



FY 2012 Library Program

1. MISSION—What is our purpose?

The mission of the Library at University of Montana – Helena is to enhance instruction and learning by providing resources and access to information in support of the college’s programs.

Overall Student Learning Outcome for Program: Students will use Library resources.

Indicator: Library Service Transactions¹ per FTE

2. AVAILABLE RESOURCES—What is available to us to achieve purpose?

Personnel: Director of Library (.83 FTE), Librarian (.5 FTE), Library Technician (.75FTE)

Operating Budget: Book Budget \$55,000 + \$5,000 Leisure Reading; Subscriptions \$6,000; E subscriptions \$9,570; Contract Services \$3,100; Supplies \$2,500, Freight \$2,500, small equipment \$7,000.

Facilities: 3,200 square feet of space, 8 computers, 9 study carrels, 5 study tables, seating for 31, AV equipment, 8,000 item collection, 86,000 e-books, 38,000 full text journals, 90 print subscriptions.

3. GOALS—ACTION PLAN INTO STRATEGIC PLAN

PROGRAM OUTCOME #1

Contribute to STUDENT SUCCESS by providing information literacy instruction and reference assistance.

Formulate educational initiatives that improve the ability of students to independently search for and evaluate information.

Goal: Provide Book a Librarian service and curriculum integrated instruction with a target of reaching 5% and 25% respectively of all FTE.

Goal: Work with Academic Dean and General Education Department to promote integrated research instruction and to develop a course in library research skills.

¹ Reference questions, research help, copier and computer assistance, AV reservations, circulation of materials, instruction, interlibrary loan, use of databases, room reservations, etc.

Provide self-help tools and individualized assistance to help students at point of need.

- Goal: Front Desk reference and research service will be maintained by committing desk coverage by paid staff 95% of all hours open.
- Goal: Create at least three additional course or program related pathfinders/research guides and update all existing guides by May 2012.
- Goal: Incorporate Library into question 13 of CCSSE for spring 2013 survey to be able to continue to assess importance of and satisfaction with library services.

PROGRAM OUTCOME #2

CONNECT WITH COMMUNITY by creating an attractive, inviting library environment for use by UM-Helena students and the community.

Maintain an area with an appropriate atmosphere for study and contemplation.

- Goal: Remove copier from library by May 2012.

Be available to school and larger community by maintaining consistent staffing of library.

- Goal: Examine the feasibility and value of weekend hours by fall 2011.
- Goal: Examine the feasibility and value of evening hours by fall 2011.

Improve communication with various clientele groups.

- Goal: Meet with each senate (student, faculty, and staff) once a semester to report on library issues, to answer questions, and to solicit suggestions.

PROGRAM OUTCOME #3

CREATE ACCESS to information for our students, focusing on programs and degrees offered by the College.

Student use of electronic resources will grow.

Goal: Continue to improve website design, use classroom instruction to promote e-resources, teach students to use e-resources through individual instruction at point of need, and provide online tutorials.

Integrate library resources into weekend, online and distance learning coursework.

Goal: Collaborate with another online instructor to incorporate customized library information links within at least one more online class.

Goal: Revise quiz for Library Research Tutorial to ensure more through use of the tool by students.

Goal: Collaborate with an instructor to improve and promote use of online tutorial.

Foster use of electronic resources by improving usability and appearance of web presence.

Goal: Explore implementation of a discovery tool in cooperation with UM-Western and Montana Tech.

Goal: Monitor use of library web pages through Google Analytics and edit or remove pages or links receiving less than 10% of overall traffic.

Goal: Promote and grow use of on shelf hold services with a target of 5% growth over previous fiscal year.

PROGRAM OUTCOME #4

DEVELOP RESOURCES by continually improving the quantity and quality of information resources in the library collection that support instructional programs and by developing the human resources that support all library activities.

Select specific purchases to support instruction in targeted programs.

Goal: Target 2 areas of the collection for development using RCL Web tool by May 2012.

Monitor student and faculty satisfaction with the quantity and quality of the collection.

Goal: Incorporate library into question 13 of CCSSEE spring 2013 to be able to assess importance of and satisfaction with library collection with the student population.

Goal: Conduct faculty survey spring 2012.

Build and evaluate the core collection.

Goal: Read book reviews, solicit faculty and student suggestions, consult selected lists, order, process, and catalog items to build the core collection at a rate of at least .6 volumes per FTE per semester.

Goal: Explore implementation of electronic module within existing library management system for efficient acquisition of books/DVDs.

Goal: Continue to update and maintain Leisure Reading Collection, adding on average 20 refreshed titles per month.

Support the excellence and growth of library staff through professional development.

Goal: Library Technician and Librarian will each attend at least one professional development activity by May 2012.

4. ASSESSMENT W/CHANGES—Measurement of our progress toward goals and resulting revisions

5. SYNOPSIS—State of the Program Summary

a. STRENGTHS

b. WEAKNESSES

Strategic Directions/Assessment

Student Success

Connect with the Community

Create Access

Develop Resources