Divisional Assessment SPR 2014

Learning Resources Center (Library)

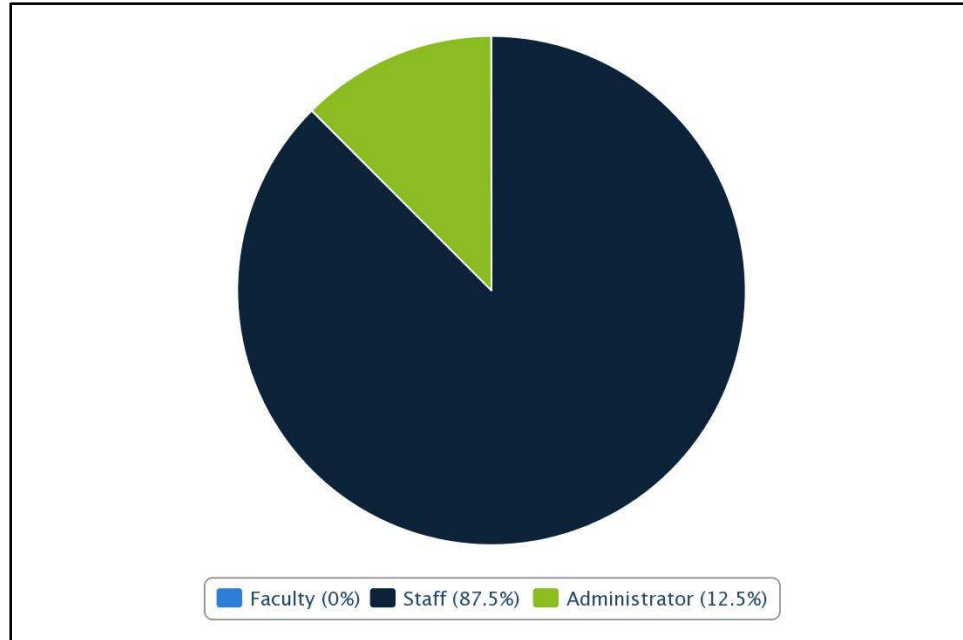**Learning Resources Center (Library)**
Mission

American Samoa Community College Library, the (LRC) Learning Resource Center, is a center where educational information resources are provided for the lifelong learning needs of the total college population and these are bibliographical, physical and intellectual.

LRC Administration

Director	Elvis Zodiacal

1. DEPARTMENT/PROGRAM /DIVISION DATA

1) Status of participants in this division that completed survey:

Faculty (0%)   Staff (87.5%)   Administrator (12.5%)

2) Please type in the purpose or mission statement for this Dept/Prog/Div:

- Provide resources (books & periodicals) to Faculty, staff, & mainly students of ASCC to learn and provide an environment that is clean and quiet for Reading, Studies and doing class assignments/homework throughout time frame Library is opened Monday to Friday, 7:30 am to 4:00 pm.
- House of Knowledge where resources are stored to meet the needs of our students and patrons that seek information for their learning in various levels of life.
- American Samoa Community College Library, the (LRC) Learning Resource Center, is a center where educational information resources are provided for the lifelong learning needs of the total college population and these are bibliographical, physical and intellectual.
- American Samoa Community College Library, the (LRC) Learning Resource Center, is a center where educational information resources are provided for the lifelong learning needs of the total college population and these are bibliographical, physical and intellectual. (American Samoa Community College Library Handbook). (American Samoa Community College Website) The ASCC Library has a collection of approximately 40,000 volumes, along with the subscribed periodicals and computer database for student and faculty research. The library is designated as a federal depository library, and houses federal government publications. The library owns DVDs, CDs and audios, and videotapes for instructional purposes. The Follett Automation System is currently available at the ASCC Library. Card catalog and Online Public Access Catalog (OPAC) provides information and easy access to the location of books. There are computers with Internet access and computer software for students and faculty. The Teacher Education

Resources Center (TERC) contains a growing collection of circulation books, sets of references books, educational journals, and instructional videos. The room is equipped with computers that can access the Knowledge-Box software, an educational database resources for students enrolled in education courses. The Special Collection Room houses research materials on Pacific Islands and Nations, Pacific journals, video and audio cassettes, rare books, as well as Samoan History information. Books may be borrowed from Feleti Barstow Public Library via interlibrary loan and from the University of Hawaii Libraries and other libraries in the South Pacific region. © 2014 ASCC P.O. Box 2609 Pago Pago, AS 96799 - Phone: (684) 699 9155 - Email: info@amsamoa.edu

- American Samoa Community College Library, the Learning Resource Center, is a center where educational information resources are provided for the lifelong learning needs of the total college population and these are bibliographical, physical and intellectual.
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- The American Samoa Community College Library Learning Resource Center (LRC)is a center where educational information resources are provided for the lifelong learning needs of the total college population and these are bibliographical, physical, and intellectual.

3) List the outcomes for your Dept/Prog/Div:

- 1-Library doors open 7:30am - 4:00pm, Monday - Friday, 2-All areas of Library quiet & clean, 3-Environment to read, study, do class assignments or relax, 4-Services provided each employee assists to find location of books, periodicals, or find any other materials available within Library for Faculty, Staff or students.
- Many projects were completed during our previous Director Emma, such as; 1. Furniture for the library. 2. Extension for TERC Room. 3. Books for General Collections, etc., 4. Library book carts. 5. Toshiba Tvs. 6. Executive office furniture. 7. More computers for TERC. 8. Security Cameras (inside/outside). 9. Security fence for air-con compressors. Present Director: Pending Projects and follow ups for library tasks.
- 1. Security Cameras on the first and second floors in the library. Outdoor security cameras. 2. Extension of the TERC/Teachers Education Resource Center. 3. Two flat screen tv monitors. 4. Sofa, couch, loveseat. 5. Additional computers for TERC. 6. Outdoor fence for air-con compressors. 7. Additional carts for books. 8. Book Presentation "The Binding." (local author Logo Filloon) at Lecture Hall on 7thFeb14. 9. New books. 10. Office furniture - (Director's office & work room).
- Student recognizes when information is needed, can clarify aspects of the information, and can formulate clear questions based on the information need. Moreover, our new extension on the 2nd floor in the Teacher Education Room. And our cameras to secure our library especially the students. Lastly, our local author presentation was held on February 7, 2014. All these outcomes upgrade our service in the library especially our College.
- 1. to meet students goals. 2. to meet research needs of students informational needs. 3. to meet faculty and community educational needs.

