



“We Strive to Guarantee Quality and Excellence”

Palau Community College is an accessible public educational institution helping to meet the technical, academic, cultural, social, and economic needs of students and communities by promoting learning opportunities and developing personal excellence.

**T3 - Non-Instructional Programs
(Student Support Services and Library Services)**

Three Year Program Review

Service Area

Tan Siu Lin Library

Period of Three Year Review

School Years 2014-15; 2015-16; 2016-17

Program Review Completed By:

Name	Title	Signature	Date
Pioria Asito	Interim Director	<i>Pioria Asito</i>	1/31/2018

Program Review Certified By:

Name	Title	Signature	Date
Todd Ngiramengior	Special Assistant to President	<i>Todd Ngiramengior</i>	2/12/18

Program Review Received By: (Institutional Research & Evaluation Office)

Name	Title	Signature	Date
Ligaya Sara	Institutional Researcher	<i>Ligaya Sara</i>	02/12/18

Purpose:

Program review at Palau Community College is a process that provides an extensive evaluation of academic and non-academic programs on a three year basis. The results of yearly assessments (using the FAMED process) are compiled into the one three year review cycle.

The purpose of program review is to evaluate program sufficiency to allow definite strategies to be developed for major revisions, to provide information for consideration when decisions are made, and to develop recommendations to improve institutional effectiveness.

**Instructions for completing Program Review:**

1. Type your text into the boxes. The text boxes will expand to accommodate the amount of text spaces you need.
2. Individual instructions are included before each section. Examples are in **green**, remove when you start writing.
3. Submit completed and signed Program Review in both hard copy and electronic copy format to the Institutional Research & Evaluation Office.
4. Required supporting documents must be included for submission.
 - Appendix A: Program & Service Area Mapping (e-copy only)
 - Appendix B: All assessment data and analysis results (e-copy only)
 - Appendix C: All assessment tools (e-copy only)
 - Appendix D: Service Area Assessment Calendar (e-copy only)
5. Be sure to keep both hard and electronic copies for your file.

Note: Other college plans may include the 15-Year Institutional Master Plan, the 5-Year Technology Plan, Institutional Learning Outcomes, Institutional-Set Standards for Student Achievement, or other plans, such as an approved department plan or committee plan.

SERVICE AREA REVIEW

I. MISSION OF SERVICE AREA

1. State the purpose (mission statement) of service area here.

The mission of the Tan Siu Lin Palau Community College Library is to support the academic programs at the college and to promote lifelong learning in the wider community with high-quality, accessible resources, information literacy training, and public outreach activities.

2. Provide summary of service area purpose here.

The purpose of the Tan Siu Lin Library is to help every member of the school and community-students, staff, community-gain knowledge, skills for their learning and personal development. The library provides adequate space with wide variety of resources to support students learning. To promote reading and motivate younger patrons, we have separate sections to accommodate young clientele such as the Teen Space for the teenagers and the Kids Korner for the young children. Community members are welcomed to seek information, read local newspapers, check their emails or check out entertainment DVDs.

3. How does the purpose (mission statement) of service area support the overall institutional mission? Provide the relationship of service area to the college Mission statement.

The library's collection directly supports the Institutional Learning Outcomes (ILOs) by encouraging access to further elaborations of classroom concepts, illustrations of informed judgment and sound reasoning, extensive samples of clear and well-organized dialogue, resources to enhance a grounding in mathematics and technology, an open doorway to participation in cultures and behaviors of the greater world, role models of moral civic duty, and representations of the arts in all forms and from all areas and locales. The library endeavors to help all library users become people who are information literate, using as a guide the *Information Literacy Competency Standards for Higher Education* of the Association of College and Research Libraries (ACRL). The following summary of the ACRL's five standards help to guide our efforts: 1) know what information resources are available; 2) know how to access those resources; 3a) evaluate the information and 3b) incorporate it into your knowledge base, possibly transforming your value system; 4) use that knowledge effectively through accomplishing something good; 5) appreciate and give proper credit to the resources used. As a library, we feel that we are most capable of helping our users with standards 1, 2, 3a and 5.

II. TRENDS ANALYSIS

1. Provide data and use data to indicate trends for each program/service area measures.

Services/Activities	SY 2014-2015	SY 2015-2016	SY 2016-2017
Library			
Gate count on library exits	122,382	88,886	38,566
Computer Lab (student use)	7,086	2,489	2,821
Computer Lab (community use)	2,254	1,451	977
Library instruction (SS 100)			
1. Sessions	9	11	6
2. Students	126	157	123
Kid's Korner	846	843	1,247

Provide summary of trend analysis.

The *Gate Count* seems high during year 1 but gradually decreased due to the malfunctioning of the security gates. The *Computer Lab* experienced a decline of number of users since Facebook was blocked in 2015 and no longer accessible. The reason behind blocking the accessibility of Facebook was to increase internet speed for research purposes that is needed by students. Another reason for decline is that students are now able to access Student WiFi using their electronic devices.

2. Provide data and use data to indicate trends in staffing.

Staffing	Management level	Professional Level	Classified Level	Student Worker / Volunteer
SY 2014-2015	1		8	13
SY 2015-2016	1		7	10
SY 2016-2017	1		7	9

Provide summary of Trend Analysis.

The staff experienced changes due to a turnover in management and due to the normal coming and going of staff (additions and resignations). In addition to the Director of the Library Services position, nine staff members are essential to maintain daily library operations. This number of staff allows each library employee to work no more than one late night per week and no more than one Saturday per month; it also ensures that library patrons can receive customer service in all areas of the library-at both Circulation/Reference Desks, the Computer Lab, Kid's Korner, Teen Space, Media Room, Micronesia-Pacific Collection --while additional staff can keep up with technical services, cataloging, outreach program and library instruction. Moreover it allows

for full coverage of the library operation during periods of staff absences due to illness and personal and family related obligations.

**Student workers and volunteers include WIOA, and Upward Bound who works only during summer time.

III. LEARNING OUTCOMES / SERVICE AREA OUTCOMES ASSESSMENT

Student Learning Outcomes

SY: 2014-2015

SLO	Assessment Tools	Expected Outcome	Assessment Results (Actual Results)	Action Plans
SLO 1: The student will acquire the information competency skill of constructing a successful search statement and identifying keywords/subject words to construct an effective search strategy (ACRL Standard 1 and 2)	SS 100 Scavenger Hunt	70% of students will be performing at a proficiency level of 70% in all student learning outcomes; 70% of users served will be satisfied with the library services	126 students - <u>90</u> % performed at the proficiency level.	No action needed at this time
SLO 2: The student will demonstrate the information competency skill of evaluating a source and determining its reliability, validity, authority, and point of view (ACRL Standard 3)	SS 100 Scavenger Hunt	70% of students will be performing at a proficiency level of 70% in all student learning outcomes	126 students - <u>90</u> % performed at the proficiency level.	No action needed at this time
SLO 3: The student will demonstrate the information	SS 100 Scavenger Hunt	70% of students will be performing at a proficiency level	126 students - <u>90</u> % performed at the proficiency level.	No action needed at this time

competency skill of selecting and retrieving sources from the PCC Library print collection and EBSCO online database (ACRL Standard 2).		of 70% in all student learning outcomes		
SLO 4: Students will use library circulation services, technical services (i.e. media, library website and e-mail), and reference services.	Library User Satisfaction Survey	70% of users served will be satisfied with the library services	93% of respondents were satisfied with the library services.	
SLO 5: Students will demonstrate comfort using library computers and study rooms for independent study.	Library Computer Lab Survey Library User Satisfaction Survey	70% of users served will be satisfied with the library services	39% of respondents strongly agreed with 47% agree that the computer lab is a comfortable learning environment. 93% of respondents were satisfied with the library services.	Given that 86% are satisfied with services, no action is needed

