

2007/08 GOALS

EDISON COLLEGE LIBRARIES

ACCESS

Goal 1: *Patrons have physical or virtual access to resources that adequately support their information needs.*

- Performance Criteria / Indicators of Success:
 - Patrons will be able to use public access workstations in the library to search for information resources.
 - Patrons will be able to remotely access and use the library's website and OPAC.
 - Edison Faculty, staff and students will be able to remotely access and use the library databases.
- Performance Activities
 - The library will be open on days that classes are in session and during the hours each day when classes are held.
 - The library will provide an appropriate number of computer workstations for patron use. At least 90% of these machines will be operational at any time.
 - At least one workstation will be fitted with adaptive technologies.
 - Remote access to library webpage, OPAC, and databases will be available 24 hours a day, seven days a week.
 - OPAC will be easy to navigate and will have accurate, current information.
 - Library website will be easy to navigate and will have accurate, current information.
- Methods of Assessment
 - Survey Questionnaire (to measure satisfaction/adequacy)
 - Documented reporting of issues, problems, inaccuracies with OPAC or library webpage
- Use of Findings
 - Update OPAC records
 - Update Web Pages
 - Upgrade/repair workstations
 - Modify hours of operation

Goal 2: *Patrons obtain information not available at their Edison Campus location promptly and with minimum effort.*

- Performance Criteria / Indicators of Success
 - Intercampus requests for materials are sent promptly.
 - Interlibrary loan requests are processed promptly.
 - Patrons requesting information on status of requests are helped in a prompt and courteous manner.

- Performance Activities
 - Library staff will assist patrons in identifying when information must be obtained from either another campus or from another library.
 - Library staff will assist patrons in placing requests for materials held at another campus or from another library.
 - ILL requests and intercampus requests will be processed at least once per day during the week at each library.
 - Library staff will notify patrons promptly of arrival of materials.
 - Library staff will provide updates on status of requests if patron requests.
 - Delivery of materials should occur at least 3 times per week at each campus.

- Methods of Assessment
 - Survey Questionnaire (to measure satisfaction/adequacy)
 - Analysis of ILL requests and intercampus requests (statistical reports)

- Use of Findings
 - Order or provide access to publications needed for teaching and research
 - Change in intercampus or ILL delivery system

STAFFING

Staffing Goal 1. *Optimal staffing needs are regularly assessed.*

- Performance Criteria / Indicators of Success
 - An optimal staffing plan has been developed and is regularly reviewed.
- Performance Activities
 - Compare amount and types of staff with other colleges.
 - Identify peer colleges.
 - Devise an optimal staffing plan for all library services.
 - Implement staffing plan as budget allows.
- Methods of Assessment
 - List of colleges with points of comparison to EC and EC's rank
 - At least annual reassessment of staff needed for optimal service
 - Presence of new/different staff or a plan for its implementation
- Use of Findings
 - Revise staffing plans annually.

Staffing Goal 2: *Training needs of staff are met.*

- Performance Criteria/ Indicators for Success
 - Staff has knowledge and skills to assist library users.
- Performance Activities
 - All staff review training opportunities
 - All staff attend 8 hours of training per quarter
 - Knowledge from training is routinely shared with other staff.
- Methods of Assessment
 - Training opportunities are routinely made available to staff.
 - Web based or instructor led training is completed by staff.
 - Training experiences of staff are listed in Library's Annual Report.
- Use of Findings
 - Services are modified based on increased knowledge

Staffing Goal 3: *Assure the continued professionalism of librarians.*

- Performance Criteria/ Indicators for Success
 - All professionals participate in professional activities.
- Performance Activities
 - Each librarian will be an active member of a committee, will lead a workshop, develop research guides, etc., at EC, for community or regional groups, or for state or national organizations.
 - Knowledge gained will be shared with others
- Methods of Assessment
 - List of activities and participants
 - Handouts, research guides, etc.
- Use of Findings
 - Network of colleagues expanded for problems solving
 - Library services enhanced due to creation of new materials

ADMINISTRATION

Administration Goal 1: *Assure college community involvement in library issues*

- Performance Criteria / Indicators of Success
 - Each campus library has a standing library advisory committee.
- Performance Activities
- Each campus library will establish and maintain a standing library advisory committee composed of not less than three faculty, student representation, and all campus librarians.
 - Faculty will be chosen from the AA, AS and BAS programs.
 - Students will be chosen from the Honors program.
- Methods of Assessment
 - Minutes of the committee meetings

- Use of Findings
 - Recommendations considered for annual unit plans
 - Recommendations considered for library acquisitions, hours of operation, staffing
 - .