- Meet the informational needs of the students Meet the informational needs of the faculty and staff Meet the informational needs of the community
- To provide organized collections of print and non-print resources which will meet institutional and instructional requirements as well as the individual needs of students. To create an environment in which resources are made readily accessible, not only through the provision of appropriate facilities, furnishings, equipment, and supplies, but particularly through the provision of adequate staff. To facilitate learning and community services by providing services, resources and facilities which encourage and stimulate individualized instruction, independent study, and effective use of resources by students, faculty, and the community in general.

4) Explain how your mission and outcomes support the institution's mission:

- All Employees Mission of being present when Library doors open 7:30am - 4:00pm. Employee's in each perspective area make sure it is clean and quiet when patrons frequent areas. And are ready to provide services of assistant in locating any material/books/magazines, etc. within Library or provide knowledge of how to for printing or searching on computers. Each employee answer to patrons and act accordingly to policy and procedures provided by ASCC from behavior to dress code, etc.
- Without the library, there would be no mission for this higher learning institution. Lets just say, the library is like the heart that pumps blood into the body. The library should be considered as a high priority within this institution, we supply the resources needed to enlighten others- (we are the house where knowledge is available).
- Giving them a comfortable environment to do their research and studies. And at the same time upgrading the facilities physical needs to maintain its operations.
- The students finally used the library for their sources for homework's. Almost everyday they come to the library for studies just because we provide them good sources especially our websites for more information according to their research. We provided for the lifelong learning needs of the total college population.
- The library supports the educational needs of the students, faculty and staff of the American Samoa Community College. Faculty and librarians select materials to meet the curricular needs of the college and to increase its collection as well as the resources and services available in the library.
- The library mission is to support the curriculum and all academic informational needs of the college and its patrons.
- It does so by providing library services that support the curriculum and fulfill the informational needs of students, faculty, staff, administration, and community via the building and maintaining of vital collection of library materials and resources. In other words, LRC supports both Institutional and all academic programs' mission readiness.

2. PERSONNEL DATA

Is the number of personnel adequate to support your Dept/Prog/Div?
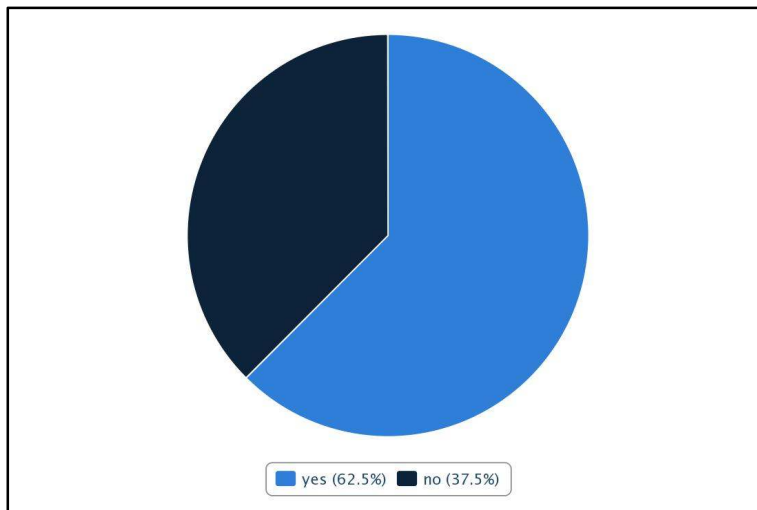

Yes (62.5%) No (37.5%)
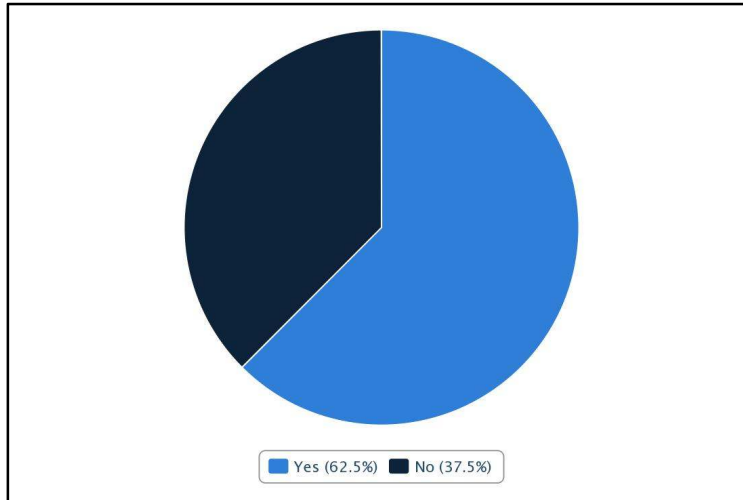
If "no", please explain:

Summarized Comments:

- Need a professional cataloguer = 2 comments
- Need more personnel for peak times/ anticipated library expansion = 2 comments

Do personnel possess all specialized skills or credentials required to support the Dept/Prog/Div?
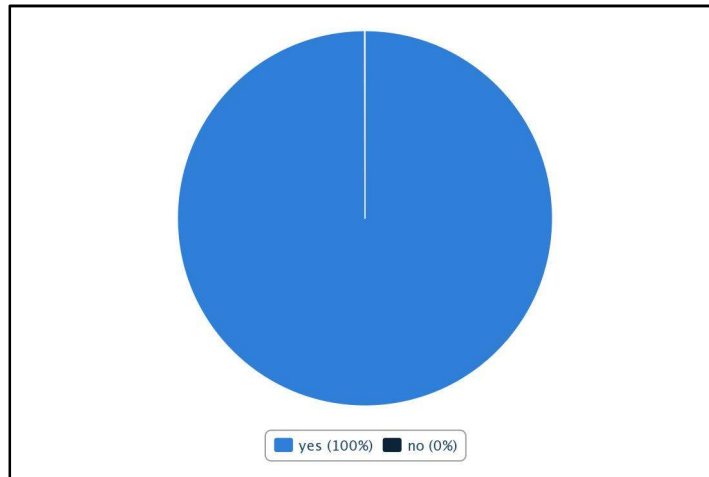

yes (62.5%) no (37.5%)

If "no", please explain:

Summarized Comments:

- Need more degree holders in some positions = 3 comments

Are all proper documentation (degrees, certificates, etc.) on file continuously updated?

