Fulton Montgomery Community College

ASSESSMENT IN ACADEMIC AFFAIRS DIVISION

The Evans Library

FINAL REPORT

March 1, 2010
OVERVIEW

The Evans Library: Information for Success

“The Evans Library is committed to supporting the mission of the Fulton-Montgomery Community College by providing our community with resources, knowledge, and skills to support their educational objectives and facilitate life-long learning.”

The three-word introduction to the Evans Library’s mission statement and the statement itself encapsulates the very nature of an academic library in the 21st century. The Evans Library’s ongoing mission, to facilitate student success through the exchange of ideas and the acquisition of knowledge, is exemplified by the very nature of the projects we undertake on a yearly basis as well as the day-to-day activities of the Library and its staff.

In order to fulfill this mission and help students work towards their own success, the Evans Library, like the College community, has adopted goals and objectives which are evaluated and assessed to determine the direction the Library will take with its activities and services. These department goals are evaluated by a variety of tools which assess operations. One of the most significant of these tools is the standards set forth by the Association of College & Research Libraries (ACRL). These “Standards for Libraries in Higher Education” offer both a quantitative and qualitative approach to assessing the effectiveness of academic libraries and library personnel. The Standards are organized into six areas as follows:

1. **Services** - Traditional, enhanced, & new services; all library operations that support the mission of the College
2. **Instruction** - Information Literacy (i.e. the ability to locate, evaluate, & utilize information) - in house, off-campus, online, and embedded
3. **Resources** - Materials, learning resources - both traditional formats & newer technologies
4. **Access** - Access to services and resources; remote & on-campus.
5. **Staff** – Staff will facilitate teaching/learning process; full-time, part-time, professional, support staff, & student employees.
6. **Facilities** - Physical facilities; buildings and spaces

These above standards are then matched with the corresponding College goals and objectives to ensure that a link is maintained between the goals & objectives of the Library and those of the College. The chart below outlines how each of the ACRL standards corresponds with one or more of the College’s strategic goals.
Library Goals:

<table>
<thead>
<tr>
<th>Campus Goals:</th>
<th>SERVICES</th>
<th>INSTRUCTION</th>
<th>RESOURCES</th>
<th>ACCESS</th>
<th>STAFF</th>
<th>FACILITIES</th>
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</thead>
<tbody>
<tr>
<td>1. Enable students to reach their goals through quality education and support</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>services.</td>
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<td>2. Provide students with quality, accessible transfer and career education</td>
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<td>programs.</td>
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<td>3. Build relationships with the community that improve the region’s value of</td>
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<td>X</td>
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<td>education.</td>
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<td>4. Develop a professional climate that values each individual and the</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>diversity of people and ideas and promotes excellence in service.</td>
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<td>5. Support economic and workforce development in the region.</td>
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<td>X</td>
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<tr>
<td>6. Provide opportunities for cultural, intellectual and athletic enrichment</td>
<td>X</td>
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<td>for students and the community.</td>
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<tr>
<td>7. Expand resources to meet the mission of the College</td>
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<td>X</td>
<td>X</td>
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</table>

Once the link to current College mission and goals has been assured, the campus strategic objectives are reviewed to ensure that action planned by the Library is in keeping with current initiatives and focus. The Evans Library then develops its own department strategic goals and objectives which will guide projects, initiatives, and long-range planning for all Library operations.

The department goals & objectives for the 2009 year (taken from AY 2008-2009 and 2009-2010) are as follows:

1. **Services** – Expand hours of operation; Evaluate/improve Learning Commons space; Increase/enhance student academic support services; Increase Library promotion/marketing; Improve ongoing assessment efforts.
2. **Instruction** - Integrate ACRL standards into Information Literacy curriculum; Enhance distance learning services to students; Enhance online instructional tools.
3. **Resources** – Improve/expand collections; Improve resource-sharing services.
4. **Access** – Expand/enhance online services and resources.
5. **Staff** - Continue to support professional & support staff development
6. **Facilities** - Plan for future facilities improvements; Assess/improve Learning Commons space
DEPARTMENT STAFF