SY: 2015-2016

SLO	Assessment Tools	Expected Outcome	Assessment Results (Actual Results)	Action Plans
SLO 1: The student will acquire the information competency skill of	SS 100 Scavenger Hunt	70% of students will be performing at a proficiency level	157 students – <u>96</u> % performed at the proficiency level.	No action needed at this time

constructing a successful search statement and identifying keywords/subject words to construct an effective search strategy (ACRL Standard 1 and 2)	Library User Satisfaction Survey	of 70% in all student learning outcomes 70% of users served will be satisfied with the library services	93% of respondents were satisfied with the library services.	
SLO 2: The student will demonstrate the information competency skill of evaluating a source and determining its reliability, validity, authority, and point of view (ACRL Standard 3)	SS 100 Scavenger Hunt	70% of students will be performing at a proficiency level of 70% in all student learning outcomes	157 students – <u>96</u> % performed at the proficiency level.	No action needed at this time
SLO 3: The student will demonstrate the information competency skill of selecting and retrieving sources from the PCC Library print collection and EBSCO online database (ACRL Standard 2).	SS 100 Scavenger Hunt	70% of students will be performing at a proficiency level of 70% in all student learning outcomes	157 students – <u>96</u> % performed at the proficiency level.	No action needed at this time
SLO 4: Students will use library circulation services, technical services (i.e. media, library website and e-mail), and reference services.	Library User Satisfaction Survey	70% of users served will be satisfied with the library services	93% of respondents were satisfied with the library services.	
SLO 5: Students will demonstrate comfort using library computers	Library Computer Lab Survey	70% of users served will be satisfied with the library	73% of respondents strongly agreed with 27% agree	

and study rooms for independent study.	Library User Satisfaction Survey	services 70% of users served will be satisfied with the library services	that the computer lab is a comfortable learning environment. 93% of respondents were satisfied with the library services.	

SY: 2016-2017

SLO	Assessment Tools	Expected Outcome	Assessment Results (Actual Results)	Action Plans
SLO 1: The student will acquire the information competency skill of constructing a successful search statement and identifying keywords/subject words to construct an effective search strategy (ACRL Standard 1 and 2)	SS 100 Scavenger Hunt Library User Satisfaction Survey	70% of students will be performing at a proficiency level of 70% in all student learning outcomes 70% of students served will be satisfied with the library services	123 students – <u>98</u> % performed at the proficiency level. 82% of respondents were satisfied with the library services.	No action needed at this time
SLO 2: The student will demonstrate the information competency skill of evaluating a source and determining its reliability, validity, authority, and point of view (ACRL Standard 3)	SS 100 Scavenger Hunt	70% of students will be performing at a proficiency level of 70% in all student learning outcomes	123 students – <u>98</u> % performed at the proficiency level.	No action needed at this time
SLO 3: The	SS 100	70% of students	123 students –	No action

student will demonstrate the information competency skill of selecting and retrieving sources from the PCC Library print collection and EBSCO online database (ACRL Standard 2).	Scavenger Hunt	will be performing at a proficiency level of 70% in all student learning outcomes	<u>98</u> % performed at the proficiency level.	needed at this time
SLO 4: Students will use library circulation services, technical services (i.e. media, library website and e-mail), and reference services.	Library User Satisfaction Survey	70% of students served will be satisfied with the library services	82% of respondents were satisfied with the library services.	
SLO 5: Students will demonstrate comfort using library computers and study rooms for independent study.	Library Computer Lab Survey Library User Satisfaction Survey	70% of students served will be satisfied with the library services	17% of respondents strongly agreed with 83% agree that the computer lab is a comfortable learning environment. 82% of respondents were satisfied with the library services.	

The result of the above SLOs indicated performance well above the Expected Outcomes. As such, no Actions are necessary. However, the same level of performance is expected in order to provide quality services to the students and patrons. The assessment tools used during the last program review and this program review will continue to be utilized.

Service Area Outcomes, Goals & Objectives

SY: 2014-2015

SAO with Goal - Objective	Assessment Tools	Expected Outcome	Assessment Results (Actual Results)	Action Plans
<p>SAO 1: Patron will use the library services, technical services, (i.e. media, library website, and e-mail), and reference services Goal 1: Collect, organize and provide access to the materials which will promote, reinforce, and enrich classroom teaching and learning at Palau Community College and throughout the community. 1.1 All materials will be made available to the public through Destiny Union Catalog. Goal 3: to promote the rights of every individual in the local community to have access to all library materials and to ensure their privacy in the use of such materials.</p>	<p>Library User Satisfaction Survey</p> <p>All cataloged materials available through the online Palau Union Catalog (PUC)</p>	<p>70% of users served will be satisfied with the library services.</p>	<p>93% of respondents were satisfied with the library services.</p>	<p>No action needed</p>

<p>3.1 Following the library Bill of Rights, library staff will refuse attempts to censor materials and to break confidentiality of patron records.</p> <p>Goal 4: To promote the use of the library by making the community aware of the materials and services available.</p> <p>4.1 75% of college newsletter issues will contain stories reporting and promoting library services.</p>	<p>- weekly reporting in <i>Mesekiu Newsletter</i> about library resources and library hours of operation</p>			
<p>SAO 2: Patrons will demonstrate comfort using library computers and library materials.</p> <p>Goal 1: Collect, organize and provide access to the materials which will promote, reinforce, and enrich classroom teaching and learning at</p>	<p>Library User Satisfaction Survey</p> <p>All cataloged materials available through the online Palau Union Catalog (PUC)</p>	<p>70% of users served will be satisfied with the library services.</p>	<p>93% of respondents were satisfied with the library services.</p>	<p>No action needed</p>

SY: 2015-2016

SAO with Goal - Objective	Assessment Tools	Expected Outcome	Assessment Results (Actual Results)	Action Plans
<p>SAO 1: Patron will use the library services, technical services, (i.e. media, library website, and e-mail), and reference services</p> <p>Goal 1: Collect, organize and provide access to the materials which will promote, reinforce, and enrich classroom teaching and learning at Palau Community College and throughout the community.</p> <p>1.1 All materials will be made available to the public through Destiny Union Catalog.</p> <p>Goal 3: to promote the rights of every individual in the local community to have access to all library materials and to ensure their privacy in the use of such materials.</p>	<p>Library User Satisfaction Survey</p> <p>All cataloged materials available through the online Palau Union Catalog (PUC)</p> <p>Library User Satisfaction Survey</p>	<p>70% of users served will be satisfied with the library services.</p>	<p>82% of respondents were satisfied with the library services.</p> <p>82% of respondents were satisfied with the library services.</p>	<p>No action needed</p>

<p>3.1 Following the library Bill of Rights, library staff will refuse attempts to censor materials and to break confidentiality of patron records.</p> <p>Goal 4: To promote the use of the library by making the community aware of the materials and services available.</p> <p>4.1 75% of college newsletter issues will contain stories reporting and promoting library services.</p>				
<p>SAO 2: Patrons will demonstrate comfort using library computers and library materials.</p> <p>Goal 1: Collect, organize and provide access to the materials which will promote, reinforce, and enrich classroom teaching and learning at Palau Community College and throughout the community.</p> <p>1.1 All materials will be made available to the</p>	<p>Library User Satisfaction Survey</p> <p>- weekly</p>	<p>70% of users served will be satisfied with the library services.</p>	<p>82% of respondents were satisfied with the library services.</p>	<p>No action needed</p>

<p>public through Destiny Union Catalog.</p> <p>Goal 3: to promote the rights of every individual in the local community to have access to all library materials and to ensure their privacy in the use of such materials.</p> <p>3.1 Following the library Bill of Rights, library staff will refuse attempts to censor materials and to break confidentiality of patron records.</p> <p>Goal 4: To promote the use of the library by making the community aware of the materials and services available.</p> <p>4.1 75% of college newsletter issues will contain stories reporting and promoting library services.</p>	<p>reporting in <i>Mesekiu Newsletter</i> about library resources and library hours of operation</p>			

SY: 2016-2017

SAO with Goal - Objective	Assessment Tools	Expected Outcome	Assessment Results	Action Plans
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			(Actual Results)	
<p>SAO 1: Patron will use the library services, technical services, (i.e. media, library website, and e-mail), and reference services</p> <p>Goal 1: Collect, organize and provide access to the materials which will promote, reinforce, and enrich classroom teaching and learning at Palau Community College and throughout the community.</p> <p>1.1 All materials will be made available to the public through Destiny Union Catalog.</p> <p>Goal 3: to promote the rights of every individual in the local community to have access to all library materials and to ensure their privacy in the use of such materials.</p> <p>3.1 Following the library Bill of Rights, library staff will refuse attempts to censor</p>	<p>Library User Satisfaction Survey</p> <p>All cataloged materials available through the online Palau Union Catalog (PUC)</p>	<p>70% of users served will be satisfied with the library services.</p>	<p>82% of respondents were satisfied with the library services.</p>	<p>No action needed</p>

