2.E Library and Information Resources

2.E.1
Consistent with its mission and core themes, the institution holds or provides access to library and information resources with an appropriate level of currency, depth, and breadth to support the institution’s mission, core themes, programs, and services, wherever offered and however delivered.

CSN Library Services support college objectives by focusing on provision of collections and services that support student learning and success. The libraries provide rich information resources in all formats coupled with multiple opportunities for students to develop lifelong research competencies. To ensure strong alignment with institutional goals, strategic planning for CSN Library Services mirrors the format and goals of CSN’s mission and strategic plan, monitors and incorporates trends in academic library practices especially around assessment of impact and incorporates technological innovations. CSN Library Services contributes to the CSN mission as indicated in the 2014-6 Library Services Strategic Plan (http://sites.csn.edu/library/docs/CSN_Library_Services_Strategic_Plan_2014-2016.pdf). This plan, and related annual planning and assessment measures, provides direction for library operations and for the integration of information resources and services into education practices at CSN. CSN Library Services is committed to:

- Providing a physical environment for intellectual discovery, collaborative projects and group work, individual study and a rich and supportive computing location;
- Providing an equally rich online learning environment that is fully accessible to students, faculty and staff regardless of location;
- Supporting a variety of learning experiences and facilitating acquisition of academic research skills to move CSN students forward to graduation or completion of their academic goals;
- Aligning its efforts to institutional initiatives and priorities while responding to the rapidly changing expectations of students and faculty;
- Measuring what we accomplish and consistently collecting quantitative and qualitative data from our users and using that information in decision-making

CSN libraries offer a variety of information services for students and faculty. These services, coupled with strong curricular-aligned collections distinguish the libraries as learning centers on the three campuses, attracting over 4,100 users daily during fall and spring semesters. In addition, the online library website attracts 3,500 users with an average of over 2,000 full text articles retrieved daily from the library’s numerous online resources. Increasingly, the impact of academic libraries is outcome based rather than inputs such as collection or acquisition budget size. The CSN libraries are at the forefront of this movement among community college libraries as evidenced by the participation in the Assessment in Action national program in 2014-15 (http://sites.csn.edu/library/about/AiA.html) and by the integration of assessment practices across every aspect of library operations.
Outcomes for each of the commitments above are assessed by library teams working throughout the year, assessing progress on expected outcomes, and reporting progress via our annual Assessment Plan and updates to the Strategic Plan.

2.E.2
Planning for library and information resources is guided by data that include feedback from affected users and appropriate library and information resources faculty, staff, and administrators.

CSN Library Services planning priorities are framed by best practices including the service expectations and required assessments for academic libraries outlined by ACRL (The Association of College and Research Libraries) Standards for Libraries in Higher Education (http://www.ala.org/acrl/standards), the College of Southern Nevada Strategic Plan including annual updates, 2010-2017), library use data and user surveys, and outcomes based data including information gleaned from the library’s instruction program. Library services and collections are based upon the information needs of our students and faculty who increasingly prefer online formats. The libraries have shifted away from purchasing information resources just in case they are someday used, to a focus on purchasing resources requested or used by students and faculty and specifically targeted to the College’s current academic, professional, and technical programs. Examples of library support for student learning and success include:

- Electronic resources including ebooks and online media are the first choice for library resources and usage data is reviewed to determine purchases. This format gives students and faculty vital access to resources 24/7 regardless of location, CSN Library Services has combined increased access with quality online assistance to guide students to self-sufficiently discover and use these resources successfully to complete college research assignments and prepare for work force competencies.

- Online services such as chat reference, Interlibrary loan for materials not available via the library’s collections and online research guides are integrated into student learning environments. Students will no longer need to come to a library facility to access high quality library support for student learning. The library recently added an Elearning librarian position which will focus on expansion of outreach and online resources that support student learning.

- The library’s online research tutorial Research 101 is integrated into many online course curriculum to provide students the guidance they need to successfully complete research. Librarians will continue to work with teaching faculty and Elearning staff to embed library collections and services into online courses so that students can seamlessly access them at point of need.

- Annual user surveys are administered to faculty, adjunct faculty and students. These responses are applied to planning efforts and shape changes in policy, procedure and library operations.
2.E.3
Consistent with its mission and core themes, the institution provides appropriate instruction and support for students, faculty, staff, administrators, and others (as appropriate) to enhance their efficiency and effectiveness in obtaining, evaluating, and using library and information resources that support its programs and services, wherever offered and however delivered.

