

Unit HCC Libraries are teaching libraries that support and enrich the educational curriculum by:

Mission: *Selecting, acquiring, organizing, and providing resources, in all formats, that meet the academic needs of a diverse community
 *Providing sufficient, qualified professional and support staff and resources
 *Providing library information literacy instruction to help students develop critical thinking skills and become independent life-long learners
 *Providing professional research assistance and consultation
 *Improving library resources and services through regular program evaluation and continuous participation in college-wide planning and evaluation
 HCC librarians will accomplish this mission in collaboration with the Hillsborough Community College community..

Planning Karen Griffin; Alicia Ellison

Unit Planning

The library faculty work in association with the Director of Associate in Arts Programs to identify program priorities. These priorities are identified through the program review process, through surveys of instructional faculty and students, through staff input, and through professional judgment. A librarian or staff member is assigned lead responsibility for each objective and priority. As a part of the planning process, year-end reports have been developed and recommendations are incorporated into the budgeting process.

External

Trend or Event

Impact

Aleph implementation

Conversion of the statewide library management system has entailed a massive commitment of staff time for ongoing training and trouble shooting.

Other technological innovations

Technological innovations in general have led to a change in student expectations about the library as a resource center and about the adequacy of technology available to them.

Change in student profile.

Students appear to perceive college as the extracurricular event. They may not be devoting the time necessary to develop information literacy skills, and they may have greater expectations that librarians/library staff will handle their research needs.

Constituent Needs:

The library unit provides Hillsborough Community College students and faculty with learning and information resources needed to support the College's teaching mission. The library unit ensures that users have access to regular and timely instruction in the use of the library and other learning/information resources. The library unit includes a sufficient number of qualified staff to accomplish HCC's mission.

Unit Increase information literacy among students and faculty to enhance student success and faculty professional development

Objective Type: Information/Com. Facilities Diversit

Target date: 6/30/2006 Position responsible: Librarians

This unit objective supports achievement of the

College Goal: 4. Provide the resources and skills necessary to prepare students, faculty, and staff to function effectively in a technologically-driven world.

State Performance Standard:

Priority Initiative:

Review Recommendation: This is part of the library mission.

<i>Total cost to achieve this</i>	\$0	<i>Cost exceeds unit base</i>	
Full-time salaries	\$0	Professional development	\$0
Part-time salaries	\$0	Capital costs	\$0
Hourly salaries	\$0	Expenses	\$0
Contract salaries	\$0		
Describe costs:			

Strategie

1. Increase the effectiveness of library orientations.
2. Tailor orientations to specific course assignments by obtaining and reviewing course syllabi and aligning the library orientations with the syllabi.
3. Offer professional development workshops at faculty in-services and at All College Day and offer additional workshops as the opportunity presents itself (e.g., campus-specific workshops).
4. Create special events to generate community interest in the library.
5. Contribute to collegewide and campus-specific newsletters to promote awareness of and need for information literacy and the libraries.
6. Customize an information literacy tutorial to be made available via the HCC Libraries web site.
7. On each campus, develop a "Faculty Handbook to the Library" or a similar resource to highlight library resources and services and to emphasize collaborative instruction as a key to information literacy and lifelong learning.

Expected

Outcomes/ Success

Students will have increased success in demonstrating information literacy.

Satisfaction surveys will include a question to target satisfaction regarding information literacy, including tutorials and handbooks.

Users will indicate satisfaction with the tutorial and handbooks.

Means of Assessment:

Pre- and post-tests of information literacy.

The question will be included for the first time during the next administration of the survey and will provide a benchmark to establish goals against.

Satisfaction surveys.

Results of Assessment:

In lieu of a formal instrument, the librarians conduct informal surveys and open-ended assessments at the end of instruction sessions. Students consistently indicate increased awareness and understanding of library resources.

For students, campus results indicated a range of 70% to 90% being very satisfied or satisfied with library instruction. Faculty results ranged from 63% to 70%. Additional questions will target tutorials and handbooks in spring 2006.

Tutorials and handbooks are not included on the satisfaction survey - students and faculty will be queried in spring 2006.

Status: In progress

Use of Assessment

Results:

At the December 2005 cluster meeting, librarians will establish a benchmark satisfaction target - the proposed one is 70% very satisfied or satisfied with library instruction. The other assessment measures will be implemented in the spring term or reconsidered. For example, a formal pre and post-test process is not feasible at this time, but informal assessments of information literacy can be enhanced to include skills mastery.

Unit
student

Increase student access to technological and other library resources to improve academic and support systems and, subsequently, to enhance student success in these arenas.

Objective Type: Information/Com. Facilities Diversit

Target date: 6/30/2006 Position responsible: Campus President budget decisions

This unit objective supports achievement of the

College Goal: 4. Provide the resources and skills necessary to prepare students, faculty, and staff to function effectively in a technologically-driven world.

State Performance Standard:

Priority Initiative:

Review Recommendation: These recommendations were made in the 2003/2004 library program review and relate to facilities and human resource needs.

Total cost to achieve this	\$318,000	Cost exceeds unit base	
Full-time salaries	\$75,000	Professional development	\$0
Part-time salaries	\$25,000	Capital costs	\$218,000
Hourly salaries	\$0	Expenses	\$0
Contract salaries	\$0		

Describe costs: Salaries for position requests are estimates. The upgrade at the Ybor City Campus will help fill a staffing need that occurred when two positions were moved from the library in 1999. As a means of increasing student access to learning resources, the position upgrade will enable the program manager to dedicate more time to providing reference assistance and point-of-use instruction for students. Additionally, with the

Strategie

At Brandon, purchase 30 networked PC's or laptops, cabling or wireless network, electric outlets, furniture, and enlarged space within the BLRC building.