<p>materials and to break confidentiality of patron records.</p> <p>Goal 4: To promote the use of the library by making the community aware of the materials and services available.</p> <p>4.1 75% of college newsletter issues will contain stories reporting and promoting library services.</p>	<p>- weekly reporting in <i>Mesekiu Newsletter</i> about library resources and library hours of operation</p>			
<p>SAO 2: Patrons will demonstrate comfort using library computers and library materials.</p> <p>Goal 1: Collect, organize and provide access to the materials which will promote, reinforce, and enrich classroom teaching and learning at Palau Community College and throughout the community.</p> <p>1.1 All materials will be made available to the public through Destiny Union Catalog.</p>	<p>Library User Satisfaction Survey</p>	<p>70% of users served will be satisfied with the library services.</p>	<p>82% of respondents were satisfied with the library services.</p>	<p>No action needed</p>

<p>Goal 3: to promote the rights of every individual in the local community to have access to all library materials and to ensure their privacy in the use of such materials.</p> <p>3.1 Following the library Bill of Rights, library staff will refuse attempts to censor materials and to break confidentiality of patron records.</p> <p>Goal 4: To promote the use of the library by making the community aware of the materials and services available.</p> <p>4.1 75% of college newsletter issues will contain stories reporting and promoting library services.</p>	<p>- weekly reporting in <i>Mesekiu Newsletter</i> about library resources and library hours of operation</p>			

Provide summary of Service Area Outcomes, Goals & Objectives assessments including analysis between current and previous program reviews here.

Development of relevant assessment tools has been an ongoing process. Library continues to publish half-column article about a library resource in each of the college’s weekly Mesekiu News. During the three years, the goals and SLOs continue to be implemented thru Scavenger Hunt, Library User Satisfaction Survey and Computer Lab Survey.

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IV. PERSONNEL

1. List information requests below for all full time/part time personnel:

Position/Titles (no name)	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of Duties
Interim Director of Library Services	Full-Time	BA	2/6/1983	Catalog materials and manage the library.
Library Technician	Full-Time	LS-AAS	1/24/1994	In charged the Micronesia-Pacific Collection. Doing all the cataloging for this section. Assist patrons with their research projects.
Library Technician	Full-Time	LS-AAS	6/25/2007	Cataloguing both non-fiction for the General Collection and foreign language materials for the International Section of the library. Providing weekly outreach program for the PCC Day Care Center.
Library Technician	Full-Time	LS-AAS	7/10/2006	Responsible for the 1 st floor circulation desk, do cataloguing for all United Nation documents, responsible for the Media section and converting all needed VHS films to DVDs for faculty.
Library Assistant	Full-Time	LS-AAS	9/1/2013	Doing all requisitions, Inter-Departmental work orders needed for the library, manning the Circulation Desk when needed.
Library Assistant	Full-Time	LS-AAS	1/31/2011	Manages the Computer Lab and give instruction for the SS100 Introduction to Library.
Library Assistant	Full-Time	High School Diploma	6/20/2016	Manning 2 nd floor Circulation Desk, answering phone calls and booking Library Conference room for users.
Library Assistant	Full-Time	LS-AAS	1/28/2012	Maintaining both Teen Space and Kid's Korner of the

				library.
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2. Is the number of personnel adequate to support the service area? If no, explain based on assessment results and/or other college plans.

No, the vacancy for the Director of Library Services who possesses a master's in library science is still not yet filled since August of 2015. The college utilizes an Interim Director while the search continues.

Nine staffs are required to maintaining daily library operations. As of 2017 the number of staff decreased by one due to resignation and vacancy is open to be filled. In the meantime Library will attempt to meet staffing requirement thru use of temporary workers, such as work study and Workforce Innovation and Opportunity Act (WIOA) trainees.

3. Do available personnel possess adequate skills required to support the service area? If no, explain based on assessment results and/or other college plans.

All of the staff members have completed the library science program from the college with the exception of one recently hired (2016) who is still pursuing her degree in the same program. The staffs are progressively more proficient as they continue to gain library-related work experience; the Library Technicians possess considerable library experience between them and mentor the newer workers. There is a continual process of renewing and revitalizing staff knowledge of library resource, database proficiency, customer service, catalog maintenance and library advocacy, as well as a need to connect and collaborate with other library professionals through local and regional library organization meetings, workshops and conferences.

4. Do any personnel need professional development in order to improve services in this service area? If so, list those areas of need. Base this response on assessment results and/or other college plans.

We need to implement a yearly workshop of Customer Service to refresh the staffs. There is a continual process of renewing and revitalizing staff knowledge of resource awareness, database proficiency, customer service, catalog maintenance and library advocacy, as well as a need to connect and collaborate with other library professionals through local and regional library organization meetings, workshops and conferences. It has and will continue to be the practice of the Library to first utilized internal resources such as use of Continuing Education for training of personnel in order to conserve resources while attempting to keep the workers in a position to provide the best service to the students, faculty members and other patrons of the Library.

Provide summary of Personnel here. For professional development, Library staffs continue to take turns and attend annual Pacific Islands Association Libraries, Archives and Museums

(PIALA) conferences to upgrade their skills, stay motivated, and “re-charged”.

V. FACILITIES AND EQUIPMENT

1. Are available general use facilities, such as office and work spaces, adequate to support the service area? If no, provide response based on assessment results and/or other college plans.

The library building is a large space, allowing continued growth of the collection and library services. The electrical components of the building may not have been installed properly resulting in lighting ballast components that burn out prematurely and in increased air conditioner maintenance. The college maintenance staff have diligently worked on these problems and sought solutions, but there continue to be challenges related to lighting and air conditioning. Outlets for patron plug-in-devices were are not sufficient enough for all users.

2. Is available equipment adequate to support service area goals/objectives/student learning outcomes? If no, provide response based on assessment results and/or other college plans.

The two out of three security gates that the library has are not currently functioning. In spite of the library having a dedicated DSL line, the slow Internet speed greatly inhibits use of such resources as EBSCOHost.

3. Does the service area generate revenue?

No and it is not designed nor expected to generate revenue.

Provide summary of Facilities and Equipment here.

The library building is a large space, allowing continued growth of the collection and library services. The electrical components of the building may not have been installed properly resulting in lighting ballast components that burn out prematurely and in increased air conditioner maintenance. The college maintenance staff has diligently worked on these problems and sought solutions, but there continue to be challenges related to lighting and air conditioning. Outlets for patron plug-in devices are not enough to suffice the need.

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VI. EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

1. List previous program review action plans and provide their current status. Indicate the cycle and years covered during the previous program review.

Cycle:	Years: SY2014, SY2015, SY2016
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Action Plan Activity/Objectives	Status Complete/Ongoing/Incomplete	Explanation
Security Gate Repair	Ongoing	Security gates were fixed in 2014 but due to the fluctuation of electricity, they stopped working since
Double speed of dedicated DSL line Not started	Ongoing	Because of the expected advantages provide for by Belau Submarine Cable Corporation, the college fully support the effort and as established a committee to prepare the college for the eventual launch.
Continue encouraging the college administration and the maintenance department to create solutions for the lighting and air conditioning challenges	Ongoing	Light bulbs and capacitors continue to be replaced in order to try and minimize the problems; there is talk about replacing all of the light fixtures and of buying new air conditioner units
Consistently implement the SS100 library orientation sessions at the beginning of each semester; ensure the ongoing regular administration of assessment tools already developed and implemented: SS 100	Ongoing	For as long as the SS100 is part of the PCC curriculum, the Library as a resource provider will continue to offer this service to students.

