource Availability:

Resources are available and financed through Title III, Sponsored Programs & Development Department and institutional funds from the State. The library continually strives to be the center of the teaching and learning process serving the needs of the entire college including student services and administrative affairs.

d. Customer Service Ranking:

Customer service skills of the library staff have improved tremendously over the last two years with surveys consistently indicating a significant increase in satisfaction as well as written comments from students and faculty in the suggestion box. The new professional librarians are also responsible for the warm, friendly, atmosphere and team environment permeating both campus libraries. Individual research assistance and educational packets for students have also assisted in improving customer service with library users. The library staff continually goes that extra mile for patron satisfaction.

C. Value Added

a. Support of the unit to other program and units:

The library, as the information center of the college, serves as the major support system to all units and programs of the college with resources and services that expand classroom instruction and information literacy instruction to improve the quality of life for students as well as promote lifelong learning. Library facilities are available to classes, community members, individuals and study groups and cultural events. Besides the supplementary resources available, the library is the primary area for computer access for all students at the institution. Instructional technologies are a major component of the library program and are the most widely used computer labs at the institution. The audio-visual technician responsibilities expand throughout the entire college with photographs of events, sound system installations and set-ups and training for equipment use. The library offers twenty-four, seven services through its electronic resource of databases and electronic books.

b. Strengths:

The major strengths of the library are its committed staff, quality collections, exceptional rapport with faculty and students, great reader - advisory techniques, library instruction, excellent computer assistance for students and its ability to serve with limited staff and inadequate space for

services.'

c. Areas Needing Improvement:

1. The existing library facility is not built to serve the needs of the 21st century institution. There is a need for a full transformation of services, resources and facilities that will accommodate the new millennial user. We must create a technology enhanced environment that is conducive to modern technical resources and modify our services for the new users.

2. Improved Library Management System. "Athena" does not meet the needs of the merged college collections and does not provide the kinds of reporting needed for a college library.

d. Departmental or Unit Needs:

As mentioned above, a new library management system and new furnishings and facilities.

Recommendations:

The implementation of the ACATT electronic library is long overdue. I recommend that we go forward with our plans for purchasing equipment, updating services and furnishings as soon as possible, as well as providing additional space for the Bessemer campus library.

D. Projections

a. Staff needs: There is and continues to be a need for additional professional staff. In order to implement a formal information literacy program, there must be a librarian assigned to manage this area of library management and assessment for the college. Also, a cataloguer that will be shared between both campuses will be beneficial to assist with unifying both collections and managing the new library management system, website and the transformation of Dewey to Library of Congress classification.

b. Resource needs:

New furnishings (shelving, chairs, tables. Computer tables and comfortable lounge seating).
Equipment (PC's, IPods, laptops, digitizing equipment, wireless capabilities in Building D, color printers)

c. Professional development needs:

- Implementation of an Information Literacy Program
- Library courses in cataloguing
- IPODS in the library instruction program
- Customer Service workshops

d. Other (if applicable):

Unit Plan Part II: Directions: As noted on page one of this plan, complete columns E & F at the end of the planning cycle by the spring. As you report under each column, be sure to carry over the numbers which represent each outcome you are addressing.

E. Actual Results Obtained—When you assessed and measured your stated outcomes, what results did you find? Be clear and concise in your reporting.

1. The Ebony Room (*collection of African American Literature*) was converted to an open computer lab for students. The complete renovation of the project included new flooring, paint and ceiling tiles. Additional wiring was installed to accommodate 18 computers, a technology enhanced instructor's desk, a ceiling LCD projector and viewing screen. Furnishings for the new lab have been ordered and will be installed after the final walk-through for the project. The open computer lab will provide all educational software, Microsoft Office products, Internet access and a networked printer. Two lab assistants will be on hand to help with maintaining the lab as well as assisting students with technological projects.

