## Library

**Mission Statement:** The Mountain View College Library develops and maintains programs to promote quality educational opportunities for faculty, staff, and students. The library facilitates learning by providing educational resources, instruction, and services in support of the college curriculum. It also provides resources and services relevant to the information needs and the intellectual, professional, cultural, and personal growth of all members of the college community. The Mountain View College library is an information center which supports academic transfer programs and technical and occupational programs for both campus-based and distance education. The library maintains a substantial collection of books, journals and electronic resources, including online databases, electronic books and other media. The Mountain View College librarians introduce students, faculty and staff to the tools needed to navigate an increasingly complex world of information resources. Librarians work with students individually or as a group and assist faculty in support of instruction. Through library instruction, students increase their knowledge base and improve information literacy as they pursue personal or academic goals and enhance lifelong learning skills.

**Division Code:** 600010

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| **ECHS and Dual Credit Services** - The library will promote library materials and services to dual credit students. | **Other** - Instruction sessions, partnerships formed, or ILL transactions effected by dual credit students. **Criteria:** Success will be measured by at least one partnership formed/ILL transaction/instruction session given to a collegiate academy or on-site high school. | **Reporting Period:** 2018 - 2019  
**Conclusion/Status:** Criteria Met  
The library conducted three library orientation sessions to off-site dual credit students who were transported to MVC for a general college orientation. In addition to the library orientations, the library held two library instruction classes to Trini Garza ECHS students. A total of 293 students attended the 5 sessions. (02/13/2019) | **Use of Results:** The library has several hurdles to overcome in order to serve our incoming dual credit students in comparison to the traditional credit student. Firstly, the partnerships between the library and the high school staff must be coordinated through the dual credit office, this has resulted in stifled relationships with the high school faculty members. Secondly, the volume of anticipated library instruction |
| **Outcome Status:** Active  
**Planning Assessment Cycle:** 2016 - 2017, 2017 - 2018, 2018 - 2019, 2019 - 2020 | **Other** - Instruction sessions, partnerships formed, or ILL transactions effected by dual credit students. **Criteria:** Success will be measured by at least one partnership formed/ILL transaction/instruction session given to a collegiate academy or on-site high school. | **Reporting Period:** 2017 - 2018  
**Conclusion/Status:** Criteria Met  
Duncanville dual credit tours. Problems instruction request, : students asking to use resources before the semester starts. (02/26/2018) | **Related Documents:**  
Re Request for library instruction off-campus.msg |

