Missouri Valley College

Service Program
Assessment and Planning Report

Year: 2009/2010

Service Program: Library

Supervisor: Pamela K. Reeder

I. Mission

In responding to the needs of users, Murrell Library provides a place of discovery for immediate and comprehensive information, life-long learning skills, and dynamic enrichment activities in support of the educational mission of the College.

II. Goals

1) To maintain high quality service combined with a collection that provides both traditional resources and ever-evolving new technology
2) To sustain a work environment that promotes teamwork, cooperation and communication
3) To provide an appropriate mix of activities and resources to promote information literacy
4) To enable faculty, staff and students to develop proficiency in using information resources
5) To serve as a resource for a larger community of learners through participation in cooperative partnerships

III. Service outcomes

1) Patrons will experience high quality service combined with a collection that encompasses traditional resources and new technology.
2) Teamwork, cooperation and communication will be evident in the work environment.
3) Information literacy will be increased by offering patrons an appropriate mix of activities and resources.
4) Faculty, staff and students will develop increased proficiency in using information resources.
5) Cooperative partnerships, such as MOBIUS, will serve as a resource for faculty, staff and students.
IV. Service delivery map

Functions:
1) New books, videos, online resources
2) Special events and traveling exhibits
3) Freshman Library Orientation Training
4) External communication: newsletters, emails, flyers, Facebook, Suggestion Box, sidewalk signs, MVC electronic sign
5) Internal Library staff meetings, personnel evaluations, participation in discussions and events

<table>
<thead>
<tr>
<th>Service outcomes</th>
<th>New info resources</th>
<th>Special events/exhibits</th>
<th>Fr. Library Orientation</th>
<th>Newsletters, emails, flyers, Facebook, Suggestion Box, sidewalk signs, MVC’s e-sign</th>
<th>Staff mtgs., personnel evals., participation</th>
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</thead>
<tbody>
<tr>
<td>Service &amp; Resources</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>Teamwork, cooperation /communication</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Info literacy</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Improved proficiency using info</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Cooperative partnerships</td>
<td>X</td>
<td>X</td>
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</table>

V. Assessment tools

1) Usage statistics (gate counts, lab counts, periodical counts, exhibit attendance, etc)
2) Analysis of space usage and equipment
3) Description of physical environment
4) Student Satisfaction Survey
5) Faculty Needs Assessment Survey
6) Personnel Evaluations

VI. Summary of findings

No student surveys or faculty needs assessments were conducted in 2009/2010. However, usage statistics (assessment tool #1) indicate increasing use of the library and its collections. Participation in Special Events and Exhibits also increased. However, use of the Tech Lab declined, indicating a continuing trend since 2004. Assessment tool #2, (Analysis of space usage and equipment) was used together with usage statistics to suggest a need for redesign of the Tech Lab and its equipment.
Murrell Library’s physical environment, (assessment tool #3) together with usage statistics, suggest a re-design of the 2nd floor, including the reference area and the wireless lab, may be needed to encourage more student use of this space. Included in this re-design will be an area for the “Missouri” books which were donated by an alumnus.

Personnel evaluations (assessment tool #6) are determined every year and are kept on file in the director’s office. Staff is evaluated using the college’s standard evaluation form, available in Public Folders.

VII. Level of achievement of goals

Monthly lists of library acquisitions and the library’s newsletter provide evidence of progress in the following service outcomes:

1) Patrons will experience high quality service combined with a collection that provides both traditional resources and ever-evolving new technology

A message board for staff communication in the main office provides partial evidence that progress is being made in service outcome #2:

2) Teamwork, cooperation and communication will be evident in the work environment

Offering library patrons and the surrounding communities a diverse mix of activities and exhibits, including traveling exhibits, entertaining events and a variety of book clubs, shows evidence of progress in these service outcomes:

3) Teamwork, cooperation and communication will be evident in the work environment
4) Information literacy will be increased by offering patrons an appropriate mix of activities and resources

The MOBIUS consortium consists of nearly 60 academic, public and special libraries who share materials with members through a convenient delivery system. Marshall Public Library, the Sedalia Public Library, and the Carrollton Public Library also serve as cooperating partners for Murrell Library when grant-writing guidelines require such evidence. In addition, the Marshall Public Schools serve as an audience for the Library’s exhibits, providing evidence of progress in service outcome #5:

5) Cooperative partnerships, such as MOBIUS, will serve as a resource for faculty, staff and students
VIII. Staff/Clientele/Program information

The library staff consists of 5 full-time and 5 part-time employees. Since the library offers its services 83 hours, 7 days per week, it is necessary to schedule employees on staggered, overlapping hours.

Primary clientele of Murrell Library are students, faculty, staff and the Marshall community.

Table 1. Staff Profile

<table>
<thead>
<tr>
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<th>Full time</th>
<th>Part time*</th>
<th>GA Full time</th>
<th>GA Part time*</th>
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<tbody>
<tr>
<td>Total number of program staff</td>
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<tr>
<td>Number of program staff by gender</td>
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<td></td>
</tr>
<tr>
<td>female</td>
<td>4</td>
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<tr>
<td>male</td>
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<tr>
<td>Highest degree for program staff</td>
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<tr>
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<tr>
<td>Associate’s</td>
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</tr>
<tr>
<td>Bachelor’s</td>
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<td>Master’s</td>
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<tr>
<td>Doctorate</td>
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<tr>
<td>Years of professional experience in area</td>
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<tr>
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*Part time is defined as 20 work hours a week or less.

IX. Analysis/Interpretation

Steps toward completion of major projects have begun, and a general plan for completion of those projects has been designed for next year. Library Staff meetings provided an opportunity for valuable collaboration; teamwork and communication continue to be of primary importance. Limitations include physical space and staffing.

X. Action plan

- Create timeline of events/activities year-by-year
- Re-design existing student survey to assess perception of library services
- Create faculty needs survey to assess library support of curriculum
- Assign individual library staff to each academic division as liaisons
- Create new space for quiet study on Murrell’s 2nd floor
• Continue to cull out-dated materials from library’s collection
• Examine and refine Freshman Library Orientation training and Moodle assignment
• Research online databases and devices such as Amazon’s “Kindle” to determine appropriate additions to Library resources