2. This goal was achieved through the acquisitions of not only print resources but electronic resources and audio-visual resources as well. As of June 2008, the Bessemer campus added a total of 451 print resources to the collection. The Birmingham campus added a total of 735 resources, this number included books and other audio-visuals such as DVD's, Videos' and CD's. The electronic resources resulted in the bulk of acquired resources during this time period benefitting both libraries' collections. More than 20,000 electronic books (e-books) were made available through Net Library and purchased through Solinet, The Proquest database of over 10,000 newspapers and magazines was renewed as well as CINAHL nursing databases and Mitchell-On Demand, an automotive database that is primarily used in the auto mechanics programs on the Bessemer campus. Thus, the library far exceeded the projected increase of 20% print and electronic resources added to the collection.

3. After accessing the library facility on the Bessemer campus, the staff found the limited space did not allow for library services such as group collaboration, quiet study areas, recreational reading or research assignments. In addition, the overcrowded tall shelves obscured visibility of students, preventing easy access to materials and librarians. The library staff removed all tall shelves in the center of the library and replaced them with lower 42 " shelves to increase visibility and rearranged study tables, chairs and lounge furniture to produce an aesthetically appealing atmosphere to the library. This difficult task involved shifting the entire book collection, purchasing new shelves and reassigning resources to other locations in the library.

4. The advent of the E-library on the second floor of the ACATT building has not been implemented due to limited budgets for equipment and furnishings. The library staff and administrators are aggressively pursuing external and internal partnerships to assist in providing funds for resources and additional services for this worthwhile project. The plan for implementation of the E-library with its mission, purpose and functions was presented to the College President and administrative staff, which was highly received and supported. The library staff will continue seeking strategies and funds to implement the E-library advancing the library toward the 21st century.

5. 25% of the baseline 23,091 holdings in the collection would be 5,773 resources that must be weeded to achieve this goal. The library did not achieve this goal. Records in "Athena" indicated that only 571 resources were weeded from the collection during this time period. Weeding is the removal of resources from the collection that no longer fall within the parameters of the selection criteria are physically deteriorated, outdated and/or no longer meet the needs of the college curriculum. Professional librarians, in cooperation with the faculty from various academic disciplines recommended resources for de-selection (weeding) found several sources that were outdated and no longer relevant to their programs.

F. Use of Results—Now that you have your results, how do you intend to use these results or, if implemented early, how have you used these results to improve your overall unit for the upcoming academic year? **NOTE:** After you list how you intend to use these results, be sure to include such improvements in your new Unit Plan for the upcoming academic year.

1. The renovation of the new Ebony Room computer lab is nearing completion and will provide 18 additional computers for student use. This alleviates the problem of overcrowding of the open access computers in the library. Satisfaction surveys, focus group responses and questionnaires will be utilized to determine the impact of the new computer lab for students. Lab assistants have already been hired and will be a vital component of the open computer lab's success.
2. After a thorough collection analysis of holdings, the staff found several inconsistencies with the number of holdings in the collection, incorrect formats of materials recorded and the number of electronic books incorrectly assessed. Electronic books purchased were identified under "Bessemer Technical College instead of purged and recorded under Lawson State Community College as requested to the vendor, Solinet. In addition, formats such as CD's, DVD's, electronic books and audio-visual materials are not listed correctly in the online catalog on the Bessemer campus. A physical inventory will be conducted comparing all marc records listed in "Athena", A new Library Management System is greatly needed that is web based instead of the existing software computer program (Athena) that will provide for remote access of resources as this online catalog has proven insufficient to a college library needs for distance learners, enhanced patron services and allows for growth of collections and accommodate the ever-evolving technology needed for automation. The new Integrated Management system will also ensure the functions and performance of a multi-campus library collection will be accessible to users and staff and produce accurate collection statistics improving the overall effectiveness of the library staff.
3. The results indicated that although rearranging the library shelves and other furnishing helped to improve visibility, improvement is still needed with overcrowdings of the library on the Bessemer campus. Plans must be implemented to relocate the library, renovate the existing library or provide additional space for services in order to provide students with an exemplary college library that is functional and meets the needs of its users.
4. The Library Director developed a plan for the implementation of an ACATT E-Library in the Ward technology infrastructure. This plan included identifying spaces aligned with functions of the electronic library, resources, services and staff. In addition, the academic dean and director worked as partners meeting with vendors and staff which resulted in successfully completing selection of furniture, fabrics, electronic resources and equipment for students, faculty and (business and industry.) Training in database usage and information literacy (the ability to locate, analyze and utilize information) will be the major focus of instruction in the electronic library. We need to move forward with this project in order to provide our students with a 21st century environment of learning.
5. A strategic plan has been developed that includes a professional librarian assigned to all subject areas of the general collection. Criteria for removal of materials will be the weeding policy located in the Library's Policy and Procedure Manual, comparison of holdings to the academic programs offered at the college, accreditation standards per program, and charts representing the copyright dates and circulation statistics of resources. The books and other materials weeded from the collection will be used to compile a list for replacement and to fill gaps in the collection ensuring that users have a current, relevant and adequate collection of resources to support the curriculum and cultural aspects of the college.