- Mary Donohue, Library Director
- Daniel Towne, Systems/Electronic Resources Librarian
- Michael Daly, Public Services Librarian
- Patricia Battisti, Senior Library Clerk/Technical Services
- Stephanie Price, Senior Library Clerk/Public Services
- Virginia Briggs, Clerk Typist/AV Dept
- Susan Sahloff, Reference Librarian/PT
- Mary Andolina, Reference Librarian/PT

2008 LIBRARY INITIATIVES – Follow-up

Before describing activities and projects undertaken in 2009, it is important to take a quick review of those detailed in the 2008 Library report. Even a cursory glance shows that many of last year’s efforts served as a spring-board for many of the 2009 endeavors: Reinstated Saturday hours led to special Sunday openings for study and tutoring, Distance Learning off-site classes led to an increased online resource production, the comprehensive weeding of the print collection has led to increased resource-sharing opportunities with other SUNY libraries, the move of the Information Literacy Classroom has provided a more appropriate space for instruction, and the move of computers in the Commons has led to a more satisfied library clientele and further Commons improvements.

2009 LIBRARY INITIATIVES

The purpose of this report is to highlight Library activities during the 2009 calendar year. While significant initiatives are reported in detail in the body of this report, other endeavors undertaken by the Evans Library such as operational and routine activities are listed below:

Services –

- 130,000th user celebration detailing the highest count in the history of the Library (Sp09)
- Book Club advisement
- Displays – Banned Books Week (w/Amsterdam & Gloversville Public Libraries), Native American Month, Constitution Day
- Food for Fines (Sp09); Toys for Fines (Fa09)
- Freshman Orientation participation
- Gateway articles highlighting library initiatives
- Increased part-time professional coverage during the day
Library AV dept assisted in EN “Mythology Fair” for HU200.
New Faculty & Adjunct Faculty orientation
Program Review/Assessment – Nursing, Computer Science, & Applied Sciences.
Student Services Expo - Library table/display
Sunday Study Evening, Finals and Midterm, Fall & Spring
Workshops – citation assistance (taught w/Writing Lab Coordinator)

**Instruction**
- Information Literacy Classroom Upgrade, Summer 2009 – Upgraded to Vista/Office 2007

**Resources**
- Creation/maintenance of a Facebook page & library blog – both highlight campus as well as Library activities
- Faculty laptops loaning program initiated
- Library Newsletter – Fall & Spring

**Access**
- Library Angel Nugget implemented
- Online Reserves expanded
- Additional computer ‘open classroom’ hours, Midterms & Finals

**Staff** - Staff membership/Leadership roles:
- NYLA Councilor-at-Large - Mary Donohue (2010-2012)
- SUNY Council of Library Directors Secretary - Mary Donohue
- SUNY Librarians Association, Campus Liaison – Dan Towne
- Advisory Council for HFM School Library System Advisory Council -Mary Donohue

FMCC College Committees:
- College Senate – Mary Donohue, Trish Battisti, Stephanie Price
- Institutional Assessment Committee - Mike Daly, Mary Donohue (Chair)
- Student Life Committee – Mike Daly
- Sustainability Committee - Dan Towne

**ASSESSMENT TOOLS**
The activities listed above and detailed below are part of an “Assess/Plan/Budget” cycle implemented by the campus after the 2005 Middle States self-study. In order to determine the success of new projects and to refine, revise, and improve current projects, it is important to have a variety of assessment tools, both qualitative and quantitative, which can be used for this purpose. The assessment tools used by the Library include, but are not limited to:

- User Satisfaction Surveys – Sp/Fa 2009*
- ‘Short’ surveys – faculty media use, library ‘zone’
CONCLUSION

The remainder of the report details particular initiatives/projects which were undertaken in during the 2009 calendar year. Included in the report are the campus partnerships (if any), campus goals targeted, department objectives, assessment tools and results, and subsequent plans for resulting action based on the assessment.

