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, staff 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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<tbody>
<tr>
<td>A</td>
<td>Service &amp; Resources</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>B</td>
<td>Teamwork, cooperation /communication</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>C</td>
<td>Info literacy</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Improved proficiency using info</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>Cooperative partnerships</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

V. Assessment tools

All service outcomes will be assessed with one or more of the following methods:

1) Usage statistics (gate counts, lab counts, periodical counts, exhibit attendance, etc)
2) Analysis of space usage and equipment (TV/DVD usage, space for outdated materials or patron seating, student laptop usage)
3) Physical environment assessment (adequate number of seats and study tables, electrical outlets, network drops, lighting)
4) Periodic Student Satisfaction Survey

The survey will involve both commuter and residential students and will focus on the service outcomes and functions of the program. This assessment will be conducted every two to three years.
5) Periodic Faculty Needs Assessment Survey
   The survey will involve both full-time and adjunct faculty and will focus on specific service outcomes and functions such as resources and proficiency using resources.

6) Personnel Evaluations
   Information from evaluations can be used to improve staff efficiency. For example, all written communication from members of the library staff should be proofread by a fellow staff member before disseminating to the campus community.

Personnel evaluations (assessment tool #6) are determined every year and are kept on file in the director’s office. As a result of those evaluations, each staff member is encouraged to make positive changes to his/her “needs improvement” marks by finding and implementing methods to show progress in each specific noted area. For example, staff may show positive changes by participating in specific training, workshops or conferences. Staff is evaluated using the college’s standard evaluation form, available in Public Folders.

VI. Summary of findings

Using an online survey tool, (Survey Monkey) Murrell Library conducted a Student Satisfaction Survey in the spring of 2011. Using information gathered from those surveys, the library responded quickly to the recurring comments regarding the need for more electrical outlets by contracting for the addition of 18 receptacles and 15 data drops at the end of the 2011 fiscal year. Another recurring comment in the student survey was the need for staff to monitor the 2nd floor “Quiet Zone.” Without a staff monitor, noise levels from talking students are unacceptable for individual study. Many students mentioned the need for more space, a bigger library, more new books, and better trained library workstudy students. While Murrell Library cannot address new buildings or create more space, adding more new materials and creating a better method for training library workstudy students will be researched and discussed for improvement. Though 275 student responses was a relatively low sample, Murrell Library was able to see a pattern in the survey answers and take steps to make needed changes.

The same online survey tool, Survey Monkey, was used to conduct a Faculty Needs Assessment in the spring of 2011. Both full-time faculty and adjuncts from all divisions (42) responded to the questions regarding library use and services. Most respondents rated library services as “excellent” or “good” with suggestions for purchasing more books and online resources.

VII. Level of achievement of goals

Staff participation in workshops, conferences, and online training shows progress in efforts made to offer patrons high quality service. Monthly lists of new acquisitions (including the addition of new eBooks and eReaders) and the library’s newsletter continue to 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, monthly staff meetings, and yearly personnel evaluations provide 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, (available through competitive grants) entertaining events and a variety of book clubs, shows evidence of progress in these service outcomes:

3) Information literacy will be increased by offering patrons an appropriate mix of activities and resources

Meeting with each Freshmen Seminar class for library resource training, offering building tours and specific subject resource training to both classes and individual patrons; serving as staff liaisons to each division to promote library services shows evidence of progress in service outcome #4:

4) Faculty, staff and students will develop increased proficiency in using information 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, students in 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>
<th>Total number of program staff</th>
<th>Full time</th>
<th>Part time*</th>
<th>GA Full time</th>
<th>GA Part time*</th>
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</thead>
<tbody>
<tr>
<td>Number of program staff by gender</td>
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<td>3</td>
<td></td>
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<tr>
<td></td>
<td>male</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Highest degree for program staff</td>
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<td></td>
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<tr>
<td></td>
<td>Associate’s</td>
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<tr>
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<td>Bachelor’s</td>
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<tr>
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<td>Master’s</td>
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<tr>
<td></td>
<td>Doctorate</td>
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<td></td>
<td></td>
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<td>Years of professional experience in area</td>
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<td>6-10</td>
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<td>16-20</td>
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<td></td>
<td>21+</td>
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<td></td>
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</tbody>
</table>

*3 of the 5 part-time employees are seasonal workers with schedules of 30 hours per week or less, and work only during the academic year;

IX. Analysis/Interpretation

Reference books have been reduced to a “core” collection, and moved downstairs to be more accessible. Print periodical holdings have been weeded to include a more current collection, with many back files available in either microform or on electronic resources. The resulting space has been remodeled with new carpet, additional computers, and fresh paint and is now designated “Quiet Zone” for individual study. Periodicals were moved to the vacated Reference area. Library Staff meetings provided an opportunity for valuable collaboration on these projects with many creative ideas voiced; teamwork and communication continue to be of primary importance in the workplace.
Limitations include physical space for group study, increasing collections, and exhibits. When traveling exhibits arrive, group study space is limited in the Reading Room where exhibits are placed. As new materials are published and added to the collection, shelf space becomes problematic; weeding older materials is paramount to available space.

X. **Action plan**

- Create timeline of events/activities year-by-year
- Continue to assign individual library staff to each academic division as liaisons  
  Resources needed: collaboration of division chairs/deans
- Monitor quiet study on Murrell’s 2nd floor for noise  
  Resources needed: staff and workstudy students
- Continue to weed outdated materials from library’s collection  
  Resources needed: staff and workstudy students
- Critically examine each room in the building for possible rearrangement or space-saving ideas  
  Resources needed: directional signs (financial support)
- Purchase additional sled-base chairs to replace remaining task chairs for better seating  
  Resources needed: financial support
- Continue to examine and refine Freshman Library Orientation training and Moodle assignment  
  Resources needed: Moodle training, staff
- Continue to research new online databases and e-devices; add eBooks by subject collection; determine other appropriate additions to Library resources  
  Resources needed: financial support
- Examine and plan for distance learning programs at MVC; research ideas for easier off-campus library access  
  Resources needed: hardware/software; additional electronic library resources
- Continue to apply for grants to support traveling exhibits and other library related events  
  Resources needed: staff