Library Scavenger Hunt, Library User Satisfaction Survey, Library Computer Lab Evaluation		
Continue to make all cataloged materials available through the online PUC	Ongoing	Library will continue to utilizing this method until a more effective one is identified.

2. Provide summary of Evaluation of Previous Goals/Activities from Previous Program Review cycle below. Summary should include the following.

- What measurable outcomes were achieved due to the actions completed?
- Evaluate the success of the completed actions. Did the completed actions lead to improvement of service area goals and objectives?
- What modification do you plan to make to the service area in the future to improve services?
- Update major changes/accomplishments since the last review.

The Security Gates continue to be a problem. Perhaps it is time to source out local vendor who can provide timely support.

The launching of the Fiber Optic Cable is most encouraging. A special committee is leading the way in this effort.

The issue with the Library electricity continues to pose major problems, affecting air conditioners, technology equipment and access and convenience for students and patrons. This is a high priority for the college.

In addition to continuing the search for Director of Library Services, the college needs to seriously work on a “local capacity building” plan in order to prevent similar issue from happening in the future. In terms of staffing level, the Library will need to hire another staff while continuing to train and upgrade the existing workers.

VII. SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. Indicate and explain service area strengths below.

The Reference shelves were relocated from the first floor to the second floor to accommodate students doing research and are able to quickly access these resources. Though there is adequate space for the collection to grow, new materials generally only come to the library though

donations and occasional grant. International Section has continued to increase its collection consisting of five different languages. Ongoing facility maintenance is always a struggle due to poor construction of the building.

2. Indicate and explain service area improvement needs below.

Though there is expansion space for the collection in the new facility, new materials generally only come to the library through donations and the occasional grant. Given the current inflation rate, staff salaries should be adjusted in order to maintain and attract quality workers. Ongoing facility maintenance, especially due to poor construction of the new building, is always a struggle. In order to improve service and protect technology equipment, perhaps it is time to invest resource and address the problem with electricity. In order to adequately safeguard the Library holdings and accurately monitor Library patrons, the Security Gate must be fixed/restored. The most logical option now is to utilize local vendor who can provide complete and timely support for their products.

Provide summary of Service Areas Major Strengths and Improvement Needs below. Summary should include the following.

- Does the service area data indicate overall needs that may require support from the institution? Explain.
- Define these observed needs supported by assessment data or any other college plans.

Since Education USA moved to 2nd floor in 2014, the US Embassy staff, Debbie Toribiong, was suppose to oversee the connection to internet and it has not been accomplished to date. Dialogue will continue with US Embassy regarding the status of Education USA.

The Security Gates will require an institutional decision to change vendor in order to settle the matter at once. It will also require financial sources.

The services limitation resulting from internet accessibility and speed is a college-wide issue and will be dealt with at the institutional level. It will require financial resources.

The lighting, air conditioning and equipment safety issues brought about by electrical problems is a major facility problem and will need to be addresses immediately and will require financial resources.

VIII. SERVICE AREA ACTIONS PLANS

Based on this current program review results, describe the program action plan/s for the next three (3) years. Include necessary resources.

Action Plan	How will this action plan	Needed Resources	Timeline
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Activity/Objectives	improve services/activities?	(if any)	
Annual staff Customer Service and Information Technology (IT) workshops to refresh the staff	In order to provide quality services, it is necessary to refresh the library customer services. IT is needed so that we can help the college cut down the use of IT personnel.	College resources (trainers, training materials and other support)	End of the Year
Continue to send staff to attend annual PIALA conference	Staff will learn new ideas from workshops and use them for their work	Financial support	Annually in November
Security Gate Repair	Having the gates repaired will help guard the collection.	Financial support	ASAP
Increase (double) the speed of Dedicated DSL Line	Increased access and speed will help student, faculty, other patrons and Library personnel access and utilize available resources.	Financial Resources	ASAP
Hire an American Library Association (ALA) credentialed Director	Hiring the Director will ensure smooth operation of the Library and compliance with ACRL standards as well as ACCJC standards.	Limited amount for search and selection.	ASAP
Replace/Upgrade Electrical Wiring	Eliminate or minimize damages to AC units. Bulbs and electronic equipment; enable patrons to safely use their personal electronic devices.	Financial Resources	ASAP

Provide summary of Action Plans here.
 In order to provide or maintain the same level of services to students, faculty members and other patrons, the following plans are proposed: (1) Hire Director of Library Services, (2) Upgrade electrical wiring, (3) Increase Dedicated DSL Line, and (4) Continue to provide training to upgrade skill level of personnel.

IX. RESOURCE REQUEST

List resource request, provide complete description, an estimated amount and justify reason why request is necessary.

Resource request should be tied to at least one institutional learning outcome, one institutional-set standard, student learning outcome/goal/objective assessment results, and/or any other college plans.

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel	Director 1 additional staff	\$5,0000 Established rate	Cost of continued search and hiring To meet identified minimum staffing needs; to eliminate dependency on “temps”.
Facilities	Upgrade electrical wiring	To be determined by appropriate college personnel following a decision/policy	For safety of equipment, conserve resources and improve services
Equipment	Security Gate	To be determined	To secure and safeguard library resources; to keep accurate count of Library users.
Supplies	Essential supplies and materials	Established level of funding	To maintain same level and standards of services.
Software			
Training	In-service training and professional development	\$12,000	To allow Library personnel to continue to provide quality services they will undergo internal training as well as regional and international workshop and conferences.
Other			
Total			

Provide summary of Resource Request here.

Library Director position is vacant and filling this position will allow us to not only effectively manage the Library but to meeting requirement for ALA credentialed Director. Hiring another staff will enable the Library to maintain schedule that meets the demand of patrons as well as contribute to quality services. In order to adequately safeguard the Library holdings and accurately monitor Library patrons, the library request to upgrade its facilities and equipment, including immediate corrective actions to resolved the electrical problem, security gates issue and increase/upgrade DSL. TRC is requested to consider new option to take advantage of the recently launched fiber option cable. In order to keep personnel refreshed and motivated, funding to support in-service trainings and regional and national development opportunities are requested.

Do not forget to include all your required evidence. Required evidence is listed on page 2 of this template.

Appendix

A

Program & Service Area Mapping

Tan Siu Lin PCC Library

Goals, Objectives and Learning Outcomes for the TracDat Program

Program/Service Area	Goal, Objective, and/or Learning Outcome	Assessment Tool	Means of Assessment
PCC Library SLOs	<p>SLO 1: The student will acquire the information competency skill of constructing a successful search statement and identifying keywords/subject words to construct an effective search strategy (ACRL Standard 1 and 2).</p>	<p>- <i>Reference Desk Survey Card</i> - <i>Library Orientation Quiz</i></p>	<p>- "Look up the subject 'study skills' in the online catalog. What is the title and call number of the first book listed?" - "What is the front page headline for today's <i>Island Times</i>?"</p>
	<p>SLO 2: The student will demonstrate the information competency skill of evaluating a source and determining its reliability, validity, authority, and point of view (ACRL Standard 3).</p>	<p>- <i>Reference Desk Survey Card</i> - <i>Library Orientation Quiz</i></p>	<p>- "Look up the subject 'study skills' in the online catalog. What is the title and call number of the first book listed?" - "What is the front page headline for today's <i>Island Times</i>?"</p>
	<p>SLO 3: The student will demonstrate the information competency skill of selecting and retrieving sources from the PCC Library print collection and EBSCO online database (ACRL Standard 2).</p>	<p>- <i>Reference Desk Survey Card</i> - <i>SS100 Library Scavenger Hunt</i></p>	<p>- "Look up the subject 'study skills' in the online catalog. What is the title and call number of the first book listed?" - "Using the online catalog locate the book "Jurassic Park" by Michael Crichton. What are the first three words on page 1?"</p>
	<p>SLO 4: Students will use library circulation services, technical services (i.e. media, library website and e-mail), and reference services.</p>	<p>- <i>Library User Satisfaction Survey</i></p>	<p>- "What are the things you like most about the library?"</p>
	<p>SLO 5: Students will demonstrate comfort</p>	<p>- <i>Library computer lab use statistics</i></p>	<p>- "The library staff members in the</p>