From these reports, it becomes evident that the Evans Library is committed to student, faculty and community services and strives to fulfill its mission to facilitate student success and encourage lifelong learning.
INITIATIVE/PROJECT: Print Management Implementation

ACRL standards area: SERVICE

Collaboration Partners: William Bonner, Infrastructure Administrator, IT Department Staff.

Strategic Goal 7: Expand resources to meet the mission of the College

Department Goal – To improve the Learning Commons space.

Objective – To successfully implement a print management system.

Overview: Due to increased enrollment and the explosion of information available on the campus’ course management system (Angel), printing in the Library had reached a point where the College can no longer continue to subsidize free printing for students.

As part of the assessment process, SUNY Community Colleges were surveyed to determine if a print management system was a feasible option for the Library. The results are as follows:

Of the 23 complete responses:
  o 5 have print management systems
  o 8 do not have systems (however, 2 of these have duplex capabilities on printers)
  o 10 do not have systems but are considering it

The 18 who have no system handle their printing in similar ways: The majority of them do not charge a fee for regular printing; some charge for color; Many have written policies which they reinforce verbally or with signage; several use duplex printing; Some limit printing (ex: one is set to 20 pages at a time); In several libraries IT manages printing; Many indicated they were working on a campus-wide solution, but buy-in was an issue.

Armed with these results, a charge from the campus community via the Sustainability Committee, and a desire by the Library staff to better utilize college resources, a print management trial with CZ Solutions® software was implemented in November and December of 2009.

Measurement
  o User surveys
  o Qualitative evidence from students using the system
  o Suggestion box comments
  o Unsolicited comments to staff
  o Staff perceptions
  o Paper waste statistics

Assessment Results
The client implemented was found not to function as anticipated and was discontinued at the end of the trial.

Response Plan (Use of Results)
The Library and IT Department will pilot another print management system in Spring 2010, evaluate it and determine if further investigation is necessary or if purchase is recommended.
INITIATIVE/PROJECT: LibGuides® Implementation

ACRL standards area: ACCESS

Collaboration Partners: Teaching Faculty, IT Department

Strategic Goal 1: Enable students to reach their goals through quality education and support services

Strategic Goal 7: Expand resources to meet the mission of the College

Department Goal - Expand/enhance online services

Objective – To provide study guides and informational sheets to both traditional & distance learning students.

Overview: The Evans Library strives to keep information flowing to the College community and has found the Library website to be one of the most effective methods of communicating with most (if not all) users. However, it was determined that maintaining the website in the current format was inefficient and time-consuming. Various tools were investigated and LibGuides® content management system/knowledge base was ultimately selected. LibGuides® allows all FM librarians to create, manage, and backup an unlimited number of course, subject, and how-to research guides.

The Evans Librarians began using LibGuides® in July 2009. To date, we have published 44 documents which includes 26 guides for specific courses, general subject guides (history, psychology, radiologic technology, theater history, etc), “specialty” guides like H1N1 information, HFM New Visions, Native American Heritage Month, International Students Guide, as well as general library informational guides.

Measurement

- LibGuides® user statistics
- Faculty review/evaluation
- Student review/evaluation

Assessment Results

Reception from both faculty and student users has been positive. The quantitative measures indicate that the guides have been accessed over 31740 times. Significant use can be seen in the ‘Database’ and ‘Citation’ guides, however, these numbers are not surprising as these pages are linked to directly from the Library home page. Other more tangible evidence as to value can be gleaned from the usage statistics of the individual course guides. They range from 16 to 1030 hits with a median of 157.

Response Plan (Use of Results)

The Evans Library will continue to use this powerful tool to expand and enhance access to information. Future efforts will include ongoing internal evaluation of the resource as well as a regular ‘push’ of the individual course statistics to instructors for subsequent discussions regarding content.
INITIATIVE/PROJECT: Information Literacy Assessment

ACRL standards area: INSTRUCTION

Collaboration Partners: Teaching faculty

Strategic Goal 1: Enable students to reach their goals through quality education and support services.

Objective b: Implement an assessment process that yields data and is used to improve programs and courses

Department Goal – Improve information literacy assessment

Objective – To implement “one-minute assessments” in several Information Literacy sessions.

