

Standard Seven

Library and Other Information Resources

Description

Mission

The library's mission is to develop engaged citizens who are culturally literate, globally aware, and technologically sophisticated. As a user-centered department committed to providing equitable access and services, the library builds, organizes, and maintains focused collections for the academic and research interests of students, faculty, and staff while teaching users to identify, locate, assess, and use appropriately a range of information resources to create new knowledge. The library supports the mission of the college by providing services, collections, and facilities that enhance the curricula and meet the learning needs of the students, faculty, and staff. The primary goal of the library is to provide the community with access and information that supports and enhances teaching and learning. These goals are shared and supported by the Information Technology (IT) department that provides technical expertise and technical support services within the institution.

Facility

The Goodwin College library moved this year from 1,200 square-feet of space in an 1860 Carpenter Gothic colonial to a stunning two story modern facility with a wall of glass looking out on the Connecticut River. This is not the Goodwin College library of 2008. It is the new, improved Goodwin College library, actively inventing a new future in learning for the college community. The primary goal is to position our library services to reflect the entrepreneurial and enterprising character that is so much a part of the institution and its mission.

The dramatic space expansion provides opportunities to support the college mission with a wider range of activities using new technologies to enhance our collection and our instruction program. For instance, the proximity to an 18-station computer lab allows for an increase in compute literacy instruction. Wireless access throughout the library gives students and faculty greater access to the internet and library databases. The information technology department works closely with the library staff to provide these new services to the college community. With the growing use of the Internet for information delivery and content, the library and information technology department are critical partners in providing resources for faculty and students.

The library is fast becoming the center of campus intellectual life. The 9,500 square- feet of space includes the main library with computer workstations, printers, copier, study areas, open book stacks which can support up to 10,000 volumes, and two staff offices. The blue leather seating by the windows flanking the fountain is a favorite study or thinking spot. The adjacent computer lab with 18 work stations and printer is used for library instruction and regularly scheduled classes.

The second floor includes three study rooms, six study carrels, open book stacks, more soft seating, and study areas. Library expansion space on the second floor is now used for information literacy instruction, committee meetings, and special events. The second floor exits close to the student lounge and classrooms.

Hours

The library is open every day for a total of 78 hours a week. In response to heavy demand at mid-term and end of the semester, the library adjusts the schedule accordingly. The

librarians and student workers are available for additional hours upon request. All services, including circulation, reserves, interlibrary loan, Internet access, reference, copying, and printing, are available during all open hours. Students also receive reference help through email or phone contacts with the library. To allow students contact via text messaging, the library and distance learning departments are developing a text message reference pilot program. This should be in place by summer 2010.

Collection

In support of the college programs, the library maintains a basic collection of bound volumes, print periodicals, and audio-visual materials. The library director in collaboration with the faculty selects essential resources to meet the needs of the college community. The collection constantly changes as resources are added, discarded, or moved to other locations. The collection development plan was revised in 2009 to reflect the changes in the academic nature of the college. The library plan will be available in the evidence room.

Because of the increase in space, the collection of print volumes has grown rapidly. Currently there are approximately 5,500 print volumes. The library subscribes to 154 periodicals and owns more than 500 audio-visual materials.

For additional resources to supplement the collection, the library maintains membership in a consortium of more than 400 public and academic libraries in the state. This membership provides support for the online catalog and efficient interlibrary loan (ILL) delivery. The ILL system provides easy and quick access from the campus or from home to over three million items that are delivered to the library in less than two weeks from the time of the request.

Electronic Resources

Through membership in the Connecticut Library Network, the library has access to academic, online periodical indexes in business, health, and general academic resources. In addition, the library subscribes to Credo Reference, an online, full-text database of over 400 reference books. In support of the health sciences and nursing programs, the library subscribes to Health Source: Nursing/Academic Edition, Proquest Health Management, and Proquest Nursing and Allied Health Sources. PsycArticles, CQ Researcher, and CQ Global Researcher are also available. The library recently purchased Global Road Warrior and Maps A to Z. The library also incorporates free and open source databases into the collection. Between January 2008 and January 2009, the library saw a 10% increase in access to online academic over the previous year. Additional journal articles can be provided through the interlibrary loan services and other arrangements developed by the librarian.

With the opening of the new campus, the library received hundreds of donations of books and periodicals. The library, in conjunction with the administration, is developing a Connecticut River Collection. Many of the donated items have significant value for this collection. Materials from these donations expanded the academic holdings as well as provided classic and popular fiction. To support the bachelor's degree in Child Study, the library is expanding the early childhood section with guidance from the early childhood department. This collection includes games, toys, and puppets that may be checked out to members of the college community.

