Jefferson College Library reached milestones, transitioned into a new organizational model, and expanded services during the 2014-2015 academic year. In addition to continuing to provide high quality resources, instruction, and services to the College community, the Library celebrated its thirtieth year of participation in the Federal Depository Library Program, reached a significant agreement with the Secretary of State's Office to digitize historical county documents, and expanded access to online resources.

**Curriculum/Program/Service Changes & Initiatives**

**Instruction and Reference**

Jefferson College Library utilized the Association of College and Research Library’s 2015 *Framework for Information Literacy for Higher Education* to guide recommendations made to the General Education Institutional Assessment Task Force in regard to its work on establishing learning outcomes for General Education at Jefferson College. ACRL’s new framework emphasizes the idea of information as process, and helps to articulate the role of students in information creation, dissemination and evaluation through their coursework.

In addition to this institutional level curriculum work, the library continued to work to embrace a tiered pedagogical approach to bibliographic instruction. Library use instruction is guided by the outcomes of specific assignments, and we collaborate with faculty across the curriculum to provide instruction in appropriate research materials and habits. Librarians taught, 3,337 students in 161 one-shot bibliographic instruction sessions. We also offered workshops to adjunct and full-time faculty and we presented to the Presidential Leadership Council, the Board of Trustees, and members of the Federal Depository Library Program community. Library staff answered over 9,000 reference, technology, and directional questions via chat, email, phone, and in-person interactions.

**Cultural Enrichment & Lifelong Learning**

The Library continued to offer many opportunities for cultural enrichment and lifelong learning. Partnerships with groups and individuals resulted in the following:

- Jazz in the Library, participation in the Ripples of Hope event, National Poetry Month/Poetry Slam, Unplugged Event, and Therapy Dogs for de-stressing.
- Awareness campaigns, displays, and events to mark Choose Privacy Week, National Poetry Month, Black History month, Women’s History Month, Earth Day, and more.
- In April Dr. Mikko Saikk, University of Helsinki Professor, presented *Cultures of Hunting in North America and Europe: A Historical Overview* to an audience of over one hundred attendees.
- Legal Services of Eastern Missouri Healthcare Marketplace event at the Library’s Hillsboro location—over fifty persons came to ask questions, get information, and get assistance with signing up for healthcare coverage.
- Student art and art by homeless persons were displayed in the Library’s gallery space
- Book sale to help fund Jefferson College Foundation scholarship efforts.
- Continued participation in the federal Tax Form Outlet Program (TFOP) that provides printed tax forms from the IRS. Additionally, we offered assistance to the public with obtaining Missouri State tax forms (no longer available in print) and federal forms only available online.

**Collections and Access**

The Library continued to collect online and tangible materials to support the broad mission of the College. Patron access to books, DVDs, and CDs was dramatically enhanced with the addition of a new
cluster of libraries, the Explore cluster: St. Louis Art Museum, Missouri History Museum, Missouri Botanical Garden, and Barnes Jewish Goldfarb School of Nursing to the MOBIUS consortium. Additionally, new regional partnerships have given patrons access to materials from Oklahoma and Colorado. At Jefferson College Library 1,180 new items were added to the general collection, 1,940 government documents were added or back cataloged, and librarians worked on a systematic deaccessioning effort to keep the collection up to date and relevant that resulted in 1,860 items being deaccessioned. 13,303 tangible items circulated, there were over 10,000 views of eBooks, and over 250,000 database searches resulting in 100,000 full text articles accessed. While students remain the largest users of the tangible collection (with 6,066 check-outs), faculty and staff checked out 2,060 items and community patrons checked-out 629 items.

Federal Depository Library Program—30th Anniversary

In addition to the routine collections’ activities, the library welcomed the community to a celebration in October of 2014 to mark the thirtieth anniversary of our participation in the Federal Depository Library Program (FDLP). The FDLP allows a library to have a Congressional designation as a depository library and ensures that free government publications and trained professionals to those seeking government information are available at that library. Jefferson College is one of only about fifty community colleges that participate in the program, and our anniversary celebration brought over two-hundred attendees, including representatives from state and federal government offices, to our campus to support the FDLP’s mission to Keep America Informed. In preparation for this occasion, many of our most widely utilized government documents, like the Congressional Hearings, were relocated to a more accessible area on the first floor of the library and given improved signage. Additionally, digital catalog records were created for over one-thousand documents received prior to the mandatory electronic cataloging requirement.

Another significant development in collections and access was an agreement made with the Missouri Department of Archives through the Secretary of State’s Office to digitize a collection of historic criminal court records from Jefferson County dating back to the early 1800’s. Jefferson College Library had already begun preliminary work to preserve and index the documents. This digitization agreement will increase access to these important papers and ensure their preservation beyond the walls of our institution. We anticipate that this will take three to five years and an archivist from Missouri State Archives will set-up the digitization equipment, provide archival boxes and supervise the work of volunteers, thus providing a valuable resource about our county’s history at no additional cost to our college. Our History Center continued to see use by those interested in local and family histories. 207 items were utilized by patrons visiting from all over the U.S., and the Jefferson County Historical Society made use of the History Center and its materials to hold its meetings in preparation of the bi-centennial of Jefferson County in 2017.