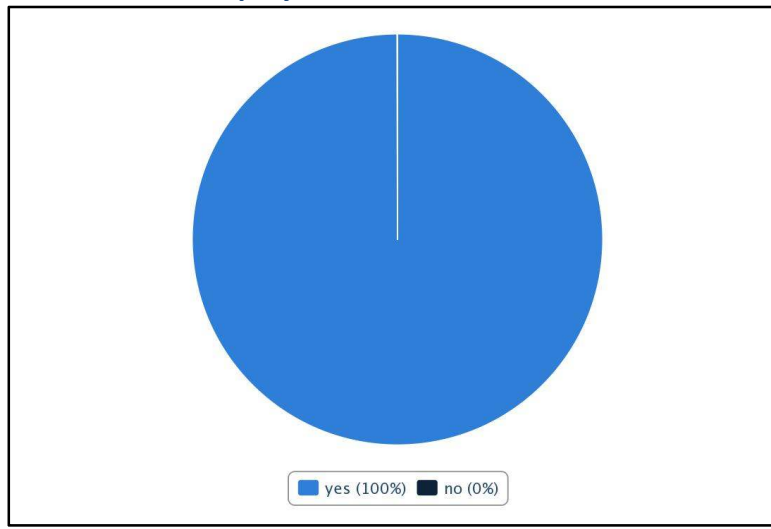yes (100%) ■ no (0%)

If "no", please explain:
No answers

Are all personnel in this Dept/Prog/Div? careful in protecting the security, conficentiality and integrity of student information according to FERPA?

yes (100%) ■ no (0%)
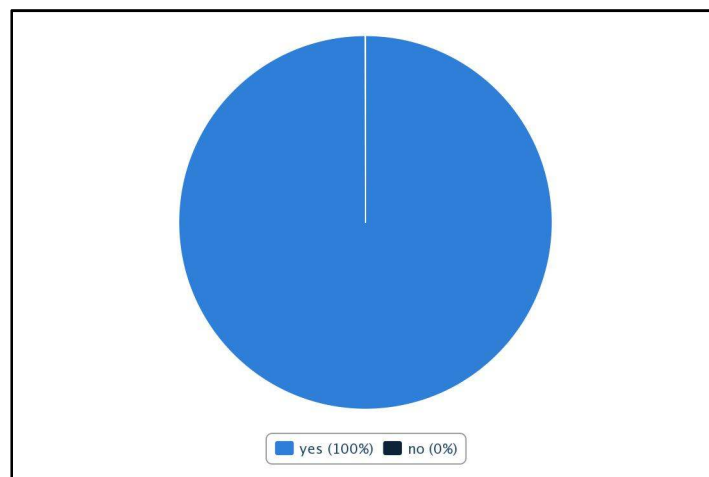
3. FACULTY ROSTER

Are you a Full time or Part time employee?

yes (100%) no (0%)

Number of Courses you teach:

- n/a

Degrees, Coursework and other publications:

- A.S. = Secretarial Science, A.A. = Liberal Arts, B.A. = Bachelor in Busines Administration Management
- N/A
- AA/EDUCATION, AA/LIBERAL ARTS
- N/A
- MS, Library Science, University of North Texas(UNT), Denton,TX GAC,Graduate Academic Certificate in Advanced Management of Library and Information Agencies, UNT, Denton, TX MA, Educational Leadership, San Diego State University, San Diego, CA BS, Criminal Justice/Public Administration, University of Guam, Mangilao, GU AA, American Samoa Community College, Pago Pago, AS

Other qualifications not listed in previous question:

- 1 yr. with A.S.G., 30 yrs. with A.S.C.C., 2 yrs. contracted.
- N/A

List involvement in college/instructional/community activities (i.e club sponsorships, committees, boards, organizations, etc.)

- A.S.C.C. Alumini
- N/A
- As a student, I was a representative to the Board of Higher Education at ASCC, then I became a secretary to the BHE
- Director of Learning Resource Center Deans & Directors committee member Self Study Chair for WASC Standard II C, Library and Learning Support Services.

4. STAFF DEVELOPMENT

Does the evidence exist to show that faculty/staff in this Dept/Prog/Div have involved themselves in in-service training and other professional development?
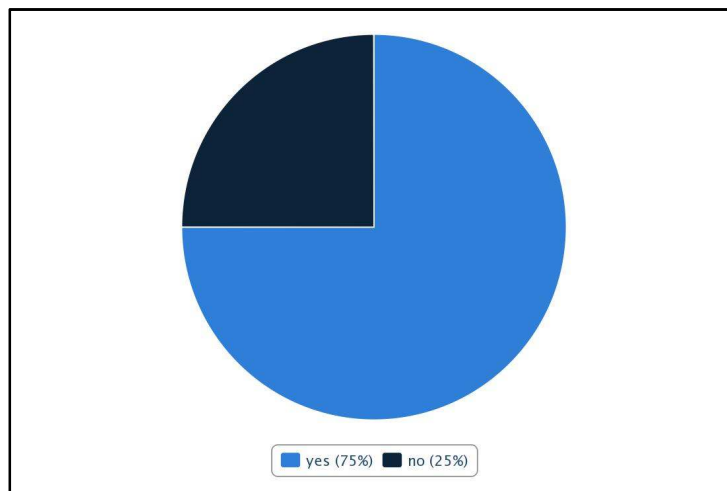

yes (50%) ■ no (50%)
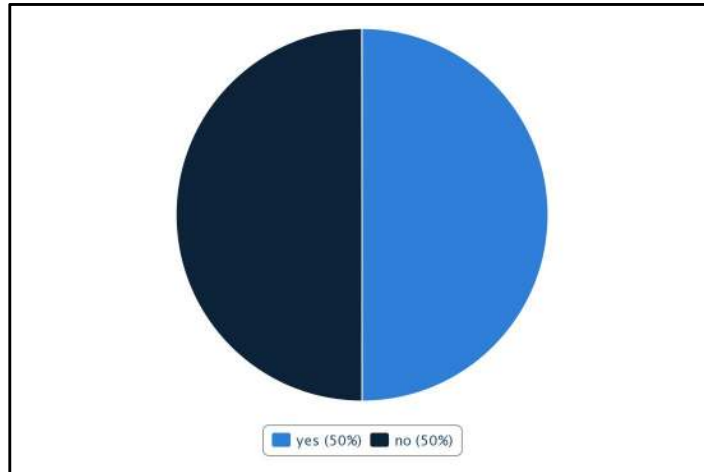
If "no", please explain:

Summarized Comments:

- No professional development for off – island training = 2 comments

**Are there any unmet needs for professional development among personnel in this Dept/Prog/Div?**

yes (75%) ■ no (25%)

If "yes", please explain:

Summarized Comments:

- ALA-American Library Association conference/workshop = 1 comment
- Leadership Training for Supervisors = 1 comment
- Training opportunities to enhance/ develop skills for Library workers = 4 comments

Are faculty/staff evaluated on an annual basis by the immediate supervisor (i.e.: Director, Dean, Vice President)?


yes (100%) ■ no (0%)
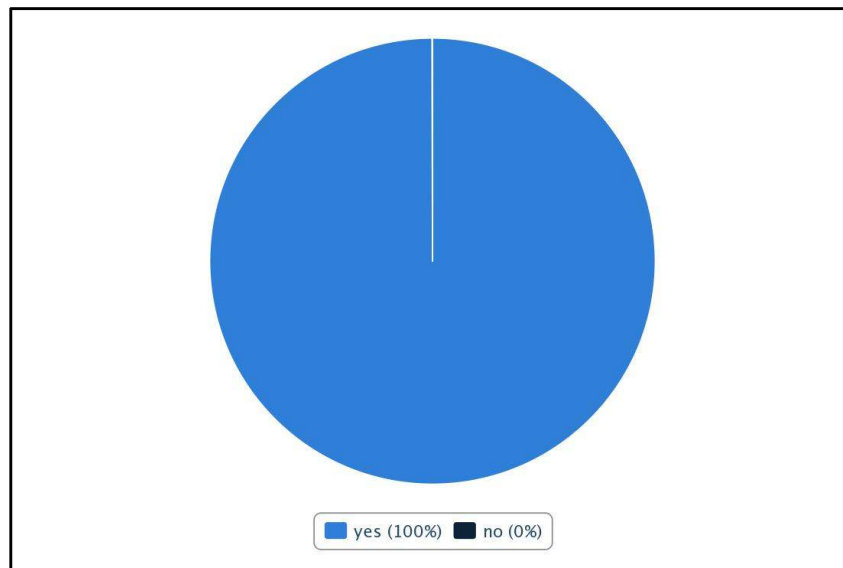
5. FACILITIES, EQUIPMENT and BUDGET

Briefly describe the facilities occupied by this Dept/Prog/Div (i.e., classrooms, offices, labs, etc.)

- Seats est. 200 for student population of est. 1,000 plus students.
- Sufficient for now.
- Two story building. 1st floor consists of Circulation Area, Reference Area, Pacific Collections Room, Work-Room, Director's Office, Electrical Room, Storage Room, Elevator, Mens Restroom, Womens Restroom. 2nd Floor - General Collections Area, Teachers Education Resource Center Room, Staff Lunchroom, Staff Restroom.
- Library, with the growing population of students and community, the library needs to be expanded, mean, adding more rooms or floors to accommodate books, staff and patrons. Need a working elevator that has been broken for a very long time.
- Library building
- 10 year old 2 story library building.

Are all facilities adequate to support the mission of your Dept/Prog/Div?

Are all facilities adequate to support the mission of your...

yes (33.33%)   no (66.67%)
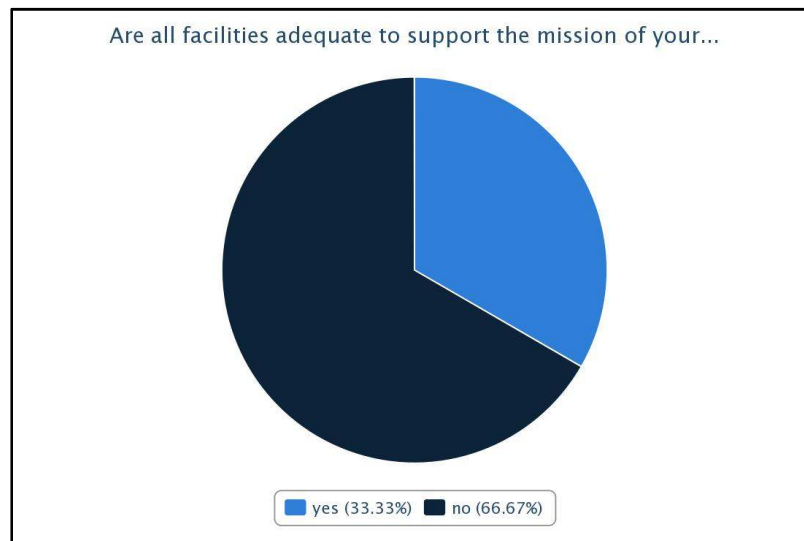
If "no", please explain:

Summarized Comments:

- Not big enough to accommodate enrollment = 1 comment
- Need more space = 2 comments
- Need more space for other rooms to accommodate community, not just ASCC students = 1 comment

Briefly describe current equipment used by this Dept/Prog/Div and indicate whether it is adequate or inadequate.

- In the electronic alone, we use Oscilloscope and multimeters. There is a need for more equipment.
- Computer and related equipments etc. Tools, diagnostic equipments and special tools. Need to be updated to meet current trends.
- using ASCC computers for labs and instruction
- Adequate
- Majority of equipments currently used by the programs are outdated. Yet, in the mean time suffices the programs as instructors are armed with the skills and ability to improvise. However, with updated skills within the workforce, the need exists for proper equipments and materials to instill the best practices to the students.