Overview: The instruction librarian began using this new method of evaluation after a January 2009 workshop “Teaching Tips From the Trenches”. They are designed to extend the Library’s active learning efforts by giving a sense of engagement to the learner. Rather than a pre-decided set of materials/skills/etc., the instructor challenges/asks students to determine the path that the lesson takes. This is done with obvious steering by the instructor to maintain accuracy and relevancy. At their best, these “one-minute” exercises force students to reflect, think, write and participate, hopefully giving them a sense of autonomy over the learning process which they can carry with them after the lesson.

The process is as follows: The instructor queries the students about the aspects of the preceding lesson and waits for a natural break in the lesson to review them. The instructor reviews the papers and encourages students to discuss their observations with the class. These “conversation starters” allow the instructor to focus the remainder of the class on lessons not quite learned.

Measurement

- One minute papers
- Faculty observations
- Aggregate data

Assessment Results

These ‘in-class’ assessments are used to immediately guide the trajectory of the lesson. Also, aggregate data is used to determine if lesson plans accurately reflect the needs and skill-sets of the students. Adjustments are then made to future sessions based on that data.

Response Plan (Use of Results)

Expand use of “one-minute” exercises; develop formal written papers for use with online version, continue to assess efficacy of program.
INITIATIVE/PROJECT: Films on Demand® Implementation

**ACRL standards area:** RESOURCES/ACCESS

**Collaboration Partners:** Teaching Faculty, IT Department

**Strategic Goal 1:** Enable students to reach their goals through quality education and support services

**Strategic Goal 7:** Expand resources to meet the mission of the College

**Department Goal** – Improve/expand collections; Expand/enhance online services.

**Objective** – To provide additional online resources for student and faculty use.

**Overview:** The non-print collection was evaluated and was found to consist of media in older formats that were slowly being phased out. FMCC holds 786 titles in a media format; 46 are DVD, 740 are videotape. While many of these resources are still used by faculty (the AV department still supports the VHS format), it was evident that it was an aging collection which was in need of an upgrade.

A university-wide license was being offered to interested SUNY libraries: 5,500 titles by a highly regarded vendor (Films Media Group) which allows streaming of educational titles in the following subject areas: Business & Economics Collection; Humanities & Social Science Collection; Science Collection; & Health Collection. Since the Evans Library and College were seeking ways to better serve the distance-learning students, a decision was made to increase the Library’s material budget in order to take advantage of the offer and participate in the SUNY initiative for 2009-2010.

**Measurement**

- Collection review/evaluation
- Circulation reports
- Faculty input

**Assessment Results**

Input from the Faculty has been largely positive, with some reservations expressed due to technological issues (staggered streaming, access dropped, etc). Several faculty use the resource in class, with others providing access from their course web pages.

The qualitative data shows that 25 titles were utilized during the Fall semester and that the films were accessed over 245 times.

**Response Plan (Use of Results)**

Evaluation of Films on Demand® will continue and a determination will be made in May 2010 regarding renewal.
INITIATIVE/PROJECT: Foreign Language Virtual Library Tours

ACRL standards area: ACCESS/INSTRUCTION

Collaboration Partners: International Student Office

Strategic Goal 1: Enable students to reach their goals through quality education and support services

Strategic Goal 4: Develop a professional climate that values each individual and the diversity of people and ideas and promotes excellence in service.

Objective b: Develop and implement programs and aesthetics on campus that celebrate diversity

Strategic Goal 6: Provide opportunities for cultural, intellectual and athletic enrichment for students and the community

Department Goal - Expand/enhance online services; Enhance online instruction tools

Objective – Provide instructional resources in various formats

Overview: In order to provide access to information in a format most likely to be utilized by our students, the Library has initiated a project in which the online Library tour is narrated in various languages. In addition to English, foreign language library tutorials were recorded in Spanish, French, and Bulgarian. These tutorials were placed on the Library website in September 2009 and were introduced to students in various Information Literacy classes and information sessions.

