Program SAO Summary Evaluation Form

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| Division**/**Program: Library Circulation DepartmentSemester Evaluated: Spring 2015Next Evaluation: Spring 2016 | Lead Evaluator: Ron HastingsParticipants: Library faculty and staff, campus community |

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| Service Area Outcome Statement | Through quick, accurate, equitable, and friendly service, the Library Circulation Department will connect students with Library materials and services to support classroom instruction and personal enrichment. |
| Strategic Initiatives aligned with the SAO. | [ ]  Access [x]  Student Success [x] Facilities [x] Communication, Culture, & Climate[ ] Leadership & Professional Development [ ] Effective Evaluation and Accountability |
| SAO Assessment Tool | * SBVC Library Services Survey (Jan-Mar 2015)
* Data analysis by SBVC Research, Planning & Institutional Effectiveness, comparing student success rates of library users versus non-users (June 2015)
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| Criteria – What is “good enough”?Rubric | At least 75% of respondents will affirm the following objectives:* Alert and courteous attention to all requestors
* Fair and consistent application of access policies for all, including explanation of policy options to unsatisfied patrons
* Circulation activities carried out in a quiet and efficient manner
* Wait times as minimal as possible for patrons
* Maintenance of accurate circulation records
* Shelving practices which emphasize speed, accuracy, and good materials’ conservation practices
* Maintenance of a physical environment conducive to study and research
* Introductory information, examples, and usage tips on the OPAC (Online Public Access Catalog), where appropriate
* Safety and security procedures, including informed help during emergencies
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| What are the results of the assessment? Are the results satisfactory? | The percentage of Survey respondents reported below agreed or strongly agreed with the corresponding statements.* I feel welcome in the library, and comfortable asking staff for help. – **97%**
* Library services and resources are sufficient to meet my needs as a student and a member of the community. – **96%**
* Library hours of operation are sufficient and match my schedule well. – **91%**
* The library environment (noise level, temperature, lighting, furnishings, etc) are conducive to study. – **90%**
* As a result of my visit I have a better understanding of how to conduct my own research. – **89%**
* The resources and/or assistance I received during my visit will help me earn a better grade. – **92%**

The table below reflects the success of students who availed themselves of library resources and services, compared to the student population at large.

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| **Performance Measures - Library Services\* vs. Campus\*\***  |
| **Student Group** | **Success Rate** | **Retention Rate** | **Term GPA** |
| Used Computer Lab | 65.62% | 88.71% | 2.42 |
| Used Library Book(s) | 67.78% | 89.80% | 2.47 |
| Used Textbook(s) | 65.18% | 88.17% | 2.42 |
| Attended Workshop(s) | 67.28% | 93.32% | 2.34 |
| SBVC Campus | 65.22% | 86.99% | 2.49 |
| \*Jan. - Mar. 2015\*\*Spring 2015 |  |  |  |

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| Were trends evident in the outcomes? Are there gaps? | Students have an overwhelmingly positive opinion of the Library, and those who take advan­tage of its services and resources receive passing grades and re-enroll at a higher rate than those who do not. |
| What content, structure, strategies might improve outcomes? | Increase access (hours of operation), resources, and opportunities for instruction. |
| Will you change evaluation and/or assessment method and or criteria? | New and/or revised survey questions may be used to improve focus on critical issues. |
| Evidence of Dialogue(Attach representativesamples of evidence) | *Check any that apply* [x] E-mail Discussion with [x] FT Faculty [x] Adjunct Faculty [x] Staff Date(s): June 4 2015[x]  Department Meeting. Date(s): ☐Division Meetings. Date(s): Jan 16 2015, April 3 2015☐Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs) SLO Dialogue focused on: data collection and assessment |
| Will you rewrite the SAOs | Yes, Library SAO’s will be consolidated and rewritten. |
| Response to program outcome evaluation and assessment? How were/are results used for program improvement. | [x] Professional Development [x] Intra-departmental changes ☐Curriculum action [x] Requests for resources and/or services[x] Program Planning /Student Success |