Instruction and Research Support

Because of the availability of so much information, especially through electronic sources, instruction in using and evaluating sources is important. The library provides information literacy instruction to guide students towards a mastery of information literacy and critical thinking skills. To assist students in gaining competency in the use of information, all students enrolled in a baccalaureate degree program or the Associate in General Studies are

required to complete a one-credit information literacy tutorial before the end of their first semester.

The Goodwin College library information literacy standards are based on the Information Literacy Competency Standards for Higher Education from the Association of College and Research Libraries (ACRL) and those of individual programs. The literacy standards skills set are mapped to the General Studies program to ensure that all first and second year students have opportunities to master basic skills. The faculty and library staff are aligning the more advanced library skills to classes in the four year programs.

The librarian actively collaborates with faculty on many projects. Another example is the presentation by the librarian and Chair of the Health and Natural Science department at the New England Educational Assessment Network conference. They shared examples of integrated assignments and the use of rubrics to teach and assess student competencies in the use of the library and information.

The librarian is currently developing a library skills rubric for 300 and 400 level nursing classes. Information literacy skills are reinforced in instructional sessions in the library and classrooms. Literacy instruction has steadily increased over the last three years to over 85 classes per year. In 2008, the staff taught 39 classes in five disciplines other than General Studies.

The library provides research guides on the use of the library. Additional information on topics such as evaluating sources, using MLA and APA format, avoiding plagiarism, and maintaining academic integrity is also provided. An online information literacy tutorial will be on the library page for the spring semester. As the quality of scholarship expected from the faculty increases, the library will continue to support faculty research skills as well (e.g., Web 2.0 Workshop, Nursing Department Database Workshop).

To enhance teaching and learning the college uses Blackboard as its course management system. Blackboard is hosted by the Connecticut Distance Learning Consortium. In addition three classrooms are equipped with SMART boards, eight have permanently mounted LCD projectors.

The emphasis on online access to electronic books and databases has increased the offsite use of library resources for traditional students. These students resemble distance learning students and faculty in the way they access library materials from home or anywhere they have Internet access. For many years, the information technology department has worked with the library to provide access off campus to the Goodwin community by the use of a Virtual Private Network (VPN). To support access to our resources, the staff revised the library web site. The new site was activated successfully with the opening of the new River Campus.

Courses offered through distance learning or in a hybrid format also use Blackboard as the course management system. The library support for distance learning is based on the Standards for Distance Learning Library Services developed by the Association of College and Research Libraries. Fundamental to providing distance learning resources is compliance with the access entitlement principle. According to the ACRL guidelines, "Every student, faculty member, administrator, staff member, or any other member ... is entitled to the library services and resources of that institution ... regardless of where enrolled or where". The librarian works to help the College fulfill this and other principles of the ACRL standards. The library has strong support from the administration and Board for the

distance learning program. The budget specifically mandates funding to support the program.

Distance learning faculty members are supported by a two-week on-line training module and support from the Director of Distance Learning. As of fall 2009, 24 faculty members have been trained to offer on-line or hybrid courses. Additionally, 21 faculty members use Blackboard in their on-ground courses.

Staffing

Two fulltime librarians, one part time librarian, one part time library assistant, and student workers staff the library. All librarians have Master's Degree in Library Science as well as advanced degrees in other disciplines. The librarians participate in the development of the institution's mission, curriculum, and governance by participating in committee work on campus. The staff is encouraged to belong to and actively participate in local, state, regional, and national professional organizations, including the Connecticut Library Association (CLA), Connecticut Library Consortium (CLC), the New England Library Association (NELA), American Library Association (ALA), Association of College and Research Libraries (ACRL), Medical Library Association (MLA) and International Federation of Library Associations (IFLA).

Policies and Procedures

Clearly defined policies and procedures based on professional recommendations are annually evaluated and revised including the library mission, management and development, weeding, circulation, copyright and privacy issues, appropriate computer use, and disaster response. Among the policies is a comprehensive, written Internet use policy established with the Information Technology staff that sets forth reasonable guidelines for all library users. Written copies of policies are available in the library, and they will be available online by the summer of 2010.

In November, the library made a major procedural change by migrating to Koha, an open source, automated library management system hosted off site. An increasing number of libraries are no longer willing to accept the costly proprietary systems for practical and philosophical reasons. The Goodwin library was the second library in Connecticut to make the bold move to open source automation. As a member of the Connecticut Library Consortium, the library has been involved in discussions on library management systems and hosted a monthly meeting for regional librarians to demonstrate our migration experience. Based on sound business criteria, Koha will provide better service and more efficient library management. (Note: Koha was developed originally in New Zealand and the word Koha means "gift" in the Maori language.)