**Are additional facilities or equipment required to support this Dept/Prog/Div?**

yes (100%) no (0%)
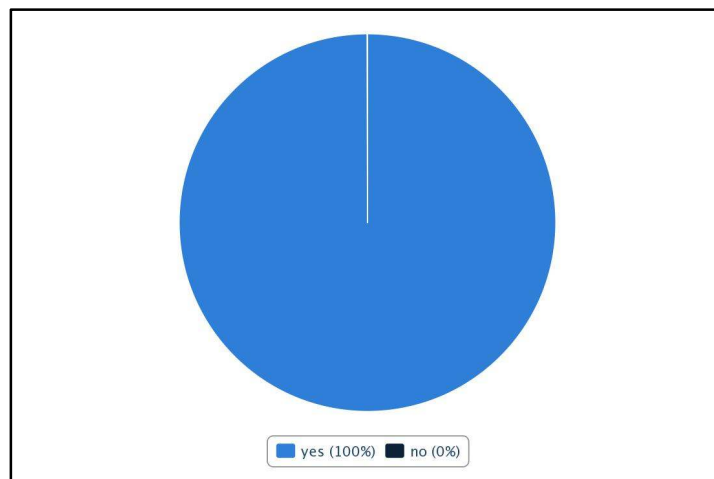
If so, please list and explain:

Summarized Comments:

- Computer hardware = 1 comment
- Projector = 1 comment
- Smartboard = 1 comment
- Updated equipment = 1 comment
- Library expansion = 2 comments

Does the institution operate and maintain physical facilities that are adequate to serve the needs of this Dept/Prog/Div?

yes (83.33%)   no (16.67%)
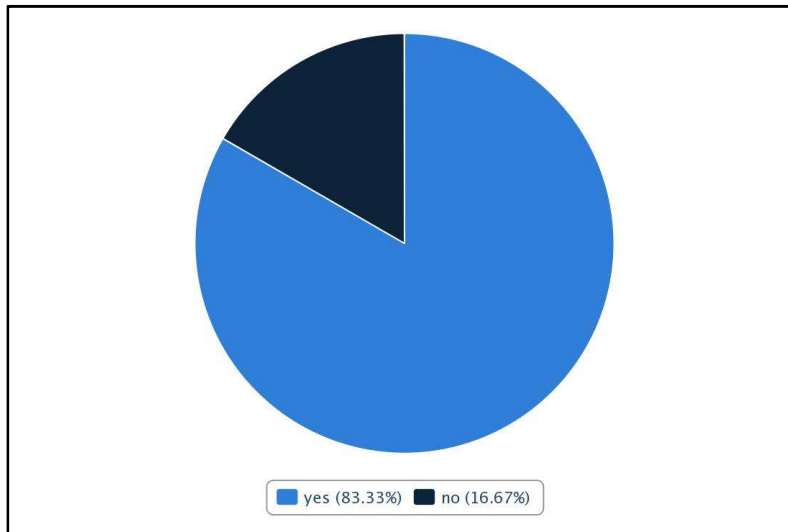
Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this Dept/Prog/Div?

yes (100%)   no (0%)
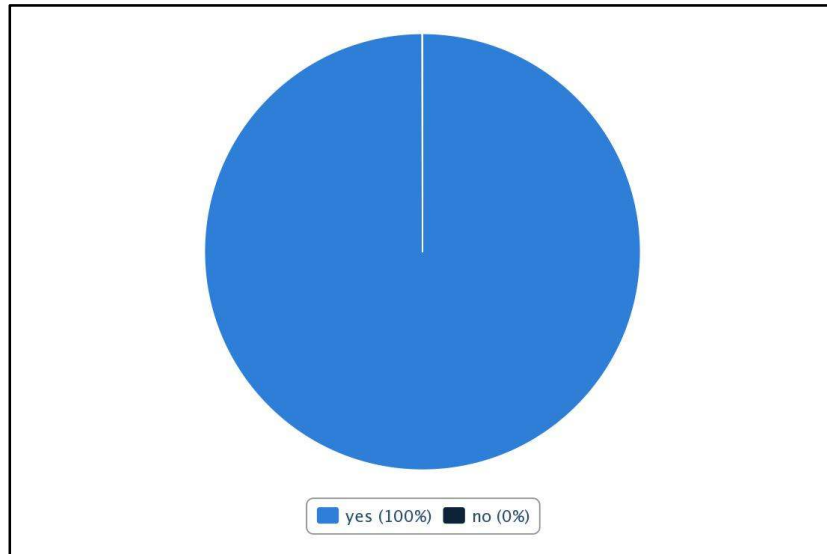
Are the physical facilities accessible to persons with disabilities?

yes (42.86%)   no (57.14%)
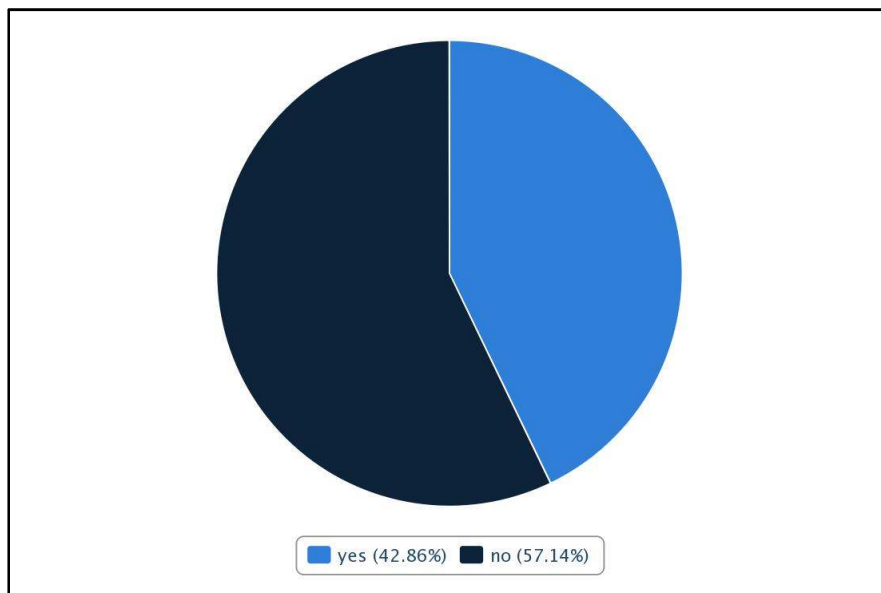
If "no", please describe below what is needed to make your area accessible.
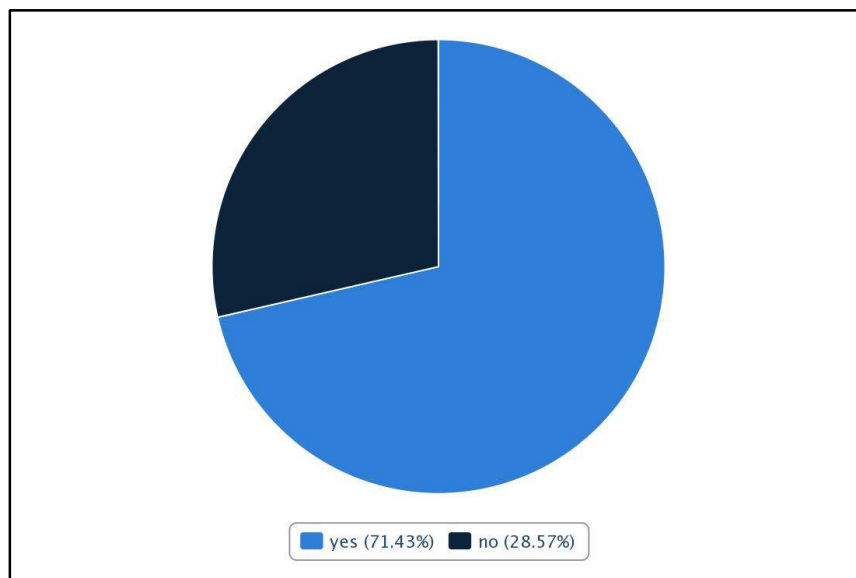
Summarized Comments:

- Need to repair elevator = 4 comments
- Indoor ramp for 2nd floor = 1 comment

Is there equipment used by this Dept/Prog/Div similar to that used in the workplace or at a higher level institution?

yes (66.67%)   no (0%)   N/A (33.33%)
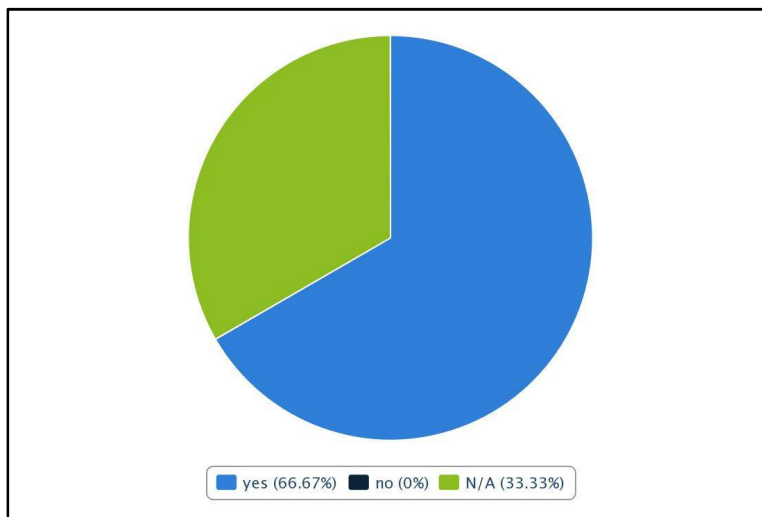
Is the budget information available to this Dept/Prog/Div?

yes (71.43%)   no (28.57%)

Is adequate financial support available to meet the needs of this Dept/Prog/Div?

yes (14.29%)   no (85.71%)
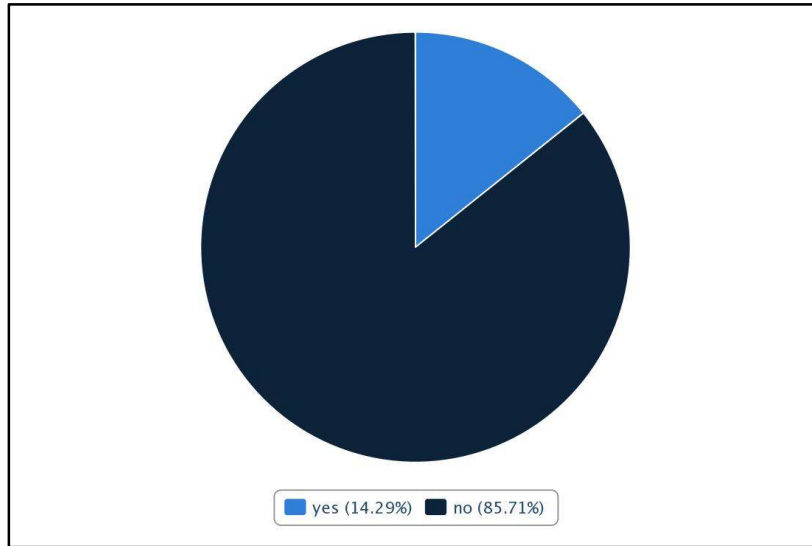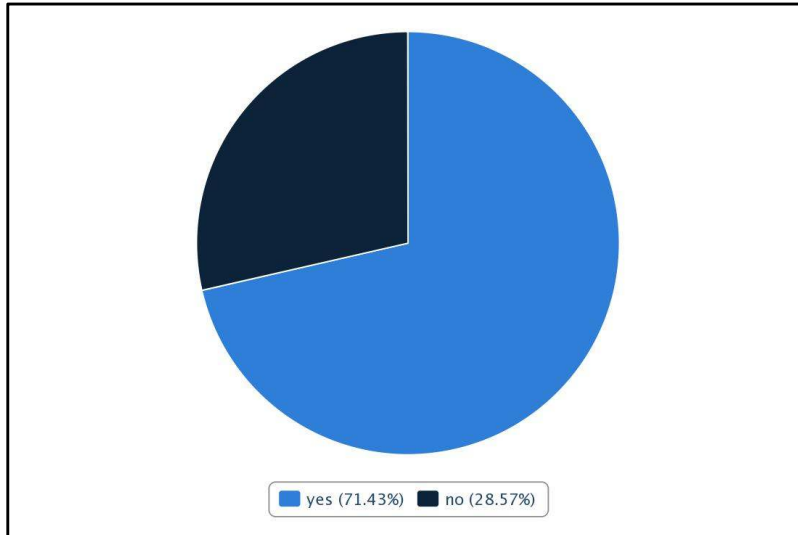
If "no", please explain

Summarized Comments:

- Need funding for Staff Development = 2 comments
- Need more funding for the library to reach its full potential = 3 comments

