**Date:** **Name of Administrative or Educational t Unit:** \_Library System\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Contact name:** Library Executive Directors **Contact email**: JMullin@collin.edu **Contact phone:** **Office Location:**

**Mission:**

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| The Library’s mission is to provide instructional support to students, faculty, and staff. Primary services and/or products are the provision of scholarly materials to the college community.  Key Institutional Outcome Indicators: Overall Satisfaction, Efficiency, and Effectiveness |

**PART I: Might not change from year to year**

| A. Outcomes(s)  Results expected in this department/program | B. Measure(s)  The instrument or process used to measure results | C. Target(s) The level of success expected |
| --- | --- | --- |
| **Effectiveness**  Increase the cost-effectiveness of library materials delivered electronically. | Average cost per full-text download | The average cost per full-text downloaded document to students will decrease 5% |
| **Efficiency**  Increase the efficiency with which library materials are delivered to students. | Number of downloads of materials from College databases. | Percentage of increase in downloads is 2% greater than percentage of enrollment growth. |

**PART II: For academic year (enter year i.e. 2011-12)**

**From Part I**

| A. Outcomes(s)  Results expected in this department/program | D. Action Plan Years 5 & 2  Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses. | E. Implement Action Plan  Years 1 & 3  Implement the action plan and collect data | F. Data Results Summary  Years 2 & 4  Summarize the data collected | G. Findings  Years 2 & 4  What does data say about outcome? |
| --- | --- | --- | --- | --- |
| **Effectiveness**  Increase the cost-effectiveness of library materials delivered electronically. | 1 Move more library materials on to the library Cougarweb site, where students have access 24 hours a day.  2 Increase the quantity and variety of library materials on Cougarweb. 3 Make the library generally more web accessible and mobile device friendly | Implement plan and collect data. | During FY 2012 there were 935,814 downloads of articles, e-books, films, and animations at a cost of $235,904. The average cost per download was 25 cents. In FY 2011 $224,399 was expended on online materials which were downloaded 810,430 times at an average cost of 28 cents. The average cost per full-text downloaded document to students decreased 11%. | Online library material usage is up, while average cost per download is down |
| **Efficiency**  Increase the efficiency with which library materials are delivered to students. | Provide more library materials in electronic format via Cougarweb. These materials will be easier to access and more useful to students and faculty, 24 hours a day. | Implement plan and collect data. | Enrollment increased to 27,593 head-count for fall semester of the 2012 academic year. The prior fall semester head-count was 27,069. This is an enrollment increase of 2%. Downloads of library objects increased from 810,430 to 935,814 during this period, an increase of 15%. | Downloads of library materials outpaced enrollment growth. |