Financial and Technical Support

The library has received sufficient and consistent support financially. Expenditures for the library have increased approximately 148% over the last three years. The library is working with the college's grants division to obtain additional funding to possibly support initiatives such as a security system, collection expansion and audio-visual materials for new programs. The move to the new campus provided the opportunity to make significant investments in the areas of technology infrastructure, hardware and software to support anticipated enrollment growth and the offering of new academic programs. Our Technology Plan provides for the effective maintenance and improvement of the instructional and information technology.

Institutional Effectiveness

The library in conjunction with IT continuously evaluates the adequacy and impact of the library and other information services used by the college to inform planning and decision-making. The Office of Institutional Effectiveness (OIE) collaborates with all departments to accomplish these tasks. For example, the OIE and the library worked together to complete a survey and conduct focus groups that provided new insights on how patrons use resources and what they learn from them. The fall survey of the college community asked questions about the facilities and operation, the quality of staff assistance, overall library services, library collections and the user's experience. The survey was completed by 138 students, 40 staff and 26 faculty members. The library staff, library advocacy committee and relevant departments discussed these data. Results were used as part of program review and other planning discussions. For example, the library advocacy committee realized that more marketing is needed to increase awareness about library resources, and this is a priority for 2010.

The library collects data from all users on a regular basis. Collection usage data is collected on how often books, periodicals, and audio-visual materials go out, who uses them and for how long. The library also collects information on its electronic databases such as how many times a database was used, the types of searches, and the length of time spent using it. Data are reviewed by library staff quarterly to determine whether to renew or replace active databases.

The library also tracks who uses the library and how often. From January 2009 to September 2009, there was a 105% increase in student use of the library over the previous year. Library instructional classes are evaluated by students and faculty. For example, the librarian collects and reviews samples of student work to determine if there was improvement in the use of library resources and the application of literacy skills, such as formatting citations according to the guidelines published by the Modern Language Association and the American Psychological Association.

In addition to the Office of Institutional Effectiveness, the College's governance committees assist with planning and evaluation. The Library Advocacy committee uses the library's assessment data. The Facilities and Technology Resources Committee reviews data as well. They reviewed the data from a recent faculty survey that assessed their satisfaction with the current level of educational technology and support services. Faculty indicated that the help desk staff effectively assist people in a timely manner; however, faculty requested more formal training. As a result, the committee has made faculty training a priority in its three year plan (e.g., online blackboard training, spring educational technology series, and Office 2007 software training). The survey also asked respondents to generate a list of physical, technical or educational resources and equipment that would enhance teaching and learning at the college. The list includes additional smart boards, projectors and lab equipment. Recommendations are being forwarded through our governance structure to our Tier 1 Planning and Operations Committee for consideration by the administration and Board of Trustees.

Appraisal

The Goodwin library faces many of the concerns of other academic libraries. It has always received strong financial support from the administration and Board. However, the rapid changes in the information profession have placed increased demands for funding, resources, and space on library and technology departments. Current staffing ably supports

the services and programs offered, but with anticipated growth, the number and types of staff will need to change.

The growth in Goodwin's student population and the addition of new academic programs provides opportunities and new challenges. Prior to 2009, the collection was limited in size due to space constraints, but is now increasing rapidly. The move to become a baccalaureate institution will require increased spending on scholarly resources in a variety of formats. The use of the library space has exploded this year with a demand for more and newer computers, printers, software, and other electronic equipment. Again, this will require more financial support.

During the past ten years, the library evolved into a strong information and learning center. Library services are increasingly integrated into the undergraduate curriculum by means of partnerships that recognize the centrality of information resources to the learning experience. For example, the library staff has worked closely with the faculty to develop resources for new and four year programs. The library uses the collection levels defined in the *American Library Association (ALA) Guidelines for the Formulation of Collection Development Policies*. For four-year programs, the library is now collecting at the Advanced Study Level as defined in those guidelines. The Advanced Study Level supports the course work for advanced undergraduate programs or independent study.

Another success of the library is the emphasis on instruction and information literacy. The new learning environment has made it easier for the staff to provide the instruction to meet today's student needs. In collaboration with the information technology department, the library offers the digital resources demanded for academic libraries today. The college has increased the quality of technological and media services at the river campus, but more remains to be done. Upgrading computers, printers, copiers, scanners, and software will be particularly essential and costly. The IT department has identified additional technology and media needs to be addressed as the budget permits.