Adult Education Learners

The Library made systems, policy, technical, and procedurals changes necessary to allow Adult Education Learners (AEL) library privileges. The work for this new initiative began in April of 2015 and required collaboration with the IT department, Student Records, the MOBIUS Consortia Office, the Director of AEL, and library staff members. Beginning in the fall 2015, AEL students will have borrowing privileges for materials at our two campuses. This will increase access for an aspiring group of county residents, help them to become comfortable with the library’s facility and resources, and prepare them to transition to college classes.
Technology

Website

With the update to the College’s website, the Library spent considerable time at the beginning of the 2014-2015 year evaluating, updating, modifying and migrating hundreds of pages of content. Library staff, including the new Emerging Technologies Librarian, worked to make sure that necessary tools, instructions, resources, and access remained while giving the site an updated look. Library staff continued to work throughout the year to update forms, links, navigation, and other web content.

LibGuides

The library purchased Springshare’s Libguides product that allows for the creation of dynamic online research guides. Our first LibGuide was for the College Studies classes and featured video tutorials, embedded documents and slide presentation, widgets that allows for easy searching, and reminders to help students complete the assignment. Our first assignment specific guide was for the fall 2014 section of Ecology & Environmental Conservation (BIO 109). The positive reception of this guide lead to the creation of thirty-seven additional guides, resulting in 2,560 LibGuide page views. In addition to providing equitable access to research aids to students no matter where they are taking classes, this tool allows us to save on printing costs by eliminating printed handouts.

Tablets, iPads, and Laptops

In addition to the Library’s collection of digital devices for student check-out, the Library provides support to departments across campus that have devices that they would like to circulate. In the early fall of 2014 the Information Technology department supplied the Library with five new faculty/staff laptops that have been in heavy rotation this year. In the spring 2015 semester, Library staff created new bibliographic records for 24 iPads for the Emergency Medical Technology (EMT) Program, updated library procedures to accommodate these items, and assisted with software, account, and connectivity issues. Additionally, library staff maintain intellectual control of the items through our Integrated Library System, Sierra, in order to make sure that items were returned, renewed, or properly billed.

Technology Assistance

The Library’s desktop and laptop computers allow students to complete assignments, take online classes, and have access to up-to-date software with help close-by. The reliance of students on these computers is evident in the amount of technology assistance library staff provide. Library staff at Arnold and Hillsboro recorded over 2,500 technology related questions. The most common assistance given was for Blackboard, Microsoft Office programs, and Pearson educational products. Also, many users needed assistance with online forms, finding e-government information and tax forms, creating email accounts, and Wi-Fi connectivity issues.

Assessment

The Library participates in annual and bi-annual assessments at the national level. Last year we completed the Association of College and Research Libraries assessment, the assessment for Federal Depository Libraries, and the previously named Academic Libraries Survey through the National Center for Education Statistics. The Academic Libraries Survey was recently incorporated into the broader Integrated Post-Secondary Education Data System (IPEDS) report that the Department of Education requires of Jefferson College. In addition to these national assessments, the Library engages in departmental and multi-section assessment to improve services, support the curriculum, and meet the changing needs of our patrons. We measure gate counts, study room use, instruction sessions and reference interactions, outcomes in bibliographic instruction sessions, attitudes about library services and much more.
Biennial Surveys

For over two decades, the Library has been conducting biennial surveys to gauge satisfaction, awareness, and use of library resources and services. In spring of 2015, 551 students, along with over 125 faculty and staff, completed the survey. In general, the results indicate high levels of satisfaction with the library’s resources and services. Many students had suggestions about improvements to space, furnishings, and hours. Additionally, faculty and staff responses indicated a need for the library to create more awareness of its materials and services through workshops, newsletters, and email.

Graduating Student Surveys

Each semester graduating students are asked general questions about their satisfaction with library services. Fall 2014, graduating student satisfaction with library services was at 98.4% and spring semester it was at 99%. These ratings are consistent with historic patterns.

Multi-section Assessments of Bibliographic Instruction

The library continued the multi-section assessment of its College Studies one-shot sessions that began in the fall of 2011. Data reporting first-year student familiarity with college level research skills seems to remain consistent with what we have recorded in previous semesters. Of the 1,160 students participating in the library instruction sessions for the COL classes: 40% self-reported limited, or no research skills.

Institutional-Level & Departmental-Level Action Plans and Capital Projects

The major restructuring of the Library’s organization and the addition of new positions, the Library’s tasks during the 2014-2015 involved the training and integration of staff into these new positions and the smooth transition of all library staff to the new structure.

<table>
<thead>
<tr>
<th>Action Plan/Capital Project</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>The previously proposed capital project to replace carpeting, lighting, and furniture; paint walls and trim on second floor and add signage.</td>
<td>Signage was completed in Summer 2014/remainder of project deferred.</td>
</tr>
<tr>
<td>Complete first floor renovations by upgrading the recessed lighting and replacing the ceiling tiles.</td>
<td>Deferred.</td>
</tr>
<tr>
<td>Incorporate the ACRL Information Literacy Framework for Higher Education.</td>
<td>Active—(In-process)</td>
</tr>
</tbody>
</table>

Respectfully Submitted,

Lisa Pritchard
Government Documents Coordinator
Director of Library Services