**Budget Implication?: Yes**

**Related Documents:**  
Assessment Plan and Results  
Re Request for library instruction off-campus.msg
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| **Student Well-Being** - The library will support student and community well-being by creating a community resource display. | **Outcome Status**: Archived  
**Planning Assessment Cycle**: 2016 - 2017, 2017 - 2018  
**Budget Implication?**: No | **Other** - To prepare resources (brochures, pamphlets, etc.) for community information display.  
**Criteria**: Success will be measured by the creation, reprint, or revision of at least one resource available on the display. | need cannot be accommodated by the current staffing situation in the library. Lastly, resources for the high school are not available to the students off-site. This has created several problems; one example is that the high school faculty instruct students to come to the library to check out resources for pre-semester assignments, however, the students are unable to check out materials until they are a current student. (02/27/2018) |
| **Reporting Period**: 2016 - 2017  
**Conclusion/Status**: Criteria Met  
Measurement exceeded. Instruction was presented to South Oak Cliff students coordinated through Sherwin Hunte. Tony Kroll is working with the library to facilitate instruction to Grand Prairie students. Karen Harris represents MVC for Molina High School. (04/11/2017)  
**ARM Conclusion**: Modify | **Use of Results**: Library will be asked to work with the ECHSs more frequently next year. It may be time to consider hiring another full time librarian to meet the demands of the growing MVC enrollment. (04/11/2017) |
| **Reporting Period**: 2018 - 2019  
**Conclusion/Status**: Criteria Met  
In order to provide an easily readable community resource area, the community wall was adapted to only include nine resources. Only five brochures/flyers of each item were added to track how many items were being taken. Of the nine brochures, only one item was taken during the year. This was the Spanish version of What's on My Plate. (02/13/2019) | **Use of Results**: The community resource wall is not being used. The librarians will put this on a future agenda and repurpose the space. (02/15/2019) |
| **Reporting Period**: 2017 - 2018  
**Conclusion/Status**: Criteria Met  
One brochure reordered. Five reprinted. One new community brochure was added. (02/26/2018)  
**Related Documents**: calendar%20flyer%20Food%20Truck%20NTFB.jpg | **Use of Results**: Although the criteria have been met, the procedure for tallying how many items have been taken is not clear. The library will change the procedure to placing only 5 brochures out per item. In this manner, we can count at the end of the year. (02/26/2018) |
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| **Information Literacy** - The library will provide point-of-need direct information literacy instruction sessions. **Outcome Status:** Active **Planning Assessment Cycle:** 2016 - 2017, 2017 - 2018, 2018 - 2019, 2019 - 2020 **Budget Implication?** Yes **Other** - Success will be measured by (1) by measuring student learning effectiveness with post-instruction survey; (3) by offering open labs to instructors who request the service. **Criteria:** (1) at least 75% of survey responses will be satisfactory; at least 1 professor will request open labs each regular semester. **Notes:** Unable to maintain current class volume due to loss of librarian. **Reporting Period:** 2016 - 2017 **Conclusion/Status:** Criteria Met Measurement met. A voter registration and an ESL citizenship packet display were created. Over 100 voter registration slips were taken from the display. (04/11/2017) **ARM Conclusion:** Modify
| **Reporting Period:** 2018 - 2019 **Conclusion/Status:** Criteria Met (1) 903 students were surveyed for instruction effectiveness. Roughly 78% rated the instruction excellent, 20% with good. Combined this adds to a 98% satisfaction rate well above the 75% criteria. (02/15/2019) **Use of Results:** This goal has been met and is thriving. No suggestions available at this time. (02/27/2018) **Related Documents:** [Library Services Tally Sheet 3_17 to 2_18.pdf](#)  [Effectiveness of Instruction 2017_18.pdf](#) **Reporting Period:** 2017 - 2018 **Conclusion/Status:** Criteria Met (1) Eighty-three percent of over 200 students surveyed reported the instruction they received was excellent. 250 students reported the instruction they received will help them complete their college-level assignments. (3) Open labs were discontinued for the fall semester due to staffing insufficiency. However, two faculty members requested we establish private open labs for their classes. These requests were accommodated. (02/26/2018) **Use of Results:** The library staff is very excited that we offered more instruction than the previous year again. However, it may be time to look into hiring another librarian. Keeping up with faculty and student demands is becoming increasingly difficult as MVC
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<td><strong>Distance Learning Services</strong> - The library will provide point-of-need distance learning embedded library services.</td>
<td><strong>Other</strong> - Success will be measured by (1) creating new tutorials or Libguides to be used online, and (2) by embedding library chat /or discussion threads in online courses. <strong>Criteria:</strong> (1) Six new tutorials will be created, and (2) a library chat will be embedded in at least two Blackboard courses.</td>
<td><strong>Reporting Period:</strong> 2018 - 2019 <strong>Conclusion/Status:</strong> Criteria Met The library published seven new online guides. Rosa Rosales embedded in ten courses in 2018_19. (02/18/2019)</td>
<td><strong>Use of Results:</strong> We are finding that eight class sections per librarian result in a compromised quality of service to both the physical and online students. Therefore, a librarian will only accept six embedded sessions per semester for the next academic year. (02/27/2018)</td>
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<td><strong>Budget Implication?:</strong> Yes</td>
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<td><strong>Reference Services</strong> - The library will provide face-to-face, telephone, and electronic reference services to students, faculty, and the community.</td>
<td><strong>Tracking Log</strong> - Success will be measured by the number of requests. <strong>Criteria:</strong> To maintain the number of previous year's requests.</td>
<td><strong>Reporting Period:</strong> 2016 - 2017 <strong>Conclusion/Status:</strong> Criteria Met 13 new Libguides were created. Stephanie Noell partnered with Yasmin Gulzar in embedding instruction, and Rosa Rosales partnered with 3 instructors. Jean worked with LeCroy Center, who set up and opened a Blackboard teaching shell for district librarians. (04/11/2017) <strong>ARM Conclusion:</strong> Modify</td>
<td><strong>Use of Results:</strong> Success met. However, the librarians are unable to create Camtasia tutorials as the school license has expired. We will be unable to create new tutorials of the ILS replacement for distant learners. The library may need to buy a Camtasia license if the school no longer adopts Camtasia. (04/11/2017)</td>
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| **Partnerships at MVC** - The library will conduct workshops or events offered through partnerships with other divisions and departments.  
Outcome Status: Active  
Budget Implication?: No | **Workshops** - Success will be measured by offering workshops each semester co-sponsored by or with another division/department.  
Criteria: At least one workshop will be offered by semester. | **Reporting Period:** 2016 - 2017  
**Conclusion/Status:** Criteria Met  
The library answered 299 more reference questions in the 2016/17 academic year. This corresponds to a 43% increase in reference requests. (04/11/2017)  
**ARM Conclusion:** Modify | Use of Results: Due to the loss of a librarian mid-semester, the library did not offer library related workshops. Moving forward into the next assessment year we will again offer MLA and APA citation workshops. The library also hopes to obtain a presence in the Critical Thinking planning team to incorporate the best practices of using reliable resources as critical thinking tools. (02/27/2018) |
| **Printed and Electronic Resources** - The library will provide resources to support curriculum via acquisition of printed materials (by ERSS distribution) and electronic resources.  
Outcome Status: Active | **Survey** - Library user survey.  
Criteria: Success will be measured by at least 90% rate of satisfied/very satisfied. | **Reporting Period:** 2018 - 2019  
**Conclusion/Status:** Criteria Met  
Twenty-three workshops and orientations were offered by the librarians this year. (02/18/2019) | Use of Results: The library is working on a partnership with QEP to begin a Critical Thinking series for next year. (04/11/2017) |
| **Reporting Period:** 2017 - 2018  
**Conclusion/Status:** Criteria Met  
Two final's week destress events were held and three events were offered as a co-sponsored event with the Office of Student Life. These events were a Valentine Card Making station and mobile cart book check out station and a Black History mobile book cart display as well as a book author visit for Black History month on 2/27/18. (02/26/2018) | **Use of Results:** Distributing a | **Reporting Period:** 2016 - 2017  
**Conclusion/Status:** Criteria Met  
The library offered 19 workshops this year including: Fake News, Library Trivia, and MLA / APA workshops. A bulletin board to support college clubs has also been created by Karen Harris. (04/11/2017)  
**ARM Conclusion:** Modify | | **Use of Results:** Due to the loss of a librarian mid-semester, the library did not offer library related workshops. Moving forward into the next assessment year we will again offer MLA and APA citation workshops. The library also hopes to obtain a presence in the Critical Thinking planning team to incorporate the best practices of using reliable resources as critical thinking tools. (02/27/2018) |

