

# St. Petersburg College

## Outcomes Assessment Review Report

### Student Services, Educational Support & Administrative Services

*Check the Report Area That Applies*

- Student Services
- Educational Support Services
- Administrative Services

**The 2005 Enrolled Student Survey states: The respondents to this survey were most satisfied with the “Library” giving it the highest satisfaction rating of any college service, 6.01 College wide and an importance of 5.99 for a positive performance gap of .02.**

**Describe the status of each item identified in this report last year.**

*Assessment Tools:* Enrolled Student Survey; Annual Library Survey (Attachment)

**Area Needing Improvement: Improve the currency level of the print and audiovisual collections.**

**Objective 1:**  
**Improve collection currency**

Action Items:

1. Complete inventory and weeding of all print and audio visual resources and update collection database Withdraw 3% of collection. Increase collections by 5%
  - ◆ The library withdrew 2 % of the collection and increased the collections by 5%. The 2% withdrawal reflects previous vigorous weeding of out of date materials.
2. Update campus collection development plans and add collection development for the new baccalaureate programs.
  - ◆ The Collection Development plan continues to need updating. Each new baccalaureate program has a collection development plan designed specifically for that discipline. These plans need to be incorporated into the overall plan.
3. Budget for library materials and equipment and additional funding for the baccalaureate programs allowing the library to fulfill commitment to

develop resources for the four-year programs and to improve general library collections and equipment

- ◆ The Library expended \$211,391 in 2004/05. The amended budget for 2005/06 is \$230,000. Expenditures are focused on new programs such as Orthotics and Prosthetics and Paralegal.
4. Increase student rating of currency of collections to 80%
    - ◆ The Library User survey (April 2005) shows that 77% of student respondents thought the book collections are current. This is a slight increase over 2003 when 75% responded positively (the question was not asked in 2004)
  5. Improve data collection within the libraries and from the Library Online to collect information on how the collections are used and to aid in collection development
    - ◆ The library online had 5,507,459 hits from Jan. 2005 to Dec. 2005, 104,550 unique visitors in 2005 for 261,442 visits. The Library User survey shows that 86% of responding students were familiar with the Library Online and 88% used it successfully to find a needed resource.
  6. Offer online faculty notification of new acquisitions and document faculty participation in materials selection.
    - ◆ New technology has enabled the library to promote new acquisitions. Faculty can request materials online or through librarian liaisons to departments, however documentation continues to be needed.

**Objective 2:**

**Increase numbers and types of electronic resources determined by changes in the college curriculum.**

**Action Items:**

1. Order additional NetLibrary titles, electronic journals and Jstor periodicals
  - ◆ 8,100 new electronic book titles were ordered and the electronic book collection now exceeds 53,000 titles. Jstor Arts and Sciences Collections 1 and 2 were added and portions of Collections 3 and 4. ((These collections will be completed in 2006/07)
2. Provide continuing funding support for Library Online
  - ◆ The Library online development funding is minimal. Less than \$4000 supported development and maintenance of this important library resource (\$3856).

**Area Needing Improvement:** Ensure that students and faculty have skills to successfully use electronic and traditional library resources

**Objective 3:**  
**To improve student Satisfaction Rating of the library as reported on the Enrolled Student Survey and the Library Survey.**

**Action Items:**

1. Engage students and faculty in instructional experiences targeting Library Online, databases, electronic reserves.
  - ◆ The Library User survey (April 2005) shows 752 of the 880 student respondents were familiar with Library Online and 98% of the responding faculty. 54% of students accessed the Library Catalog online, 64% accessed the journal article databases, and 29% used electronic books (an increase of 4%). Reaching students in an electronic library environment is an ongoing project. Below is a typical Online Library Commons
  
2. Implement electronic reserves (Docutek)
  - ◆ During the Fall 2005-06 session, the Docutek electronic reserve system has been utilized by the following programs and departments: BSN, COE, Dental Hygiene, EMS, Honors, Humanities, Library, Management, Math, and Science. A total of 1082 documents, 96 instructors, and 49 courses are posted on the database; however, it is assumed that many of these items are not active. The majority of activity this session occurred in the two-year Nursing program at the Health Education Center. 478 documents were posted by two-year nursing instructors, accounting for 44% of all items on the database. These items are known to be active. There is a downward trend in numbers of items submitted. It is assumed that this is due to faculty use of Angel. Continuing this service will be evaluated in 2006/07.
  