	using library computers and study rooms for independent study.		computer lab are polite and courteous” on 4-point scale: “strongly agree” to “strongly disagree”
PCC Library Goals / Objectives	Goal 1: To collect, organize, and provide access to the materials, which will promote, reinforce, and enrich classroom teaching and learning at Palau Community College and throughout the community.	- <i>Faculty Order Form</i> - <i>Library User Satisfaction Survey</i> - all cataloged materials available through the online Palau Union Catalog (PUC)	- “Justification: How will this procurement lead to, or improve student learning outcome? (SLO) (Please attach supporting documents with address and order forms)” - “What are the things you like most about the library?” - PUC
	Goal 2: To empower the students to fully utilize library resources through library information instruction.	- <i>SS100 Library Scavenger Hunt</i> - these subject guides and other resource tools need to be on display in the library - <i>Graduating Students Survey</i>	- “Using the online catalog locate the book “Jurassic Park” by Michael Crichton. What are the first three words on page 1?” - Handout: “Best Reference Sources Online” - “What was the main reason for your recent visit to the library?” Choose from among: “Do research for class,” “Study or do homework,” “Use computer,” “Micronesia-Pacific Collection,” “Use reference books/information,” “Borrow/Return library materials,” and “Other”
	Goal 3: To promote the rights of every individual in the local community to have access to all library materials and to ensure their privacy in the use of such	- annual <i>Library Bill of Rights</i> staff workshop	- Library staff are available to assist patrons in finding information, not in censoring information

	materials.		
	<p>Goal 4: To promote the use of the library by making the community aware of the materials and services available.</p>	<p>- weekly reporting in <i>Mesekiu News</i> about library resources</p>	<p>- Volume 15, Issue 47 offers “Bits and Pieces” featuring library hours and an introduction to the “Community College Review”</p>

Appendix

B

**All Assessment Data and
Analysis Results**

Library Users' Satisfaction Survey - Spring 2016

Are you:			Gender		
Response	Frequency	Percent	Response	Frequency	Percent
PCC Student	69	71.1	Male	46	47.4
PCC Faculty	0	0.0	Female	51	52.6
PCC Alumni	0	0.0			
PCC Staff	4	4.1			
Community Member	23	23.7			
Visitor - Off Island	1	1.0			

Total	97	100.0	Total	97	100.0
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What was the main reason for your recent visit to the library?			How often do you use the library?		
Response	Frequency	Percent	Response	Frequency	Percent
Do research for class	11	11.3	Daily	57	58.8
Study or do homework	52	53.6	Weekly	22	22.7
Use Computer	5	5.2	Monthly	4	4.1
Micronesia-Pacific Collection	1	1.0	Once a semester	5	5.2
Use reference books/information	4	4.1	I've only been once	9	9.3
Borrow/Return library materials	11	11.3			
Other	13	13.4			

Total	97	100.0	Total	97	100.0
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How satisfied are you with our books and other printed materi			Availability of Computers		
Response	Frequency	Percent	Response	Frequency	Percent
Completely Satisfied	18	18.6	Excellent	31	32.0
Very Satisfied	35	36.1	Good	42	43.3
Somewhat Satisfied	28	28.9	Fair	12	12.4
Not Satisfied	9	9.3	Poor	9	9.3
Not Applicable	7	7.2	Not Applicable	3	3.1

Total	97	100.0	Total	97	100.0
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WiFi access			Library hours		
Response	Frequency	Percent	Response	Frequency	Percent
Excellent	21	21.6	Excellent	33	34.0
Good	28	28.9	Good	41	42.3
Fair	22	22.7	Fair	18	18.6
Poor	22	22.7	Poor	5	5.2
Not Applicable	4	3.1	Not Applicable	0	0.0

Total	97	100.0	Total	97	100.0
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Direction of signs

Ease of finding materials on the shelves

Response	Frequency	Percent	
Excellent	36	37.1	
Good	38	39.2	
Fair	16	16.5	
Poor	6	6.2	
Not Applicable	1	1.0	
Total	97	100.0	

Response	Frequency	Percent	
Excellent	37	38.1	
Good	40	41.2	
Fair	13	13.4	
Poor	6	6.2	
Not Applicable	1	1.0	
Total	97	100.0	

Comfort and Atmosphere

Seating capacity

Response	Frequency	Percent	
Excellent	45	46.4	
Good	31	32.0	
Fair	14	14.4	
Poor	7	6.2	
Not Applicable	0	0.0	
Total	97	100.0	

Response	Frequency	Percent	
Excellent	38	39.2	
Good	39	40.2	
Fair	13	13.4	
Poor	7	7.2	
Not Applicable	0	0.0	
Total	97	100.0	

Level of noise

general cleanliness

Response	Frequency	Percent	
Excellent	53	54.6	
Good	31	32.0	
Fair	9	9.3	
Poor	4	4.1	
Not Applicable	0	0.0	
Total	97	100.0	

Response	Frequency	Percent	
Excellent	41	42.3	
Good	46	47.4	
Fair	5	5.2	
Poor	5	5.2	
Not Applicable	0	0.0	
Total	97	100.0	

Helpfulness and courtesy of library staff

Friendliness of library staff

Response	Frequency	Percent	
Excellent	42	43.3	
Good	36	37.1	
Fair	7	7.2	
Poor	12	12.4	
Total	97	100.0	

Response	Frequency	Percent	
Excellent	39	40.2	
Good	33	34.0	
Fair	13	13.4	
Poor	12	12.4	
Total	97	100.0	

Eagerness to serve

Overall-how satisfied are you with the PCC Library?

Response	Frequency	Percent	
Excellent	38	39.2	
Good	35	36.1	
Fair	11	11.3	
Poor	13	13.4	
Total	97	100.0	

Response	Frequency	Percent	
Completely Satisfied	26	26.8	
Very Satisfied	42	43.3	
Somewhat Satisfied	25	25.8	
Not Satisfied	4	4.1	
Total	97	100.0	

What service or materials would you like to use that is not currently available in the Library?

- ◆ More fiction books (novels)
- ◆ Free WiFi access
- ◆ Audio book
- ◆ Updates books about college
- ◆ Need more Mythology books
- ◆ So far everything is good.
- ◆ Faster internet for research
- ◆ Everything is good to me so far. All resources and materials needed are all here.

What are the thing you like most about the Library?







- ◆ It has so many books and they're pretty good.
- ◆ Very Quiet
- ◆ Accessibility and space enough
- ◆ Rest room is very clean
- ◆ Staff
- ◆ I like the couch
- ◆ Computers
- ◆ Resourceful and fun!
- ◆ Air condition
- ◆ I like it cause it is quiet, although there are some who can be very noisy. Overall and most of the time, I just like to sit, read and use WiFi.

What would you like to see changed or improved in the Library?





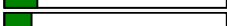
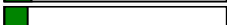

- ◆ The atmosphere, probably change the chairs to something comfortable. But I have chairs and desk as well.
- ◆ Faster Internet connection
- ◆ Enforce Library regulation/ Noise free/ Remind students that makes noise.
- ◆ Internet speed
- ◆ Update non-fictional books
- ◆ Staff - improve attitude toward students, no foul language!
- ◆ Staff should know on proper customer service etiquette.
- ◆ Policies addressed to students and public patrons should reflect upon the staff. This is regards to eating, drinking, and chewing betenut in any area of the Library.
- ◆ I would like to see those Librarians enforced the rules fairly.
- ◆ Need Customer services training

Library User Satisfaction Survey - End of Semester-Spring 2015





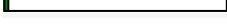
Are you: Gender

Response	Frequency	Percent		Response	Frequency	Percent
PCC Student	24	53.3		Male	21	46.7
PCC Faculty	0	0.0		Female	24	53.3
PCC Alumni	0	0.0				
PCC Staff	1	2.2				
Community Member	19	42.3				
Visitor - Off Island	1	2.2				
Total	45	100.0		Total	45	100.0

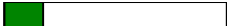
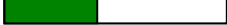



What was the main reason for your recent visit to the library? How often do you use the library?