CSN Library Services supports the educational mission of CSN by partnering with College faculty and staff to provide a rich and balanced array of current information resources and related information instruction. In order to meet the information needs of the College’s diverse students and faculty, CSN Library Services provides instructional programs and services that promote information competency, stimulating physical and virtual spaces for individual and collaborative teaching and learning, and responsive customer service through a knowledgeable staff.

CSN is one institution with three campuses and multiple centers and sites serving the students of Southern Nevada. The College manages three libraries located at the campuses and supports online access to full-text resources and related information competency instruction through our library web pages to serve online students and provide 24/7/365 access to this content. (See hours for campus libraries, including late night hours at our Charleston Campus Library: http://sites.csn.edu/library/about/Charleston.html). CSN Library Services provides comprehensive access to information resources and research assistance to students and faculty from any computer with their active directory/network login. While many students access library resources from their home computer or handheld device, CSN supports computer and wireless access in each campus library.

CSN Library Services provides an array of opportunities throughout the year for students, faculty and staff to enhance their information literacy skills. These opportunities are communicated in a variety of ways to ensure awareness of available instructional options and the library continually adds new ways of marketing these services. In addition, reference and instructional library faculty target outreach and presentations to faculty and departments to integrate research skills via the College curriculum. The library’s online research tutorial Research 101 enjoys widespread usage by CSN students including over 27,000 accesses per semester. In addition, faculty incorporate information competency instruction into their courses with over 4,800 students receiving this exposure in a typical semester.

Online libraries have been created for CSN programs and courses, allowing Library Services to bring information resources and instruction directly to students regardless of location. (http://libguides.csn.edu/research-guides); use our Information Literacy Quiz to baseline student information competency skills (http://www.csn.edu/pages/3964.asp). Research skills workshops for students are offered on each campus throughout each semester. Students can make research appointments with librarians to receive one on one instruction or can call, use online chat or visit a library to get assistance. FAQs are also available on the library’s website when library staff are not available. Detailed technical instruction and information on our new products and services is made available to our faculty via the monthly Tech Talk blog at http://csntechtalk.tumblr.com/.
CSN Library Services files an annual Assessment Plan and Report and has created a central web location to share assessment information with users. The Assessment Plan includes measureable outcomes, assessment methods, responsible parties, feedback channels and implementation timelines. Data is collected, analyzed and linked to the CSN Library Services strategic planning process and for daily decision making. The plan also shapes annual library staff goals and development plans. CSN Library Services files an annual report with the Faculty Senate Academic Standards Committee and provides regular updates on services and collections to the Library Advisory Council. Data utilized to regularly/systematically evaluate library information resources and services for continuous improvement include:

- Information gathered from annual formal and informal user surveys including surveys of library instruction attendees.
- Monthly library usage statistics including circulation including study rooms and reserve textbooks, Chat and in person reference service, online resources use, library visits, attendance at various library instructional offerings, and usage of online learning support materials including the online research tutorial and information literacy exam.
- Outcomes based evaluations currently underway include measures of student’s library research skills, and via the Assessment in Action Project, a research study of possible correlation between library skills instruction and student retention rates/GPAs and measures of student’s affect towards the library’s services.
- Comparisons to national standards including ACRL Standards for Academic Libraries, Information Literacy Instruction, Distance Education, and Proficiencies for Instructional Librarians.
- Benchmarking with peer community college institutions.

NSHE libraries cooperatively lend materials to one another and there are agreements and procedures in place to ensure the security of our library systems and materials. Students in Southern Nevada use one library card to access materials from CSN, UNLV, and NSC via our shared catalog. CSN students can renew or order materials online for quick delivery from NSC or UNLV. The NSHE libraries continuously collaborate to streamline efficiency and effectiveness of these systems, practices and policies for users focusing on quality user experiences.

The CSN libraries are working with facilities staff to update the library spaces to reflect student work preference and expressed needs. Detailed usage studies of the Cheyenne campus library have resulted in decreases in the space for library collections with corresponding increase in student study space. The West Charleston library has plans to accomplish the same type of updates to space utilization. Additional group
collaborative work space which incorporates technology is a great need at all three libraries and would be a priority if funds were available. The library continues to evaluate user feedback and trends in academic library usage in planning and decision making.