Measurement

- Fall 2009 semester – website ‘hits’
- Interviews with international students
- Faculty input

Assessment Results

Qualitative information has indicated that the tours have been utilized a number of times since posted:

<table>
<thead>
<tr>
<th>Virtual Library Tour</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bulgarian</td>
<td>12</td>
</tr>
<tr>
<td>English</td>
<td>64</td>
</tr>
<tr>
<td>French</td>
<td>20</td>
</tr>
<tr>
<td>Spanish</td>
<td>11</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>107</strong></td>
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</table>

In addition to ‘hits’, it can be said that the Library is recognizing the diversity of our population and understanding that they might feel more comfortable learning about their academic environment in their native language. Anecdotally, students who have worked with the Library to create these resources have been appreciative of being asked and were glad to participate.
Response Plan (Use of Results)
Initial reception indicates that students view these tutorials in a positive light. Therefore, additional tutorials will be developed with the assistance of the International Student office. Languages planned include Japanese and Korean.
INITIATIVE/PROJECT:  Outsourcing Pilot Project

ACRL standards area:  SERVICES

Collaboration Partners:  SUNY Stony Brook

Strategic Goal 1: Enable students to reach their goals through quality education and support services.

Strategic Goal 4: Develop a professional climate that values each individual and the diversity of people and ideas and promotes excellence in service.

Department Goal - Increase/enhance student academic support services

Objective – To redistribute technical services in order to reassign staff to high service areas

Overview:  With the increase in enrollment and subsequent increase in students using Library services, it had become evident that staffing in the Public Services areas had to be reevaluated. Additionally technical services, particularly monograph cataloging, had become a task that required few staffing resources (book purchases had been decreasing over the years, due both to budget constraints and the users’ desire for online resources rather than print.

Measurement

  o Acquisition statistics
  o Cataloguing statistics
  o Library usage – turnstile count, hourly attendance count

Assessment Results

Options were explored and the concept of ‘outsourcing’ to a SUNY university center, an action taken by two other small SUNY colleges – Sullivan & Delhi, was investigated. We partnered with SUNY Stony Brook for copy cataloging of a majority of our monograph purchases with some associated physical processing.

Response Plan (Use of Results)

The project will continue to be evaluated through the Spring 2010 semester to determine if it will continue past this pilot phase.
INITIATIVE/PROJECT: Professional Development

ACRL standards area: STAFFING

Collaboration Partners: State University of New York Librarians Association (SUNYLA)

Strategic Goal 4: Develop a professional climate that values each individual and the diversity of people and ideas and promotes excellence in service.

Department Goal - Support staff development

Objective – Encourage staff to network with professionals and staff from other libraries.

Overview: The library has had a significant professional staff turn-around in the past 5 years, particularly with the retirement of two senior librarians. Support staff have also been encouraged to attend conferences and training sessions. The current staff have varying degrees of library experience and the new staff are encouraged to not only attend professional seminars and conferences, but to present whenever their expertise warrants. Money has been allocated in the Library budget to facilitate training for all library staff.

Conference presentations:
- “Passing the Torch: Instruction Librarians Keeping the Flames of Active Learning Alive” Mike Daly
- “All Fired Up About Virtual Reference” Dan Towne
- “FMCC BOT: Educational Showcase - Ken R Dorn Regional History Studies Room” – Mary Donohue & Peter Betz (Curator)

Conference Attended:
- “Information Commons 2.0 -Lessons Learned and Moving Forward” Mary Donohue
- “The Future of Everything: a day-long symposium on connecting space, information/technology, and policy/practice” Mary Donohue
- “Successful Teaching Conference” Mike Daly
- "Digital Literacy: Digital Storytelling and the Role of the Academic Librarian" Webcast - Librarians
- 6th Annual IDS Conference (Resource Sharing) – Dan Towne, Trish Battisti, Stephanie Price
- "NYLA Annual Conference - Libraries: Peace, Love & Freedom" Mary Donohue
- "Using Flickr in the Library" Trish Battisti

Measurement
- Quantity of conference attendance and/or presentations
- Outcomes of conference attended and/or presentations

Assessment Results
The staff has found the conferences to be rewarding, both personally and professionally.