6. TECHNOLOGY and LIBRARY

Are Web enhancements and other technology used to improve student learning and services (i.e. Compliance Assist, Datatel, Moodle, Webmail, Smart Board Applications etc.)?
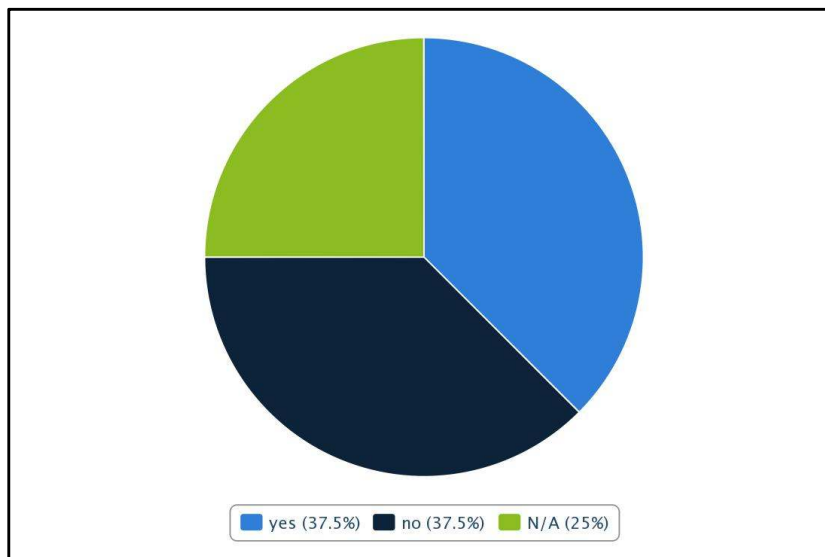

yes (71.43%)   no (28.57%)

If "yes", please list or if "no", please explain:

Summarized Comments:
- Moodle, webmail, OPAC (online Public Access Catalog), EBSCO, Datatel, Compliance Assist, Follet's Destiny = 5 comments
- Need: Smartboard, Projector, ASCC library website = 5 comments

Is the library available and accessible to students (day, evening, online) at their time of need?
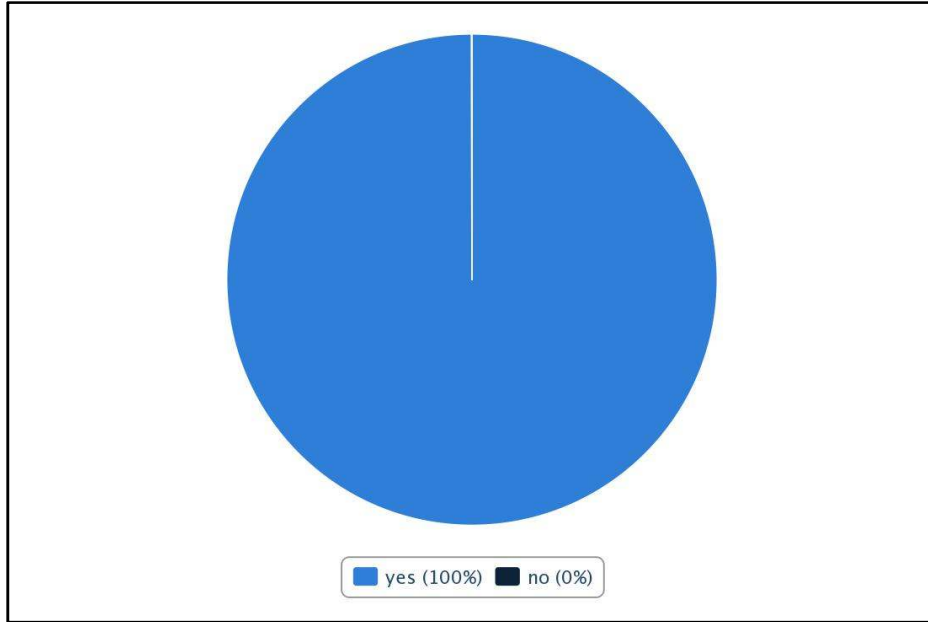

yes (37.5%)   no (37.5%)   N/A (25%)

If "no", please explain:
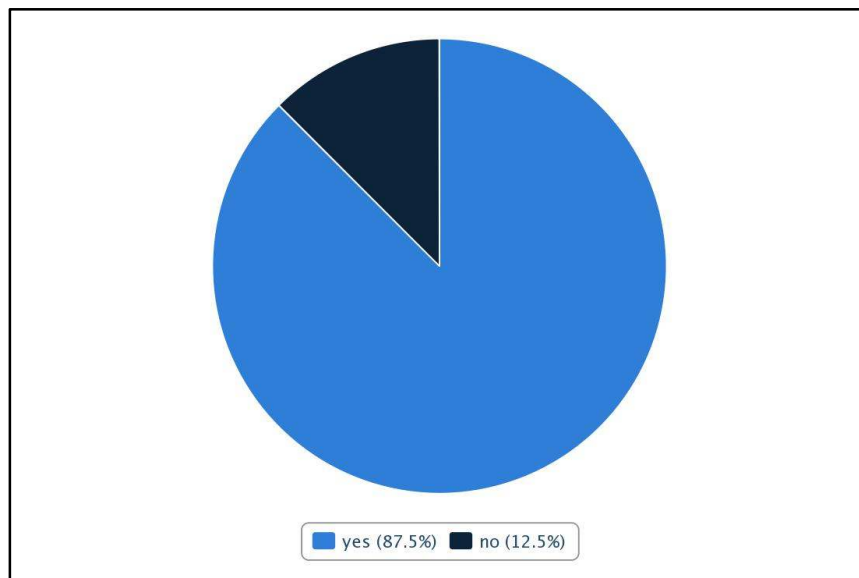
Summarized Comments:
- Only Day hours = 1 comment
- Need evening hours = 3 comments

6. EVALUATION AND IMPROVEMENT

Is there evidence that the effectiveness of instruction and services are periodically evaluated?

yes (100%)   no (0%)

Are research-based evaluation processes (e.g., surveys, interviews, analysis of data) used for assessing this Dept/Prog/Div?

yes (87.5%)   no (12.5%)