Enrollment growth has resulted in extensive use of the library computer lab for scheduled classes. The expansion space on the second floor known as the Library Annex will soon be converted to house the LRC and writing center. The erosion of space poses a challenge to increasing our current level of information literacy and library instruction, but the staff chooses to see this as an opportunity for growth and better service. The space crunch thus elevates our goals for making our library page a "virtual branch" with online tutorials, podcasts, text message reference service, a lounge with popular electronic resources, and other ways to interact with students and faculty.

The library and the Information Technology departments do not currently coordinate strategic plans. To move in that direction, the technology committee and the library advocacy committee plan to work on a strategic action plan that recommends a three-year cycle of improvement to address the implementation of an information literacy/technological fluency plan that will provide for new programs, more faculty, and increased enrollment. The first meeting of the combined committees to begin this dialogue is scheduled for January 2010. The library also plans to establish an advisory board that will be involved in library planning and assessment activities, and offer ongoing advice and guidance.

Along with other libraries in the state, our library depends on the periodical indexes and services it provides. These resources and services were in great peril this year because of the State budget crisis that resulted in the loss of several valuable state-supported databases. The loss of databases became an opportunity to consider purchasing the EBSCO Academic Search Premier and Literary Reference Center, more comprehensive databases

that will support our baccalaureate programs. Because the Info Anytime reference service was also eliminated, the library and distance learning departments will develop a text message reference pilot program to increase access by students. Another challenge to accessing library resources is off-campus access through the Virtual Private Network. Our present campus system provides inconsistent connectivity for students and staff. The Information Technology department is working to solve this problem.

One of the major goals for the library this coming year is to thoroughly review all of our resources in response to the student survey and focus group data focusing on the four year programs that may require more advanced resources. Due to the high cost of electronic resources subscriptions and serials, the library staff is charged with making cost-effective and balanced purchase decisions based on institutional needs. At the same time, a major goal of acquiring electronic resources is the provision of access both on and off campus in the most affordable manner possible.

Currently the library has no security system and relies on an honor system. The design of the library, with so many access points, makes a security system very expensive. We have been collecting information regarding lost materials that will help us determine the extent of the problem and how to address it.

The economic conditions that created the current challenges are not expected to improve in the near future. It is quite possible that in the next state budget negotiations other resources may be eliminated, including the current interlibrary loan service. We are already preparing for the future by analyzing the data we have collected on the uses of the library, the services provided, and the overall balance of resources.

Areas of Achievement

- Developed a comprehensive current library collection of varied formats that effectively serves the needs of students and faculty.
- Expanded instructional programs in information literacy and critical thinking.
- Increased collaboration with faculty in collection choices, library inclusion in syllabi, and instructional planning, with special emphasis this past year on working with the new baccalaureate programs.
- Established individualized and group reference service for students.
- Active participation of library staff in state, regional, and other professional organizations, including conference attendance and presentations.
- Opened a new website that contributed to the increase in access and usage of the library resources by the college and local community.
- The successful implementation of KOHA, an open source integrated library system.

Areas of Concern

All of our concerns are centered on maintaining and improving a professional learning community that supports our transformation to a four-year college. Our primary areas of concern are:

- The ability of the State to maintain current funding levels for library and other information resources.
- The competing demands for space that negatively impact the delivery of library services.
- The lack of a security system to protect the library collection.

- The need for increased communication about library resources, especially with our part-time students and adjunct faculty.
- The need for additional technology resources in the classrooms.
- Additional need for technical support and training for faculty and staff.

Projections

As Goodwin College becomes a true baccalaureate institution, the library must take a leading role in creating an environment for scholarly communication through new approaches to research, teaching and learning on campus. The library staff anticipates a stronger partnership with the teaching faculty in planning and curriculum development. Faculty need to effectively use new technology to enhance teaching and learning and the institution must supply these additional resources.

To continue to support college learning, we will need to focus on the following priorities:

- Create and implement an online information literacy tutorial available from the library web page.
- Align specific courses to the information literacy competency standards of the ACRL with special emphasis on the three new baccalaureate programs.
- Collaborate with faculty to increase our collections in response to new programs or program changes.
- Develop special collections including the Connecticut River Collection.
- Finish revising library policies and move them to the library website.
- Complete an analysis in 2010 on missing materials to determine future security system needs.
- Implement the library marketing plan for 2010-2011 with the goals of increasing the awareness and usage of our collections.
- Establish an advisory board consisting of other academic librarians and other professionals that will become involved in library planning and assessment activities, as well as offer ongoing counsel and advice.
- Purchase additional SMART Boards and install more LCD projectors in the classrooms.
- Expand training programs for faculty on the use of new technologies.