Response Plan (Use of Results)
All library staff will continue to network and share their expertise and experiences as they learn from others in the library field.
INITIATIVE/PROJECT: “Zoning the Library”

ACRL standards area: SERVICES/FACILITIES

Collaboration Partners: Students

Strategic Goal 1: Enable students to reach their goals through quality education and support services.
Strategic Goal 7: Expand resources to meet the mission of the College

Department Goal - Evaluate/improve Learning Commons space

Objective – To provide students with designated areas of study based on particular needs.

Overview: The creation of the Learning Commons resulted in a different dynamic in the Library in terms of atmosphere (noise level) and group dynamics. In spite of a general satisfaction with the Library (the last 3 biannual surveys showed over 50% of the responders were satisfied or very satisfied with the atmosphere); a majority of the extemporaneous comments on the survey and in the suggestion box indicated a level of dissatisfaction with the noise.

The Spring 2009 Student Satisfaction survey showed that although 79% of respondents were either satisfied or very satisfied with the atmosphere here, a number of people weren’t too happy with the noise levels they found in the Library. While there were a few complementary comments (i.e. “The noise level is acceptable and appropriate”), most comments indicated dissatisfaction: the Library was “very loud”, “way to [sic] loud” and “it can get really loud”, and finally “the library is almost always very noisy”.

And so, in an effort to provide space for various kinds of academic work and individual’s different sensibilities, “Zones” were designated, using signage, notices to the faculty for sharing with students, articles in the student newspaper (FMCC Gateway, September 15, 2009). The majority of the first floor was designated a more ‘communal’ group study area (green), the second floor was listed as more traditional library atmosphere (yellow), and several rooms were set aside for silent study (red).

Measurement
  o Biannual user satisfaction surveys
  o Comments from the Library suggestion box
  o Specialized, ‘on-the-spot’ user surveys

Assessment Results
The Library zones have been a welcome concept for many Library users. A quick survey showed that the majority of respondents appreciated the designations.
Additionally, it was confirmed that ‘commons’ and ‘quiet’ zones were the most heavily used, an assumption made by staff based on observations and student comments.

Response Plan (Use of Results)

Students and other users will continue to be queried as to the benefit of the ‘zones’. Subsequent surveys will be analyzed to see how the space can be improved and other Library areas can be incorporated.
INITIATIVE/PROJECT: Library Computer Upgrade

ACRL standards area: ACCESS

Collaboration Partners: IT Department

Strategic Goal 1: Enable students to reach their goals through quality education and support services.

Strategic Goal 7: Expand resources to meet the mission of the College

Department Goal - Assess/improve Learning Commons space

Objective – Upgrade existing equipment in the Library Learning Commons

Overview: Previous survey results indicated that users had a general overall satisfaction with the Library’s computing resources. However, it was evident to staff that the age of the equipment (PCs in the Commons were 3-4 year old units from the former Academic Computer Lab, the Library terminal units were approaching 6 years) prevented them from effectively displaying current content (graphics, visual media, etc).

New computers (58 total) were installed in the Library Commons area and on the second floor of the building. They have the Vista operating system, include CD/DVD players, and offer Office 2007 as well as the academic software previously available in the Academic Computing Lab.

Measurement

- Statistics regarding the age of the computer units
- The Spring Fall 2007, Spring/Fall 2008, Spring 2009 user satisfaction surveys
- Comments obtained via the Library ‘suggestion box’

Assessment Results

The survey results and user comments lead us to believe that while there was general satisfaction with the Library’s computing resources, the terminal units and older computers did not adequately support the academic curricula and media-heavy online library resources. Additionally there was concern about the number of computers available to students. The following comments were reported:

- Most of time there are no computers left
- Hard to find available computers.
- During common hours it is impossible to use a computer (need more computers)
- Is the computer problems with the Vista program?
- Computer Equipment - take for ever to log on

Response Plan (Use of Results)

The new computer units should adequately address concerns expressed by instructors and students. Additional surveys will be given to Library users to our next course of action which may include 1) Additional computer units 2) Additional loaner laptops 3) greater support of students own computer hardware 4) other options rather than hardware investment.