Response	Frequency	Percent		Response	Frequency	Percent
Do research for class	6	13.3		Daily	34	75.6
Study or do homework	15	33.4		Weekly	8	17.8
Use Computer	6	13.3		Monthly	2	4.4
Micronesia-Pacific Collection	0	0.0		Once a semester	1	2.2
Use reference books/information	7	15.6		I've only been once	0	0.0
Borrow/Return library materials	6	13.3				
Other	5	11.1				
Total	45	100.0		Total	45	100.0

How satisfied are you with our books and other printed materi Availability of Computers

Response	Frequency	Percent		Response	Frequency	Percent
Completely Satisfied	12	26.7		Excellent	16	35.6
Very Satisfied	17	37.7		Good	19	42.2
Somewhat Satisfied	12	26.7		Fair	8	17.8
Not Satisfied	3	6.7		Poor	1	2.2
Not Applicable	1	2.2		Not Applicable	1	2.2
Total	45	100.0		Total	45	100.0

WiFi access Library hours

Response	Frequency	Percent		Response	Frequency	Percent
Excellent	8	17.8		Excellent	16	35.6
Good	19	42.2		Good	16	35.6
Fair	9	20.0		Fair	11	24.4
Poor	3	6.7		Poor	2	4.4
Not Applicable	6	13.3		Not Applicable	0	0.0
Total	45	100.0		Total	45	100.0

Direction of signs

Ease of finding materials on the shelves

Response	Frequency	Percent	
Excellent	19	42.2	
Good	16	35.6	
Fair	7	15.6	
Poor	1	2.2	
Not Applicable	2	4.4	
Total	45	100.0	

Response	Frequency	Percent	
Excellent	21	46.7	
Good	13	28.9	
Fair	8	17.8	
Poor	1	2.2	
Not Applicable	2	4.4	
Total	45	100.0	

Comfort and Atmosphere

Seating capacity

Response	Frequency	Percent	
Excellent	21	46.7	
Good	14	31.1	
Fair	8	17.8	
Poor	1	2.2	
Not Applicable	1	2.2	
Total	45	100.0	

Response	Frequency	Percent	
Excellent	19	42.3	
Good	17	37.8	
Fair	6	13.3	
Poor	2	4.4	
Not Applicable	1	2.2	
Total	45	100.0	

Level of noise

general cleanliness

Response	Frequency	Percent	
Excellent	22	48.9	
Good	17	37.8	
Fair	4	8.9	
Poor	1	2.2	
Not Applicable	1	2.2	
Total	45	100.0	

Response	Frequency	Percent	
Excellent	22	48.9	
Good	16	35.6	
Fair	4	8.9	
Poor	2	4.4	
Not Applicable	1	2.2	
Total	45	100.0	

Helpfulness and courtesy of library staff

Friendliness of library staff

Response	Frequency	Percent	
Excellent	29	64.4	
Good	13	29.0	
Fair	2	4.4	
Poor	1	2.2	
Total	45	100.0	

Response	Frequency	Percent	
Excellent	26	57.8	
Good	16	35.6	
Fair	1	2.2	
Poor	2	4.4	
Total	45	100.0	

Eagerness to serve

Overall-how satisfied are you with the PCC Library?

Response	Frequency	Percent	
Excellent	26	57.8	
Good	15	33.4	
Fair	2	4.4	
Poor	2	4.4	
Total	45	100.0	

Response	Frequency	Percent	
Completely Satisfied	19	42.2	
Very Satisfied	21	46.7	
Somewhat Satisfied	5	11.1	
Not Satisfied	0	0.0	
Total	45	100.0	

What service or materials would you like to use that is not currently available in the Library?

- ◆ Wish the Library would open more hours during mid-term and final exam week.
- ◆ Xerox Machine
- ◆ More books

What are the thing you like most about the Library?

- ◆ Air Condition
- ◆ Availability of Wi-Fi
- ◆ Services and books
- ◆ Staff are very cooperate and helpful.
- ◆ The atmosphere and AC
- ◆ Provide useful information and availability of Computers
- ◆ Cleanliness
- ◆ Books

What would you like to see changed or improved in the Library?

- ◆ Internet speed
- ◆ One of the Librarian must learn Customer service.
- ◆ Improve Wi-Fi access/computers
- ◆ More couch, update computers, and more chairs in the quiet study area.
- ◆ Uniform Code and Name Tag
- ◆ Noise control

Library User Satisfaction Survey - Beginning of Semester-Spring 2015

Are you: Gender

Response	Frequency	Percent	Response	Frequency	Percent
PCC Student	55	76.4	Male	33	45.8
PCC Faculty	0	0.0	Female	39	54.2
PCC Alumni	2	2.8			
PCC Staff	1	1.4			
Community Member	9	12.5			
Visitor - Off Island	5	6.9			
Total	72	100.0	Total	72	100.0

What was the main reason for your recent visit to the library? How often do you use the library?

Response	Frequency	Percent	Response	Frequency	Percent
Do research for class	3	4.2	Daily	32	44.4
Study or do homework	34	47.2	Weekly	28	38.9
Use Computer	3	4.2	Monthly	6	8.3
Micronesia-Pacific Collection	8	11.1	Once a semester	4	5.6
Use reference book/information	13	18.1	I've only been once	2	2.8
Borrow/Return library materials	4	5.6			
Other	7	9.7			
Total	72	100.0	Total	72	100.0

How satisfied are you with our books and other printed material Availability of Computers

Response	Frequency	Percent	Response	Frequency	Percent
Completely Satisfied	20	27.8	Excellent	28	38.9
Very Satisfied	29	40.3	Good	27	37.5
Somewhat Satisfied	18	25.0	Fair	11	15.3
Not Satisfied	3	4.2	Poor	3	4.2
Not Applicable	2	2.8	Not Applicable	3	4.2
Total	72	100	Total	72	100

Wi-Fi access Library hours

Response	Frequency	Percent	Response	Frequency	Percent
Excellent	17	23.6	Excellent	32	44.4
Good	27	37.5	Good	29	40.3
Fair	16	22.2	Fair	8	11.1
Poor	9	12.5	Poor	2	2.8
Not Applicable	3	4.2	Not Applicable	1	1.4
Total	72	100	Total	72	100

Direction of signs Ease of finding materials on the shelves

Response	Frequency	Percent	Response	Frequency	Percent
Excellent	32	44.4	Excellent	37	51.4
Good	27	37.5	Good	24	33.3
Fair	8	11.1	Fair	6	8.3
Poor	4	5.6	Poor	4	5.6
Not Applicable	1	1.4	Not Applicable	1	1.4
Total	72	100	Total	72	100

Comfort and Atmosphere

Seating capacity

Response	Frequency	Percent	
Excellent	46	63.9	
Good	18	25.0	
Fair	4	5.6	
Poor	4	5.6	
Not Applicable	0	0.0	
Total	72	100.0	

Response	Frequency	Percent	
Excellent	42	58.3	
Good	23	31.9	
Fair	4	5.6	
Poor	3	4.2	
Not Applicable	0	0.0	
Total	72	100.0	

Level of noise

general cleanliness

Response	Frequency	Percent	
Excellent	50	69.4	
Good	17	23.6	
Fair	3	4.2	
Poor	2	2.8	
Not Applicable	0	0.0	
Total	72	100.0	

Response	Frequency	Percent	
Excellent	51	70.8	
Good	16	22.2	
Fair	3	4.2	
Poor	2	2.8	
Not Applicable	0	0.0	
Total	72	100.0	

Helpfulness and courtesy of library staff

Friendliness of library staff

Response	Frequency	Percent	
Excellent	45	62.5	
Good	19	26.4	
Fair	3	4.2	
Poor	5	6.9	
Total	72	100.0	

Response	Frequency	Percent	
Excellent	39	54.2	
Good	20	27.8	
Fair	8	11.1	
Poor	5	6.9	
Total	72	100.0	

Eagerness to serve

Overall-how satisfied are you with the PCC Library?

Response	Frequency	Percent	
Excellent	37	51.4	
Good	21	29.2	
Fair	9	12.5	
Poor	5	6.9	
Total	72	100.0	

Response	Frequency	Percent	
Completely Satisfied	27	37.5	
Very Satisfied	30	41.7	
Somewhat Satisfied	14	19.4	
Not Satisfied	1	1.4	
Total	72	100.0	

What services or materials would you like to use that is not currently available in the Library?