Administration Goal 2: ***Assure cooperative administration of District Libraries***

- Performance Criteria / Indicators of Success
 - Each campus library will be administered by an MLS library director.
 - The campus directors will have equal advisory capacity for budget, policies and district-wide issues.
- Methods of Assessment
 - Credentialing for ALA MLS degree verified with administrative experience
 - Campus directors meet at least once per semester or as needed

Administration Goal 3: ***Distance Education students receive library service which meets ACRL Guidelines.***

- Performance Criteria / Indicators of Success
 - All virtual College services are administered in accordance with ACRL Guidelines for Distance Education.
- Performance Activities
 - Librarians review ACRL guidelines for compliance
- Methods of Assessment
 - Review syllabi to ensure inclusion of appropriate level information goal
 - Consultation with faculty and curriculum committee
- Use of Findings
 - Review of information literacy teaching methods

BUDGET

Budget Goal: ***Library operations are funded equitably and essential needs are met.***

- Performance Criteria / Indicators of Success
 - Library allocations are responsibly budgeted to cover curriculum needs and fund other interests as funds permit.
- Performance Activities
 - The campus directors will apportion and initiate expenditures within the district and campus budget(s) to meet the reasonable expectations of campus library users.
 - The campus directors will formulate and expend budget resources with current and future curricular needs foremost in priority.
 - The District library office will monitor district-level encumbrances, informing campus directors for fiscal schedules and materials choice.
- Methods of Assessment
 - Financial records
 - User surveys

- Use of Findings
 - Reallocation of funding apportions
 - Requests for increase in budget

INSTRUCTION

Instruction Goal: *Needs for information literacy among Edison College Community are met.*

- Performance Criteria / Indicators of Success
 - Students and faculty have numerous and varied avenues for gaining information literacy.
- Performance Activities
 - Design and produce instruction materials, i.e., videos, podcasts, online tutorials, pathfinders, PowerPoint presentations or e-learning modules.
 - With assistance from faculty, provide instruction to target groups.
 - Instruct information literacy course such as LIS2004.
- Methods of Assessment
 - User surveys
 - Standardized tests
- Use of Findings
 - Refine instruction formats to fit student/faculty requirements

REFERENCE

Reference Goal: *Insure quality information services for all college and community users*

- Performance Criteria/ Indicators for Success
 - Timely and accurate services in person, by telephone or electronically is available to support the informational and instructional requirements of the College Community.
- Performance Activities
 - Record reference statistics at reference and circulation desks
 - Continue training with new electronic resources as acquired
 - Recommend resources as user needs arise
- Methods of Assessment
 - Analyze reference statistics for peak usage, types of requests
 - User surveys, informal and bi-annual formal surveys, electronic classroom surveys
- Use of Findings
 - Allocation of reference desk coverage and hours
 - Budget requests

CIRCULATION

Circulation Goal: *Provide efficient and timely circulation of library materials to all members of the Edison College learning community*

- Performance Criteria/ Indicators of Success
 - At least one staff will be at each circulation area at all times
 - Materials, course reserve, videos, interlibrary loans will be checked out and checked in within a reasonable short period
 - Contact with users concerned overdue loans, reserve items, interlibrary loans will be courteous and timely
 - Users will be contacted through phone and future email alerts
- Performance Activities
 - Library materials will be checked out and tracked in an efficient and timely manner using the current technology of LINCC
 - Staff will be trained on updated LINCC modules when available
- Methods of Assessment
 - Circulation statistics compiled by CCLA
 - User statistics recorded by circulation staff
 - User surveys
- Use of Findings
 - Training and staffing requirements modified as required

FACILITIES

Facilities Goal #1: *The Libraries will host permanent and visiting exhibits and displays that promote intellectual and cultural enrichment.*

- Performance Criteria / Indicators of Success
 - Exhibits and displays will be staged throughout the year.
 - Promotional materials will be distributed.
- Performance Activities
 - Librarians and staff alerts for upcoming displays, college events
- Methods of Assessment
 - List and describe permanent and visiting exhibits and dates of visiting exhibits.
 - Keep a file of promotional materials used for each exhibit.
- Use of Findings
 - Promote the libraries and college resources

RESOURCES

Resources Goal: *Insure the quality, currency, and relevancy of the library collections as reflected by curriculum and program requirements*

- Performance Criteria / Indicators of Success
 - The collection of materials is current and balanced.
 - A collection development policy is kept current.
 - The entire Edison College community contributes to selection process.
- Performance Activities

- The collections on each campus and in electronic format are continually evaluated as to usefulness, currency, and support of the curriculum.
- The collection development policy is regularly reviewed.
- The collection development policy is adhered to.
- Purchase suggestions are actively solicited from the college community.
- All library professionals participate in purchasing decisions.
- Methods of Assessment
 - ILL requests are not excessive nor for items Edison libraries should own.
 - Surveys of user satisfaction
 - Records of collection development reviews
 - Five-year CCLA sponsored age and scope of collection survey
 - Peer-reviews
- Use of Findings
 - SACS review information
 - Budget requests