Institutional Effectiveness Unit Plan for 2007-2008

Directions: Use 9 point font when completing this form. First, complete columns A-D. Make sure your Unit Outcomes are targeted, essential and measurable. Columns E & F (which serve to assess whether your goals were reached and how you intend to use the results) will *not* be completed until the end of the cycle in the spring.

Unit: Library Learning Resource Center Library

Unit Administrator: Sandra L. Henderson

Unit's Mission: The mission of the library is to facilitate and enhance learning by providing essential resources and services, access to innovative technologies; instruction in library usage and access to adequate facilities and personnel. The library further seeks to promote research activities that meet the informational, educational, and cultural interests of the faculty, students, and extended community of Lawson State in accordance with the mission and goals of the institution.

Number Each Outcome

A. Unit Outcomes (3-5)

Should be measurable. Use percentages where possible. Be brief.

1. Convert Ebony Room of African American Literature to an open computer lab for students providing 18 computers and a technology enhanced instructor's computer desk. The lab will offer course specific software, MS Office suite, wireless connections and Internet access.
2. Increase print and electronic resources by 20% on Birmingham and Bessemer campuses with special emphasis on NURSING resources.
Baseline Data as of October 2007: Birmingham Campus 23,091 and Bessemer Campus 27,871
3. Reorganize the Bessemer Library to define specific library functions (i.e. Reference, periodicals), purchase 42" lower shelves to increase visibility and safety of students and staff, as well as create an environment conducive for study.
4. Provide an electronic library with quick and easy, access to digital information, downloadable audio books, iPods, electronic books, online reference services and an information literacy classroom.
5. Weed 10% of the library's existing collection of outdated, irrelevant print books on the Birmingham campus.
Baseline Data: October 2007- 23,091

B. Outcomes Link to Institutional Goals & Strategic Indicators

List the goal numbers and the corresponding Strategic Indicator letters (i.e., Goal 1; Indicators B & C; Goal 2; Indicators A-C, etc.)

1. Goal 3: Indicators B & D
2. Goal 1: Indicators A & C
3. Goal 1: Indicators A & C
4. Goal 3: Indicators B & D
5. Goal 1: Indicators A & C

C. Methods of Assessing the Outcome

List what methods you plan on using to measure each outcome (i.e., exit exam results, portfolios, surveys, board exams, etc.)

1. Purchase orders, and photographs
2. Collection Summary Reports, Purchase Orders, Satisfaction surveys, Monthly reports.
3. Survey results of user satisfaction, monthly statistical reports including library attendance, computer usage, and orientation and information literacy classes taught. Purchase Orders and vendor usage reports.
4. Monthly Reports
5. Collection report of weeded materials and replacement list of materials.

D. Budget Implications

If your outcome has budget implications (costs that will exceed \$499), list them here.

1. Remodeling & relocation costs, computers, computer desk and chairs, wireless connectivity, lab assistants, technicians and electronic resources.
Cost: Furniture: 12,000.00
Remodeling: Lighting, carpet and blinds - 5,000.00
Computers 23,182.00
2. Cost of online databases, audio-visuals, and print and non-print resources.
Projected Cost: 15,000.00
3. Cost of shelving and new furniture
Shelving \$3,000.00
Furniture: 2,000.00
4. Cost of lap-tops, PC's, garage computer tables, I-Pods, lounge chairs with tablets and bistro tables.
Cost: \$70,364,56