LEARNING RESOURCES
PROGRAM REVIEW
SECOND FOLLOW-UP REPORT
FALL 2010

HILLSBOROUGH COMMUNITY COLLEGE
HILLSBOROUGH COUNTY, FLORIDA

RESPONDENT
Jeneice Sorrentino, Librarian & Program Manager, Ybor City Campus

TASK FORCE MEMBERS
Delphinia Broadnax-Taylor, Assistant to Dean AR&R, Ybor City Campus
Nicole Jaguszyn, Institutional Research Officer
Gail Jones, Student, Ybor City Campus
Judy Nolasco, Dean of Academic Affairs, SouthShore Campus
Laurie Ragsdale, Career Resource Center Manager, Dale Mabry Campus
Deborah Robinson, Director of Libraries, St. Petersburg College
A task force was assembled in the Fall Term of 2009 to conduct a review of the HCC Learning Resources Center Program. Below is a list of the nine task force recommendations as approved by the President, followed by a brief report of progress toward implementation. Recommendations that have not been achieved will become objectives in the biennial unit plan to ensure a continued focus on their attainment.

**Approved Recommendations**

1. Develop marketing strategies to increase awareness of library resources and services to students, faculty and staff. Strategies should target new student orientations, faculty and staff in-service meetings, and stronger partnerships with student support units.

   **Status:** Ongoing

   Increased marketing of library resources and services has resulted from this recommendation. Librarians presented information at faculty and adjunct faculty in-service meetings, articles highlighting library resources have appeared in more HCC publications, and partnerships with SGA and campus organizations have been strengthened.

   The development of marketing strategies that address specific elements of this recommendation will be incorporated into the learning resources unit objectives for the 2011-2013 planning period.

2. Redesign the HCC Libraries’ website to align with the College website. Consult with the College’s Center for Innovative Teaching & Technology (CITT) team on ways to make it more interactive and visually appealing. Conduct usability testing to ensure accessibility and ease of use.

   **Status:** Substantially finished

   HCC Libraries’ redesigned website ([http://libguides.hccfl.edu/hcclibraries](http://libguides.hccfl.edu/hcclibraries)) with Web 2.0 interactivity was released in August 2010. It features user-friendly tab navigation and helpful widgets for the library catalog search and *Ask a Librarian* online reference. An HCC Libraries Mobile Page is linked from the site. The library catalog also has a new look and improved features.

   A CITT team member has been identified to assist with usability testing. This phase will be incorporated into the learning resources objectives for the 2011-2013 planning period.

3. Collaborate with the Director of Associate in Arts Programs to complete the HCC Libraries’ master plan. In addition to addressing technological resources and services, the plan should include the repurposing of space for group study rooms and library instruction as well as development of a more futuristic view of the library’s role within the institution. Incorporate relevant strategies into the appropriate campus administrator’s unit plans.
**Status:** In progress

Since the original program review task force report, a Task Force on the Future of Academic Libraries in Florida was convened and held its inaugural meeting in July 2010. Given that the activities of the legislature and the Task Force may have a significant impact on the College Center for Library Automation’s (CCLA) delivery of services, the development of the HCC library master plan has been rescheduled to align more closely with the roll out of the Task Force’s strategic plan. Early content of the Task Force strategic plan is expected in January 2011, with the plan fully in place by January 2012. Pending the direction of the Task Force strategic plan, continued development of HCC’s library master plan is expected to resume over the 2011 calendar year. CCLA identified LYRASIS ([http://www.lyrasis.org/About-Us.aspx](http://www.lyrasis.org/About-Us.aspx)) as the source to contact for library planning consulting services.

In the interim, librarians in concert with college administration and staff are working to identify unmet needs, which will partially lay the groundwork for strategic directions. The library master plan will be incorporated into the learning resources unit objectives for the 2011-2013 planning period.

4. Evaluate the staffing composition at each campus library. Work with campus administration to create and fill positions that are relevant to the changing landscape of academic libraries. The evaluation will be used to inform decisions pertaining to recommendation #5.

**Status:** Completed

Staffing plans for all campus libraries have been submitted to the Director of Associate in Arts Programs. Four of the campuses have identified a need for an additional full-time or adjunct librarian to enable coverage during all service hours and to provide embedded librarian services for Distance Learning courses.

The Ybor City Campus plan does not recommend additional staffing but seeks to upgrade a position to Learning Resources Coordinator. The upgrade would eliminate the program manager position and enable the Ybor City Campus Library to have an organizational structure similar to the other campus libraries. The task of filling the identified positions is a responsibility of campus leadership.

5. Create a faculty librarian position at SouthShore Center to accommodate growth. Restore a third faculty librarian position at Dale Mabry Campus to support an FTE that is more than twice as high as at other campuses.

**Status:** Not completed

The need for the faculty librarian positions was reconfirmed in the staffing plans submitted by the Dale Mabry and SouthShore Campuses. As stated in the response to recommendation 4, filling positions is a responsibility of campus leadership.
6. Develop methods for improving data collection with the goal of increasing the response on student library satisfaction surveys.

**Status:** In progress

Initial communication with Institutional Research personnel has taken place. Plans are in place to improve the response rate on this year’s survey by e-mailing it directly to students. To ensure follow-through and continuous improvement, this recommendation will be incorporated into the learning resources unit objectives for the 2011-2013 planning period.

7. Review and update the Information Literacy plan. Include assessment measures to chart progress.

**Status:** In progress

Research for the update of the Information Literacy Plan has been completed. The process of drafting the revisions and obtaining Cluster approval will be incorporated into the learning resources unit objectives for the 2011-2013 planning period.

8. Support College efforts to provide a one-card or single sign-on that will simplify library card obtainment at all campuses and remote access to library databases.

**Status:** Completed

The Hawk Card was implemented in early 2010. At that time, library staff worked with the College Center for Automation (CCLA) to have the student or employee identification number become the library card number. This, coupled with more frequent transmission of patron files to CCLA, has resulted in the majority of HCC students having remote access to library databases soon after enrollment.

9. Promote the statewide *Ask a Librarian* live chat service as an extension of when HCC Libraries’ reference services are available.

**Status:** Ongoing

Promotion of the service has increased through prominent placement of the *Ask a Librarian* (AaL) widget on the redesigned HCC Libraries’ homepage, an article in *MyHCC*, posting of AaL service hours and access information in key areas, increased distribution of AaL promotional items, and word of mouth. Significantly higher AaL traffic resulted from the release of the redesigned homepage in August 2010. During that month, AaL experienced ten times as many HCC visits as in any previous month since the inception of the service.

Promotion is an ongoing activity that will be incorporated into the learning resources unit objectives for the 2011-2013 planning period.