3. Offer CTS 1101 and LIS 1002 courses online to improve student information literacy skills.
  - ◆ CTS 1101 and LIS 1002 are both online. LIS 1002 H the honors version of LIS 1002 was developed and will be offered online Session II. LIS 2004 is also being taught Session II. During 2005/06, six sections of LIS 1002, two sections of OST 1793, eight sections of CTS 1101, and two sections of IDH2029H were taught by library faculty.
  
4. Create online library tutorials for Learning Management System (Angel)
  - ◆ For Library department classes using Angel, course work includes using discussion boards and blogs. Below is a typical assignment:  
*Overview: This assignment is designed to give you experience using a discussion board while reinforcing your skills identifying subjects/keywords and research strategies.*

The research topic below will be used for the discussion -- you do not need to write a paper.

*Research Topic: Let's pretend that your American Government instructor asks you to write a paper that discusses the balance of power between the federal government and the state governments, and also asks you to include what trends exist today. Do not actually write the paper. Simply post your thoughts on be. Also, discuss any research strategies you might use to find information about this topic.*

5. Increase number of class based instructional sessions.
  - ◆ From January-December 2004 there were 508 class Instructions for a total of 9179. For the time From January-November 2005 there were 434 class instructions for a total of 9867 students. Although a decrease in class numbers is shown, the number of students taught increased 6%.
  
6. Improve student rating of reference service to 85% very satisfied from 80%.
  - ◆ The Library User survey (April 2005) for reference services showed a decrease in very satisfied to 72%. This troubling decline will be further evaluated in 2006/07 especially since the overall student satisfaction with the library was the highest ranked service at the college according to the enrolled student survey
7. Increase student use of libraries from 89% to 92%

The enrolled student survey 2005 shows 86% of students responding to the survey use the library. This decline of 3% could be related to several factors and will be addressed in 2006/07.
8. Document library use of students in special populations: Title III, Honors, Collegiate HS, OSSD
  - ◆ See Objective 6

**Area Needing Improvement: Increased access by students and residents of Pinellas County to library resources**

**Objective 4:**

**To improve access to library resources of the Downtown Center students and faculty, the Midtown Center students and Faculty and the University Partnership Center students and faculty, and joint use library users.**

**Action Items:**

1. Improve library resources and services to Downtown and Midtown Centers

- ◆ The library has displays of brochures and available at both sites  
The library has provided classroom instruction at both sites  
Reference services are available one day a week at downtown
- 2. Improve library resources and services to UPC.
  - ◆ The Library Online a page added explaining services to University Partnership students such as reserves, identification cards, and instruction.
- 3. Provide library resources and services for users of joint use libraries
  - ◆ The library partners in two joint use libraries. The library director meets regularly with the public library directors to ensure quality services to all users.
  - ◆ The library requested consideration by the city of St. Petersburg to raise the age of unattended children to the same age as Seminole, 10 years old. This request is under consideration.
  - ◆ West Library will be open during the College Winter Holidays to ensure service to the community.

**Area Needing Improvement: Increase staff competency and service levels**

**Objective 5:**

**To continue staff training in the use of the new library management system, the St. Petersburg Public Library system and to provide opportunities for professional development.**

**Action Items:**

1. Continue training in Aleph systems.
  - ◆ All new library personnel were provided online training in Aleph modules.
  - ◆ The library provided two training sessions in Aleph . Six staff attended the Region IV User Group meeting.
  - ◆ The Library Director serves on the Executive Committee for CCLA
  - ◆ All new joint use library employees were provided Aleph training by CCLA staff in May.
2. Train in public library system.
  - ◆ All West St. Petersburg Community Library were cross-trained in the public library automation system, Polaris. Two staff attended the public library annual meeting and workshop and one circulation staff member is currently taking advanced training. Staff are assigned to attend public library management meetings.
3. Provide opportunities for staff to attend workshops, conferences, courses.
  - ◆ staff attended 35 workshops and conferences.
  - ◆ Three librarians are enrolled in community college graduate courses

- ◆ Three librarians are enrolled in advanced degree programs.
  - ◆ The Library held the 10<sup>th</sup> paraprofessional workshop with attendance of over 300.
4. Provide Information Literacy workshop.
    - ◆ The Library was co-host of the national Association of College and Research Libraries annual Information Literacy Immersion Institute and one librarian attended on a scholarship.
  5. Provide training in use of technology
    - ◆ Several librarians attended training in the use of Angel; two librarians attended national technology conferences.

