

Shasta College Library Service Area Outcomes

The outcomes noted here are meant to help the library understand if we are meeting the goals in the Library Services Plan.

Goal #1: Collections - Develop dynamic collections that support curriculum across disciplines, academic levels, and formats...

- At least 85% of students, staff, and faculty survey respondents will be satisfied with library collections and lending policies.
- Increase in library cards issued (20% increase by 2018)
- Increase in usage of electronic resources (20% increase by 2018)
- Increase in circulation of physical material (10% increase by 2018)

Goal #2: Distance Education/Extended Education - Develop services to meet the needs of Extended Education sites, ITV students, and online students.

- Increase in Distance Education/Extended education library card requests.
- Increase in the number of library instruction requests at Extended Education sites, ITV courses, and online courses.
- Increase in the number of course reserve checkouts at the Tehama Campus.

Goal #3: Spaces - Continue to create spaces that inspire learning and help students make connections to one another and the College.

- Gate counts show an increase of patron traffic (15% by 2018)
- User surveys will indicate that 85% of students are satisfied with the library's physical spaces.

Goal #4: Services - Continue to provide student-centered services that engage students and make them feel connected and valued.

- At least 85% of Virtual Reference Surveys indicate user satisfaction with services
- At least 85% of students, staff, and faculty survey respondents will be satisfied with library collections and lending policies.
- Increase in usage of electronic resources (20% increase by 2018)
- Increase in circulation of physical material (10% increase by 2018)
- Narrative responses, replies, and comments from community engagement activities indicate general satisfaction with services.

Goal #5: User Engagement - Continue to promote and increase the usage of library resources and services through outreach.

- Increase in library cards issued (20% increase by 2018)
- Increase in usage of electronic resources (20% increase by 2018)
- Increase in circulation of physical material (10% increase by 2018)
- Gate counts show an increase of patron traffic (15% by 2018)
- Increase in the number of instruction requests

Goal #6: Information Competency - Continue to engage students, faculty, and staff, through library instruction across the curriculum ...

- As a result of completing one 50 minute library instruction session, students and faculty will have an improved understanding of library resources and services.
- As a result of completing one 90 minute, or longer, library instruction session, students and faculty will have an improved understanding of independently selecting and searching at least two components of the library collection to support a specific research assignment.
- As a result of completing an individual research appointment, student will be able to articulate a research question and develop a plan for finding and selecting resources to support that research.
- As a result of incorporating library instruction into the syllabus for a course, faculty will report improved student success with those assignments that require finding, selecting, synthesizing, and citing resources beyond the required course texts.