At Dale Mabry, hire one more full-time library technician and one more part-time library technician to provide more adequate staff support.

Modify the library technician position description to allow an associate degree to fill the position education requirements.

At Plant City, provide 12 new computers for student use.

At Ybor City, replace 13 computers and add 17 new computers and computer tables for student use.

At Ybor City, upgrade position number ZPC 20025, Part-time Learning Resources Technician, to Learning Resources Automation Assistant, Level I, Class Code N0927.

Expected Outcomes/ Success

Students will have greater access to technological resources.

Students will have increased success in information literacy.

Satisfaction surveys will indicate higher levels of satisfaction with resources and staff support.

Means of Assessment:

Additional resources will be purchased.

Pre- and post-tests of information literacy.

Satisfaction surveys.

Results of Assessment:

The resources identified in the plan include long-term requests. Currently, Brandon received 11 new computers and Ybor City received 15 new computers. In lieu of a formal instrument, the librarians conduct informal surveys and open-ended assessments at the end of instruction sessions. Students consistently indicate increased awareness and understanding of library resources.

For students, campus results ranged from 87% to 97% satisfied or very satisfied with staff support. Faculty responses: 94% to 97%. For resources, student responses: 66% to 80%; faculty responses: 67% to 73%. Both reported at least 16% "unknown."

Status: In progress

Use of Assessment Results:

Additional resources will continue to be purchased in line with the long-term requests. The librarians will continue to utilize and refine assessment instruments to capture student and faculty satisfaction data in these areas. For resources, the librarians will consider sending out more information about availability and determining why there is a high percentage of "unknowns" for certain categories. For example, the interlibrary loan category reports the highest percentage of "unknowns," but this resource may not be especially critical to student success.

Unit Market library services to the HCC internal community.

Objective Type: Information/Com. Facilities Diversit

Target date: 6/30/2006 Position responsible: Librarians

This unit objective supports achievement of the

College Goal: 5. Promote an institutional culture that values the individual; fosters diversity; and encourages professional development, action, creativity, and risk taking.

State Performance Standard:

Priority Initiative:

Review Recommendation: This recommendation also ties in promoting institutional learning and enhancing access.

Total cost to achieve this	\$0	Cost exceeds unit base	
Full-time salaries	\$0	Professional development	\$0
Part-time salaries	\$0	Capital costs	\$0
Hourly salaries	\$0	Expenses	\$0
Contract salaries	\$0		
Describe costs:			

Strategie

1. Offer professional development workshops at faculty in-services and at All College Day and offer additional workshops as the opportunity presents itself (e.g., campus-specific workshops).
2. Create special events to generate community interest in the library.
3. Contribute to collegewide and campus-specific newsletters to promote awareness of and need for information literacy and the libraries.
4. Customize an information literacy tutorial to be made available via the HCC Libraries web site.
5. On each campus, develop a "Faculty Handbook to the Library" or a similar resource to highlight library resources and services and to emphasize collaborative instruction as a key to information literacy and lifelong learning.

Expected Outcomes/ Success

Satisfaction surveys already indicate that users are satisfied with the library. Findings will continue to reflect satisfaction at the same or higher levels.

Means of Assessment:

Satisfaction surveys.

Results of Assessment:

Satisfaction surveys continue to include high levels of satisfaction with the library.

Status: Accomplished

Use of Assessment

Results:

Although considered "accomplished," marketing the library is an ongoing process. The librarians will continue to provide in-service development opportunities, collaborative programs with faculty, information literacy exercises with students, and other learning resources/library services. General education outcome data indicates that students continue to need to be educated about the library, and faculty should continue to be encouraged to utilize this resource.

Unit Review and revise the library collections specific to the disciplines undergoing program review for each academic year.

Objective Type: Information/Com. Facilities Diversit

Target date: 6/30/2005 Position responsible: Librarians

This unit objective supports achievement of the

College Goal: 6. Continuously improve programs and services while aggressively seeking and effectively managing human, financial, physical, and technological resources.

State Performance Standard:

Priority Initiative:

Review Recommendation: Library program review recommendations related to facilities and staff.

Total cost to achieve this	\$0	Cost exceeds unit base	
Full-time salaries	\$0	Professional development	\$0
Part-time salaries	\$0	Capital costs	\$0
Hourly salaries	\$0	Expenses	\$0
Contract salaries	\$0		
Describe costs:			

Strategie

1. Direct examination of material on the shelf to determine scope, depth, age and condition by librarian and program manager (or designated faculty).
2. Review statistical ALEPH reports.
3. Review holdings against supplemental reading lists and standard bibliographies, where available.
4. Compare "before" and "after" statistical reports of usage by students.

Expected

Outcomes/ Success

Library resources will align with discipline needs, and usage of specific collections will increase by 2%.

Means of Assessment:

Collections assessment process.

Results of Assessment:

Usage of specific collections data are not available; however, overall usage increased by 6%. Collection assessments have proceeded on schedule and materials have been purchased for the disciplines and programs under review.

Status: Accomplished

Use of Assessment

Usage of collections overall has increased by 6%, and this objective is considered accomplished.

Results:

The collections assessment process is proceeding according to plan. Although there is no need to continue to pursue this objective as such, the librarians and director of associate in arts will continue to monitor usage and the librarians will continue to provide collection assessments reports.