**Related Documents:**  
Library Services Tally Sheet 3_17 to 2_18.pdf  
ARM Conclusion: Modify
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<td><strong>Planning Assessment Cycle:</strong> 2016 - 2017, 2017 - 2018, 2018 - 2019, 2019 - 2020</td>
<td><strong>Conclusion/Status:</strong> Criteria Not Met A survey assessing printed materials was not conducted. (02/26/2018)</td>
<td>survey to access this goal keeps falling through the cracks. A set time needs to be scheduled to begin the survey each year. (02/27/2018)</td>
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<td><strong>Budget Implication?:</strong> Yes</td>
<td><strong>Reporting Period:</strong> 2016 - 2017 <strong>Conclusion/Status:</strong> Criteria Met Library was not assessed via a Qualtrics survey this year. An ongoing libguide survey was administered instead. Each field assessed exceeded the 90% rate of satisfaction. (04/11/2017) <strong>ARM Conclusion:</strong> Accept <strong>Related Documents:</strong> solar sign in sheets.pdf</td>
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<td><strong>Commons and Quiet Area - The library will create and cultivate a culture that supports both a commons and quiet area.</strong> <strong>Outcome Status:</strong> Archived <strong>Planning Assessment Cycle:</strong> 2016 - 2017, 2017 - 2018</td>
<td><strong>Other - Success will be measured by observation of student traffic patterns and answers to informal student survey posted outside the library.</strong> <strong>Criteria:</strong> At least 60% of the seats will be occupied during peak times, and at least 3 informal student surveys will be posted outside the library. <strong>Reporting Period:</strong> 2017 - 2018 <strong>Conclusion/Status:</strong> Criteria Not Met (1) The quiet area is still occupied by at least 60% during peak times. (2) One informal survey was conducted this year discerning the level of noise the students felt comfortable within the library. The highest ranking category was talking everywhere with inside voices coming in with 28 votes out of 84 participants. (02/26/2018) <strong>Use of Results:</strong> This goal has been met and will be archived. (02/27/2018)</td>
<td><strong>Use of Results:</strong> Next year we plan to begin a spreadsheet to monitor table usage. (04/11/2017)</td>
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<td><strong>Budget Implication?:</strong> No</td>
<td><strong>Resource Development - The library will support student success through</strong></td>
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<td><strong>Other - Success will be measured by the number of faculty/staff requests</strong></td>
<td><strong>Reporting Period:</strong> 2018 - 2019 <strong>Conclusion/Status:</strong> Criteria Not Met</td>
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<td>resource development determined through faculty/staff needs, communicating library news to faculty/staff; and collaborating with faculty to develop course materials and instruction to aid students with research.</td>
<td>of resources and services provided; through feedback given by faculty in post class evaluation survey; by publishing an e-newsletter; and rate of satisfaction on a user satisfaction survey. Criteria: Success will be measured by maintaining faculty/staff requests; by publishing an e-newsletter at least twice in a regular semester; and by a 90% satisfaction rate on a user satisfaction survey.</td>
<td>The library received 42 more faculty requests for information service needs that were not an instruction class request. There were three library newsletters published this year. These were published Nov. 2018/ April 2018/ February 2108. Due to a librarian resignation, we were unable to publish four newsletters. A survey created by faculty members who are on the Library Resource Committee will be sent to faculty in April 2019.</td>
<td>Use of Results: All criteria met except for distributing a user satisfaction survey. The library must set a time to distribute a user satisfaction survey in conjunction with PRIE. (02/28/2018)</td>
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### Outcome Status: Active