- ◆ Rocking chairs
- ◆ More outlets for our laptops when used to do research.
- ◆ Better access of the internet
- ◆ Better Wi-Fi connection
- ◆ Free Wi-Fi access for all Patrons
- ◆ Enforce the Library rules
- ◆ Just the ability to browse the stacks

What are the things you like most about the Library?

- ◆ Air conditioning
- ◆ its quiet and cold
- ◆ Air Con., tables, and chairs
- ◆ The quiet area
- ◆ Quiet room for those who need time to study.
- ◆ Books, computers, and the space.
- ◆ Comfortable and quiet atmosphere
- ◆ Books, Computers, and atmosphere
- ◆ Cleanliness
- ◆ The Micronesia-Pacific Collection is excellent. You have materials here which could not even be located at MARC (University of Guam)
- ◆ Atmosphere in the basement is comfortable and quiet for studying
- ◆ Clean atmosphere and conducive place for study.

What would you like to see changed to improved in the Library?

- ◆ Have more comfortable seats.
 - ◆ More current books and other reading materials/resources.
 - ◆ Staff should control noises.
 - ◆ More magazines to read
 - ◆ Better technology
 - ◆ Variety of books
-
- ◆ Librarians should scold those students who always sit at the left table who always making noises. Library should have quiet atmosphere, so people can come and study.
 - ◆ Do not bring foods or drinks into library
 - ◆ Do not bring your kids to the library while you are working and get paid.
 - ◆ I understand the reason having "closed shelves" but it would be greatly appreciated if we could go inside the stacks to browse what is on the shelves rather having individuals books brought out by staff.
 - ◆ Be more quiet on the first floor
 - ◆ Library Staff should improve themselves by smiling when assisting or helping patrons.

Library User Satisfaction Survey - 2014

Are you: Gender

Response	Frequency	Percent			Response	Frequency	Percent
PCC Student	22	59.0		Male	19	51.4	
PCC Faculty	2	5.0		Female	18	48.6	
PCC Alumni	0	0.0					
PCC Staff	3	8.0					
Community Member	10	28.0					
Visitor - Off Island		0.0					

Total	37	100.0		Total	37	100.0
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What was the main reason for your recent visit to the library? How often do you use the library?

Response	Frequency	Percent			Response	Frequency	Percent
Do research for class	8	21.7		Daily	30	81.1	
Study or do homework	14	37.8		Weekly	5	13.5	
Use Computer	3	8.1		Monthly	1	2.7	
Micronesia-Pacific Collection	0	0.0		Once a semester	1	2.7	
Use reference books/information	6	16.2		I've only been once	0	0.0	
Borrow/Return library materials	1	2.7					
Other	5	13.5					

Total	37	100.0		Total	37	100.0
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How satisfied are you with our books and other printed materi Availability of Computers




Response	Frequency	Percent			Response	Frequency	Percent
Completely Satisfied	10	27.0		Excellent	15	40.5	
Very Satisfied	11	29.7		Good	17	45.9	
Somewhat Satisfied	10	27.0		Fair	5	13.5	
Not Satisfied	6	16.3		Poor	0	0.0	
Not Applicable	0	0.0		Not Applicable	0	0.0	

Total	37	100.0		Total	37	100.0
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WiFi access Library hours

Response	Frequency	Percent			Response	Frequency	Percent
Excellent	6	16.2		Excellent	13	35.1	
Good	13	35.1		Good	10	27.0	

Fair	9	24.3	
Poor	9	24.3	
Not Applicable	0	0.0	

Fair	12	32.4	
Poor	2	5.4	
Not Applicable	0	0.0	

Total	37	100.0		Total	37	100.0	
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Direction of signs

Ease of finding materials on the shelves

Response	Frequency	Percent	
Excellent	18	48.6	
Good	11	29.7	
Fair	4	10.8	
Poor	2	5.4	
Not Applicable	2	5.4	
Total	37	100.0	

Response	Frequency	Percent	
Excellent	18	48.6	
Good	10	27.0	
Fair	6	16.2	
Poor	1	2.7	
Not Applicable	2	5.4	
Total	37	100.0	

Comfort and Atmosphere

Seating capacity

Response	Frequency	Percent	
Excellent	18	48.6	
Good	10	27.0	
Fair	7	18.9	
Poor	1	2.7	
Not Applicable	1	2.7	
Total	37	100.0	

Response	Frequency	Percent	
Excellent	17	45.9	
Good	11	29.7	
Fair	5	13.5	
Poor	3	8.1	
Not Applicable	1	2.7	
Total	37	100.0	

Level of noise

general cleanliness

Response	Frequency	Percent	
Excellent	18	48.6	
Good	10	27.0	
Fair	7	18.9	
Poor	1	2.7	
Not Applicable	1	2.7	
Total	37	100.0	

Response	Frequency	Percent	
Excellent	17	45.9	
Good	11	29.7	
Fair	5	13.5	
Poor	3	8.2	
Not Applicable	1	2.7	
Total	37	100.0	

Helpfulness and courtesy of library staff




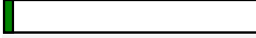
Friendliness of library staff




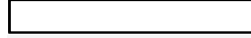
Response	Frequency	Percent	
Excellent	19	51.4	
Good	15	40.5	
Fair	2	5.4	
Poor	1	2.7	
Total	37	100.0	

Response	Frequency	Percent	
Excellent	22	59.5	
Good	11	29.7	
Fair	2	5.4	
Poor	2	5.4	
Total	37	100.0	

Eagerness to serve

Overall-how satisfied are you with the PCC Library?

Response	Frequency	Percent	
Excellent	22	59.5	
Good	10	27.0	
Fair	3	8.1	
Poor	2	5.4	
Total	37	100.0	

Response	Frequency	Percent	
Completely Satisfied	15	40.5	
Very Satisfied	19	51.4	
Somewhat Satisfied	3	8.1	
Not Satisfied	0	0.0	
Total	37	100.0	

What service or materials would you like to use that is not currently available in the Library?

- ◆ Open more hours during mid-term and final exam week.
- ◆ More books

What are the thing you like most about the Library?

- ◆ Availability of Wi-Fi
- ◆ Services and books
- ◆ Staff are very cooperate and helpful.
- ◆ Provide useful information and availability of Computers
- ◆ Cleanliness

What would you like to see changed or improved in the Library?

- ◆ Internet speed
- ◆ Improve Wi-Fi access/computers
- ◆ Noise control

PCC Library Computer Lab Evaluation Result - Fall 2014

The library computer lab is a comfortable learning environment

The library computer lab is clean and well organized

Response	Frequency	Percent	Mean: 1.8	Response	Frequency	Percent	Mean: 1.7
Strongly Agree	14	38.9		Strongly Agree	16	44.4	
Agree	17	47.2		Agree	14	38.9	
Disagree	5	13.9		Disagree	3	8.3	
Strongly Disagree	0	0.0		Strongly Disagree	3	2.8	
N/A	0	0.0		N/A	0	0.0	
Total	36	100.0		Total	36	100.0	

The library computer lab is open enough hours

Usually when I need to use computer there is one available for

Response	Frequency	Percent	Mean: 1.8	Response	Frequency	Percent	Mean: 1.9
Strongly Agree	14	38.9		Strongly Agree	13	36.1	
Agree	17	47.2		Agree	17	47.2	
Disagree	5	13.9		Disagree	4	11.1	
Strongly Disagree	0	0.0		Strongly Disagree	2	5.6	
N/A	0	0.0		N/A	0	0.0	
Total	36	100.0		Total	36	100.0	

The library computer labs internet access and speed is consist

The computers have the software I need

Response	Frequency	Percent	Mean: 1.9	Response	Frequency	Percent	Mean: 1.9
Strongly Agree	11	30.6		Strongly Agree	12	33.3	
Agree	16	44.4		Agree	17	47.2	
Disagree	9	25.0		Disagree	6	16.7	
Strongly Disagree	0	0.0		Strongly Disagree	1	2.8	
N/A	0	0.0		N/A	0	0.0	
Total	36	100.0		Total	36	100.0	

