

Assessment: Annual Report



Operational (Acad Affairs) - Library

GBC Mission: Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multi-county service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

Unit Mission: The mission of the Great Basin College Library is to support teaching and learning for the Great Basin College community by providing outstanding resources and superior services that meet the educational, informational, and recreational needs of our community. The Great Basin College Library's services and educational programs promote information literacy and lifelong learning and research skills for students, faculty, and the college community.

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
<p>Library Website - The library website will be kept up to date and relevant. Outcome Status: Active Assessment Year: 2014-2015, 2015-2016, 2016-2017 Start Date: 09/08/2014</p>	<p>Demonstrate - The library website will undergo a redesign and reorganization. Usability Testing and feedback (reviews & survey) from a diverse group of faculty, staff, and students Criterion: The library would like to see patron success (finding what they are looking for) at or over 80% during upcoming planned usability testing (summer and fall 2016). Notes: Success is also measured by ensuring that survey qualitative data is addressed on our webpage design. Another measure of success is declared by the discussion and possible implementation of much of the feedback from a current survey posted on the website after the redesign, and feedback from reviewers (selected experts on GBC campus), Faculty Senate Library Committee, and the ad-hoc subcommittee's comments and concerns.</p>	<p>Reporting Period: 2016-2017 Criterion Met: Yes After the redesign of the library webpage in 2016, several factors have been implemented in order to insure that all information found on the webpage is up-to-date and relevant. Library staff has established a monthly procedure to insure all internal and external links are current and workable. Webpages containing service information are updated at least once a semester, or when changes in services are implemented. Library staff considers viewpoints of students, faculty, and staff when updating or changing the library webpage. (08/21/2017)</p>	<p>Action: Since the new website launched during 2016, the library has had the opportunity to meet with members of the Library Committee, GBC students, and GBC's Webmaster to maintain a website that is simple and straightforward when it comes to patron usability. Online and distance students have been a great inspiration when considering changes to the overall website infrastructure, especially when it comes to organizing endless varieties of information for instant patron access anywhere and anytime. During the Fall 2016 and Spring 2017 semesters, the library staff, GBC's Webmaster, and the Library Committee all took part in evaluating the library webpage to suggest any necessary changes or</p>

Outcomes	Assessment Measures	Results	Actions
			<p>improvements. Many of the suggestions from this evaluation process were implemented throughout the fiscal year of 2016-2017. In addition, 30 online video tutorials were created to further discuss library services, assist in basic research, and to guide students in specific course projects.</p> <p>At the end of the Spring 2017 semester, it was decided by Library staff and the Library Committee that student usability testing must begin in the Fall of 2017. This usability testing will help improve the website's information and relevance to every GBC student and program. (08/21/2017)</p> <p>Follow-Up: Constructing and redesigning a webpage is an ongoing process, which means that the library website will always be changing and growing to fulfill student needs and ensuring student success. In order to maintain website usability success, the library will be conducting student usability testing during the 2017 Fall Semester. These results will help library staff understand how students are using the library website and reveal any confusion a student may have with any aspect of the website. During the Fall 2017 and Spring 2018 semesters, the library will be conducting an online survey to get</p>

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<p>Online video tutorial(s) - Online video tutorial(s) are effective in making students aware of research skills and how to use the library.</p> <p>Outcome Status: Active</p> <p>Assessment Year: 2016-2017</p> <p>Start Date: 07/01/2015</p>	<p>Survey - Create online tutorial's for students</p> <p>Criterion: Student's awareness increases after the tutorial.</p> <p>Notes: The assessment tool will help in teaching information literacy skills, and reinforce the importance of the library to students. Students will learn that the library exists. Can see that students are using and learning something from the tutorials. Create and implement assessment tools that instructors use as part of grading.</p>	<p>Reporting Period: 2016-2017</p> <p>Criterion Met: Yes</p> <p>The department has been successful at reinventing popular online video tutorials, as well as developing new tutorials to better support student and faculty knowledge of library services and research practices/skills. These tutorials cover important topics including: up-to-date service information, research techniques specific to course assignments, database research and practices, important library information specific to faculty and staff, helpful online workshops, and much more.</p> <p>During the Fall 2016 semester, 12 video tutorials were created. These tutorials covered general library information and services, research tips and procedures, and guidance for course research projects. By the end of the Fall semester, the library website contained a total of 25 online tutorials, which together had a total of 466 patron views.</p> <p>During the Spring 2017 semester, five online tutorials were created. These tutorials covered information for teaching faculty and general research strategies. In addition, one workshop for "Peer-Reviewed Resources" was created in March. By the end of the Spring semester, the library website contained a total of 30 online tutorials, which together had a total of 1,617 patron views. (08/21/2017)</p>	<p>student input on the GBC website. Since these survey responses will include ALL GBC students (no matter the location), the library staff will have more insight on the types of improvements and changes that need to be addressed to make the library's virtual presence more relevant and helpful for student success, faculty needs, and community support. (08/21/2017)</p> <p>Action: After the redesign of the library website in January 2016, the library began reconstructing it's "Online Tutorials" webpage. Throughout the Spring 2016 semester 13 tutorials were created or updated to include webpage infrastructure, new research techniques, and up-to-date service information.</p> <p>Before the start of the Fall 2016 semester, the library evaluated each online video tutorial to ensure that all information was up-to-date and relevant. Outdated video tutorials were re-recorded and added to the library website. In addition, the reference librarian met with teaching faculty to learn about upcoming research projects, in which students could benefit to have a video tutorial giving research guidance. In September 2016, the library reformatted the website's "Online Tutorial" page. This new format organized the video tutorials by</p>

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			<p>categories, which proved to be helpful for students and teaching faculty. By the end of the Fall 2016 semester, 12 video tutorials were created, which covered general library information and services, research tips and procedures, and guidance for course research projects.</p>
			<p>During the Spring 2017 semester, five online tutorials covering information for teaching faculty and general research strategies were created. In addition, one workshop for "Peer-Reviewed Resources" was developed and created in March. (08/21/2017)</p>
			<p>Follow-Up: The library must update and create online video tutorials every semester to fit current library procedure and student research needs. At the beginning of each semester, all online video tutorials evaluated to ensure that all information that the tutorials covered is up-to-date and relevant. Outdated video tutorials must be replaced by an updated version before the beginning of the semester. S</p>
			<p>Like previous semesters, the reference librarian will meet with teaching faculty to gather information about upcoming course research projects for the Fall 2017 semester. After receiving this information the reference librarian will begin developing and creating online video tutorials to</p>

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
<p>Library Services - The Library staff provide superior services that meet the educational, informational, and recreational needs of the GBC community.</p> <p>Outcome Status: Inactive</p> <p>Assessment Year: 2012-2013</p> <p>Start Date: 08/25/2013</p>	<p>Survey - Library customers are satisfied with the services provided by the library.</p> <p>Criterion: Students identify library services as a strength in the Noel-Levitz student satisfaction inventory, or at least don't identify it as a challenge. Faculty and staff are satisfied with the Library services.</p>	<p>Reporting Period: 2016-2017</p> <p>Criterion Met: Yes</p> <p>Fall 2016 Noel-Levitz SSI results report that students rate question number 26. 'Library staff are helpful and approachable' importance and satisfaction rose but not statistically significant difference.</p> <p>Fall 2016 Noel-Levitz SSI results report that students rate question number 14. 'Library resources and services are adequate' importance went down slightly and satisfaction rose but not statistically significant difference.</p> <p>(06/08/2017)</p>	<p>help students succeed in finding their own information for these research projects. (08/21/2017)</p>