Listed below are Institutional Surveys, Instruments, Data, and other processes for evaluating Dept/Prog/Div effectiveness. Please indicate which instruments are frequently used for evaluating effectiveness of this Dept/Prog/Div.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses	Weighted Average
Annual Reports	0 (0.00%)	0 (0.00%)	2 (40.00%)	1 (20.00%)	2 (40.00%)	5	4.00 / 5
Quarterly Reports	0 (0.00%)	0 (0.00%)	2 (40.00%)	1 (20.00%)	2 (40.00%)	5	4.00 / 5
Bi-Weekly Reports	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (25.00%)	6 (75.00%)	8	4.75 / 5
Student Learning Outcome Reports	0 (0.00%)	0 (0.00%)	3 (75.00%)	0 (0.00%)	1 (25.00%)	4	3.50 / 5
Institutional Strategic Plan	0 (0.00%)	0 (0.00%)	1 (20.00%)	3 (60.00%)	1 (20.00%)	5	4.00 / 5
Performance Evaluation	0 (0.00%)	0 (0.00%)	0 (0.00%)	3 (42.86%)	4 (57.14%)	7	4.57 / 5
Institutional Program Review	0 (0.00%)	0 (0.00%)	2 (40.00%)	2 (40.00%)	1 (20.00%)	5	3.80 / 5
Course Evaluation	0 (0.00%)	0 (0.00%)	3 (100.00%)	0 (0.00%)	0 (0.00%)	3	3.00 / 5
Student Satisfaction Survey	0 (0.00%)	0 (0.00%)	1 (16.67%)	4 (66.67%)	1 (16.67%)	6	4.00 / 5
Fact Sheets/ Books	0 (0.00%)	0 (0.00%)	3 (50.00%)	2 (33.33%)	1 (16.67%)	6	3.67 / 5
							4.04 / 5

Does the use of evaluation processes result in continuous improvement in this (Dept/Prog/Div)?

yes (85.71%)   no (14.29%)
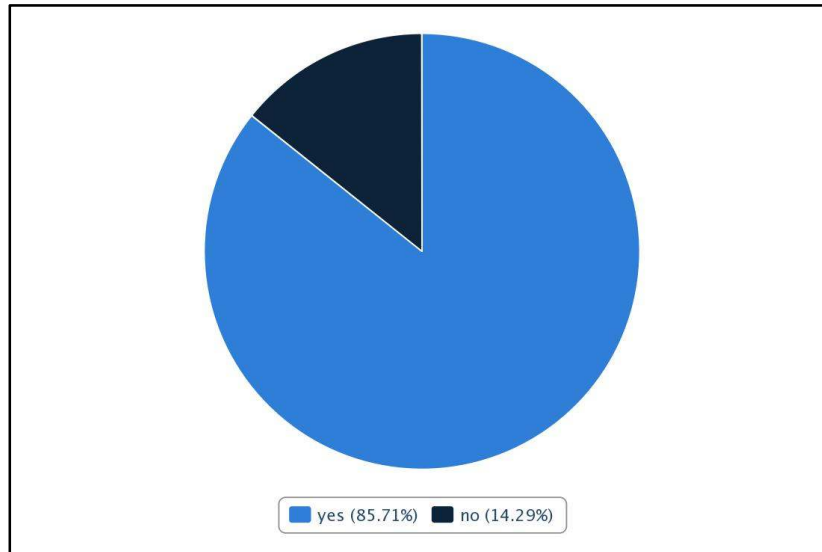
If yes, describe some recent improvements that have come about in response to needs identified through these evaluation processes.

- Improvement within the physical aspects of the library.
- Like I mention before, we have cameras to secure ourselves especially our students. And plus the faculty are reserving the library for their classes, and this was all in the past evaluation and now it's more improving because of the evaluation from last year.
- people are continuously aware of their responsiblity to make improvements within their department.
- The library's computers were updated to 2010 due to patron requests in the Library's surveys.
- 1. Reshuffled staff accordingly in selected service areas. 2. Tracked and monitored AC maintenance crew site performance. 3. Made connections with faculty for their respective class library Information Literacy session.

Does this Dept/Prog/Div identify expected outcomes; assess whether it achieves these outcomes; and provide evidence of improvement based analysis of those results?

yes (100%) ■ no (0%)
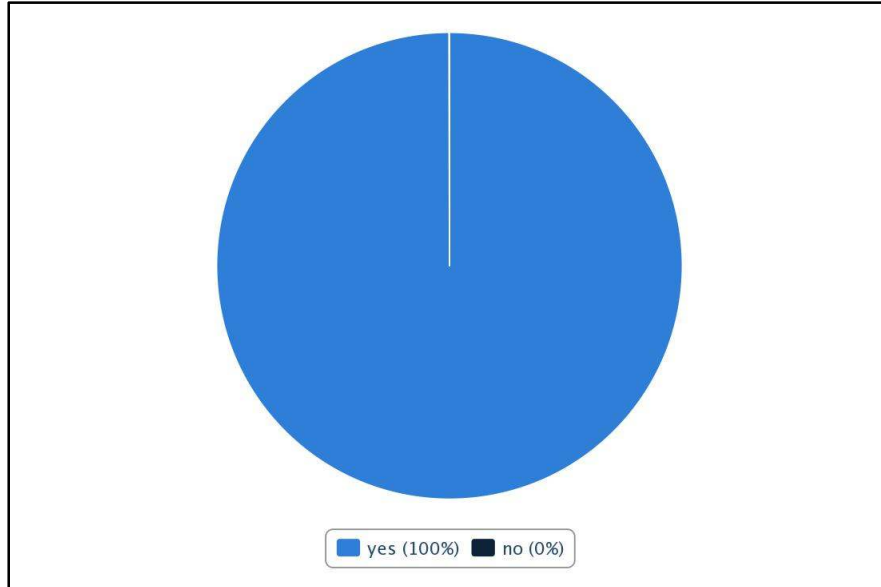
What steps are taken when an outcome is not achieved?

Summarized Comments:
- Staff meetings = 1 comment
- Assessment = 3 comments
- Outcome review = 3 comments

Provide an overview of significant results, honors, awards and milestones achieved, as well as enhancements made to this Dept/Prog/Div over the past three years.

Summarized Comments:
- Staff members completed degree programs = 2 comments
- Recognized by president with Employee Appreciation Day = 1 comment
- Restructure of org chart to include Library directly under VP of Academic and Student Affairs = 1 comment
- LRC Director appointed = 1 comment
- Completed Manual Inventory = 1 comment
- Decision to use Hand held scanners for inventory = 1 comment
- First Online User Survey for Library = 1 comment