### Budget Implication?: Yes

### Related Documents:
- Instruction Evaluation Stats_Faculty.pdf
- Library Services Tally Sheet 3_17 to 2_18.pdf

### Reporting Period: 2017 - 2018

### Conclusion/Status: Criteria Met

In the 2017_18 academic year, 458 faculty interactions were recorded. Fourteen professors participated in a post instruction survey. Thirteen rated the instruction as excellent, one rated the instruction as good. Four newsletters were distributed in this academic year. A user satisfaction survey was not conducted. (02/27/2018)

### ARM Conclusion: Reject

### Reporting Period: 2016 - 2017

### Conclusion/Status: Criteria Not Met

Faculty/staff requests increased by 69 incidents. 24 Faculty surveys were submitted. Of the 24, 18 ranked instruction as excellent, and 6 ranked instruction as good. 2 newsletters were emailed to MVC. There were 110 Libguide student instruction surveys submitted beginning in the Spring semester. Of 110 total, 88 were Excellent, 21 were Good, and 1 was Fair. (04/11/2017)

### ARM Conclusion: Reject

### Reporting Period: 2018 - 2019

### Conclusion/Status: Criteria Met

The library initiated the book swap program with 4 book swap stations in September 2018 with books seeded with approximately 75 books from participatory grant funds and approximately 160 books donated by Half Price Books. All of the books have been taken from the book swap stations

### ARM Conclusion: Reject

### Community Ties - The library will support community ties by planning one cultural event yearly.

### Outcome Status: Active


### Tracking Log - Success will be measured by Increase in attendance from previous year through a door count or sign in sheet.

### Criteria: A 5% attendance rate increase from the largest attended event during the 2016/17 academic

### Reporting Period: 2018 - 2019

### Conclusion/Status: Criteria Met

The library initiated the book swap program with 4 book swap stations in September 2018 with books seeded with approximately 75 books from participatory grant funds and approximately 160 books donated by Half Price Books. All of the books have been taken from the book swap stations

### ARM Conclusion: Reject

### Reporting Period: 2016 - 2017

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and not returned. The books were depleted by February 2019. Therefore, although it was a success as seen by the books being taken, I feel it was not a successful endeavor because the books were not returned.

In May 2018 the library introduced a Crochet Mats for the Homeless crochet project. All library users are provided the tools to help create the mats using reused plastic bags. Two mats have been crocheted since May. Although, the project is not constantly used around four to five Emeritus Center volunteers regularly crochet so the library will continue the project.

In April 2018 the library began planning a reading program for Bethune Elementary kindergarten students and their families. A field trip of 60 kindergarten students and parent volunteers visited MVC on Friday, November 2, 2018. This event was followed by a family night with 28 people in attendance on Thursday, December 6, 2018. Of the approximately 80 evaluations none reported a Not Good rating.

(02/26/2019)

**Reporting Period:** 2017 - 2018  
**Conclusion/Status:** Criteria Met  
The library organized the August 21, 2017 Solar Eclipse Event for MVC. Hundreds attended. Collaborating with the QEP Steering Committee the library proposed adding book swap stations throughout the campus to promote reading as a tool to write more effectively. The books will be available to all including community members.  
(02/27/2018)

**Use of Results:** The popularity of the Solar Eclipse event has made it necessary for the 2018_19 criteria to be changed. Possibly how large an event is is not the only effective measure of success. Also measuring the success of the book swap stations will be a challenge.  
(02/27/2018)

**Related Documents:**  
solar sign in sheets.pdf

**Reporting Period:** 2016 - 2017  
**Conclusion/Status:** Inconclusive  
The library did not take attendance at the events. It has been decided that for special events we will take the door count at the start of the event, and again at the end.
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|                 |                      | The door count for this year was 141,874 which shows an increase from last year by 18,005. *Door gate only counts one student when a group enters.  
A de-stress week is held at the end of each semester for finals. Several activities are coordinated at this event to help students succeed during finals. A Read-In for Take Your Children to Work is planned for April. The de-stress week is very popular and the service dog has begun a weekly event in the library. We are unable to assess the April 27 event at this time.  
(04/11/2017) |              |