**Area Needing Improvement: Provide library services and programs to students in specific programs**

**Objective 6**

**To provide specialized library services and programs for targeted student groups**

**Action Items:**

1. Develop and implement plan for student engagement for Title III
  - ◆ Title III has a MiniProject/Initiatives component. Two library projects are included: Seminars for At Risk Health Students/Math Software in cooperation with the Allied Health Center tutorial services; and Research Partner@ the Library which provides special instruction and special contact for Title III students.
2. Develop and implement plan for student engagement for the Honors Program
  - ◆ The Honors Cornerstone Seminar includes a section on library research. Three instructions were given in Cornerstone seminars and Honors ENC1101 at Tarpon; one at Clearwater in Honors ENC1101, and one at Gibbs in the Cornerstone seminar. LIS 1002H Electronic Research Strategies was designed for Honors students and approved by C&I in Sept. 2005.
3. Develop and implement plan for student engagement for Collegiate High School
  - ◆ The West St. Petersburg library held 4 sessions with Collegiate High School students in Session I and works cooperatively

with the Principal of the High School to provide library study space for these students

◆ Oct 17<sup>th</sup>-Sophomore class writing workshop by Author Adrian Fogelin. Oct 21<sup>st</sup> Sophomore Reading class discussion of various books. Oct. 21<sup>st</sup> War of the Worlds program; Oct. 24<sup>th</sup> Sophomore class story hour “Scottish Scary Tales”.

4. Develop and implement plan for student engagement for students with disabilities

◆ The West St. Petersburg Community Library has new adaptive technology for library users with disabilities including CCTV's (Book magnification devices), Scanners with reading capability, JAWS screen reading applications for the Blind and Learning Disabled, ZoomText screen magnification software for low vision, TTY's Telephones for the deaf, and RF audio amplification systems for the Hard of Hearing in the Electronic Resources room.

## **Objectives for 2006/07**

**Area Needing Improvement: Improve the currency level of the print and audiovisual collections.**

### **Objective 1:**

#### **Improve collection currency**

Action Items:

2. Continue inventory and weeding of all print and audio visual resources and update collection database. Withdraw 3% of collection. Increase collections by 5%.
3. Update campus collection development plans and add collection development guidelines for additional baccalaureate programs.
4. Budget for library materials and equipment and additional funding for the baccalaureate programs allowing the library to fulfill commitment to develop resources for the four-year programs and to improve general library collections and equipment.
5. Increase student rating of currency of collections to 80%.
6. Continue to improve data collection within the libraries and from the Library Online on specific use of databases, and how the collections are used to aid in collection development.

### **Objective 2:**

#### **Increase numbers and types of electronic resources determined by changes in the college curriculum.**

Action Items:

1. Order additional NetLibrary titles, electronic journals and Jstor periodicals
2. Provide continuing funding support for Library Online
3. Provide audio book collections

**Area Needing Improvement:** Ensure that students and faculty have skills to successfully use electronic and traditional library resources

**Objective 3:**  
**To improve student Satisfaction Rating of the library as reported on the Enrolled Student Survey and the Library Survey.**

**Action Items:**

1. Engage students and faculty in instructional experiences targeting Library Online, databases, electronic reserves.
2. Evaluate electronic reserves (Docutek vs Angel)
3. Offer courses online to improve student information literacy skills.
4. Continue to create online library tutorials for Learning Management System (Angel)
5. Increase number of class based instructional sessions.
6. Improve student rating of reference service to 80% very satisfied from 75%
7. Increase student use of libraries from 86% to 90%. Evaluate factors that led to a decline in usage of 3% in 2005/06.
8. Document library use of students in special populations:  
Title III, Honors, Collegiate HS, OSSD, baccalaureate.

**Area Needing Improvement: Increased access by students and residents of Pinellas County to library resources**

**Objective 4:**  
**To improve access to library resources of the Downtown Center students and faculty, the Midtown Center students and Faculty and the University Partnership Center students and faculty, and joint use library users.**

**Action Items:**

1. Continue to improve library resources and services to Downtown and Midtown Centers
2. Continue to improve library resources and services to UPC
3. Continue to provide library resources and services for users of joint use libraries

**Area Needing Improvement: Increase staff competency and service levels**

**Objective 5:**

**To continue staff training in the use of the new library management system, and to provide opportunities for professional development.**

**Action Items:**

1. Continue training in Aleph systems.
2. Provide opportunities for staff to attend workshops, conferences, courses
3. Provide training in use of technology
4. Require all librarians and adjunct librarians to participate in Angel training

**Area Needing Improvement: Provide library services and programs to students in specific programs**

**Objective 6**

**To provide specialized library services and programs for targeted student groups**

**Action Items:**

1. Continue to develop and implement plan for student engagement for Title III
2. Continue to develop and implement plan for student engagement for Honors Program
3. Continue to develop and implement plan for student engagement for Collegiate High School
4. Continue to develop and implement plan for student engagement for students with disabilities