The computers are in good condition

The library staff members in the computer lab are polite and c

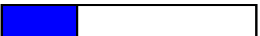




Response	Frequency	Percent	Mean: 1.8	Response	Frequency	Percent	Mean: 1.9
Strongly Agree	12	33.3		Strongly Agree	13	36.1	
Agree	19	52.8		Agree	16	44.4	
Disagree	4	11.1		Disagree	6	16.7	
Strongly Disagree	1	2.8		Strongly Disagree	1	2.8	
N/A	0	0.0		N/A	0	0.0	
Total	36	100.0		Total	36	100.0	

The library staff members are helpful and knowledgeable when

I am comfortable using the online catalog

Response	Frequency	Percent	Mean: 1.6	Response	Frequency	Percent	Mean: 1.8
Strongly Agree	16	44.4		Strongly Agree	14	38.9	
Agree	18	50.0		Agree	17	47.2	
Disagree	2	5.6		Disagree	3	8.3	
Strongly Disagree	0	0.0		Strongly Disagree	2	5.6	
N/A	0	0.0		N/A	0	0.0	
Total	36	100.0		Total	36	100.0	

I am familiar with the EBSCO database and online research tech

Response	Frequency	Percent	Mean: 2.0
Strongly Agree	11	30.6	
Agree	17	47.2	
Disagree	4	11.1	
Strongly Disagree	4	11.1	
N/A	0	0.0	
Total	36	100.0	

4/29/2014

Comment/Suggestions

- ◆ Need a virus update and remover
- ◆ Internet connection need to make it fast connection
- ◆ There is a virus in the computer to infect our flash drive.
- ◆ Computer Manager is kind and helpful
- ◆ Computers are ok but internet is too slow

PCC - Library Computer Lab Evaluation - Fall 2015

The library computer lab is a comfortable learning environment

The library computer lab is clean and well organized

Response	Frequency	Percent	
Strongly Agree	8	72.7	
Agree	3	27.3	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	

Response	Frequency	Percent	
Strongly Agree	8	72.7	
Agree	2	18.2	
Disagree	1	9.1	
Strongly Disagree	0	0.0	
N/A	0	0.0	

The library computer lab is open enough hours

Usually when I need to use computer there is one available for

Response	Frequency	Percent	
Strongly Agree	9	81.8	
Agree	2	18.2	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	

Response	Frequency	Percent	
Strongly Agree	7	63.6	
Agree	3	27.3	
Disagree	0	0.0	
Strongly Disagree	1	9.1	
N/A	0	0.0	

The library computer labs Internet access and speed is consist

The computers have the software I need

Response	Frequency	Percent	
Strongly Agree	8	72.7	
Agree	2	18.2	
Disagree	1	9.1	
Strongly Agree	0	0.0	
N/A	0	0.0	

Response	Frequency	Percent	
Strongly Agree	7	63.6	
Agree	3	27.3	
Disagree	0	0.0	
Strongly Disagree	1	9.1	
N/A	0	0.0	

The computers are in good condition

The library staff members in the computer lab are polite and c

Response	Frequency	Percent	
Strongly Agree	7	63.6	
Agree	4	36.4	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	

Response	Frequency	Percent	
Strongly Agree	7	63.6	
Agree	3	27.3	
Disagree	0	0.0	
Strongly Disagree	1	9.1	
N/A	0	0.0	

The library staff memebers are helpful and knowledgeable when

I am comfortable using the online catalog

Response	Frequency	Percent	
Strongly Agree	8	72.7	
Agree	3	27.3	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	

Response	Frequency	Percent	
Strongly Agree	6	54.5	
Agree	5	45.5	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	

I am familiar with the EBSCO database and online research tech

Response	Frequency	Percent	
Strongly Agree	6	54.5	
Agree	5	45.5	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	

Suggestions or examples for improvement on items that you disagreed or strongly disagreed .

- ◆ The internet connection is little bit slow but its okay.
- ◆ Please find another way to make internet connection more faster.
- ◆ Need to improve internet connection

PCC Library - Computer Lab Evaluation Report - Fall 2016

The library computer lab is a comfortable learning environment

The library computer lab is clean and well organized

Response	Frequency	Percent	
Strongly Agree	10	16.7	
Agree	50	83.3	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	
Total	60	100.0	

Response	Frequency	Percent	
Strongly Agree	10	16.7	
Agree	50	83.3	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	
Total	60	100.0	

The library computer lab is open enough hours

Usually when I need to use computer there is one available for

Response	Frequency	Percent	
Strongly Agree	11	18.3	
Agree	49	81.7	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	
Total	60	100.0	

Response	Frequency	Percent	
Strongly Agree	11	18.3	
Agree	49	81.7	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	
Total	60	100.0	

The library computer labs Internet access and speed is consist

The computers have the software I need

Response	Frequency	Percent	
Strongly Agree	33	55.0	
Agree	27	45.0	
Disagree	0	0.0	
Strongly Agree	0	0.0	
N/A	0	0.0	
Total	60	100.0	

Response	Frequency	Percent	
Strongly Agree	8	13.3	
Agree	52	86.7	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	
Total	60	100.0	

The computers are in good condition

The library staff members in the computer lab are polite and c

Response	Frequency	Percent	
Strongly Agree	9	15.0	
Agree	51	85.0	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	
Total	60	100.0	

Response	Frequency	Percent	
Strongly Agree	10	16.7	
Agree	50	83.3	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	
Total	60	100.0	

The library staff memebers are helpful and knowledgeable when

I am comfortable using the online catalog

Response	Frequency	Percent	
Strongly Agree	9	15.0	
Agree	51	85.0	
Disagree	0	0.0	
Strongly Disagree	0	0.0	
N/A	0	0.0	
Total	60	100.0	

Response	Frequency	Percent	
Strongly Agree	5	8.3	
Agree	44	73.3	
Disagree	3	5.0	
Strongly Disagree	8	13.3	
N/A	0	0.0	
Total	60	99.9	

I am familiar with the EBSCO database and online research tech

Response	Frequency	Percent	
Strongly Agree	6	10.0	
Agree	44	73.3	
Disagree	3	5.0	
Strongly Disagree	7	11.7	
N/A	0	0.0	
Total	60	100.0	

Suggestions or examples for improvement on items that you disagreed or strongly disagreed.

- ◆ Upgrade Internet speed
- ◆ Clean all computers with viruses
- ◆ Please allow us to access facebook.

Appendix

C

All Assessment Tools

Name: _____

Instructor's Name: _____

To be filled in by Library Staff Score: _____

Date turned in: _____

Time turned in: _____

SS 100 Library Scavenger Hunt

Use EbscoHost DataBase for these Questions

- Login to the **EBSCOHost** database (<http://search.ebscohost.com>) using the username “prel” and the password “prel”. Click on the category “All Databases”. What is the first database listed?

- Click on the link for Academic Search Premier. In the first search box type in James Thull. What is the name of the first article that comes up? _____
- Now in the same search box delete James Thull and type in Palau and click search? Are there more than a 1,000 articles available? _____

Use the Library Catalog for these Questions

- In the online catalog, look up this **title**: *The Yapese Agricultural System*
Who is the author? _____
In which section of the library is this book located? _____
- Using the **Author Search** in the Online Catalog find how many books the library has written by Ernest Hemingway. _____
- Using the **Title Search** in the Online Catalog find out if the library has a copy of *Grapes of Wrath* if so who is the author? _____
- Using the **Keyword Search** type in Montana. What is the title of the first book?

Use the Print Collection for these Questions

- What is the front page headline for today's *Tia Belau*?

- Does the library carry the magazine *Rolling Stone* in print? _____
- In the reference section on the second floor what kind of book sits on top of the pedestal between the book shelves by the Teen Section window?



LIBRARY USER SATISFACTION SURVEY

We want our Library and its staff to meet your needs. Please take a moment to answer these questions and let us know how we are doing.
 Thank you!

- | | | | |
|----------------------|-----------------------|--------------|-----------------------|
| Are you: PCC Student | <input type="radio"/> | Gender: Male | <input type="radio"/> |
| PCC Faculty | <input type="radio"/> | Female | <input type="radio"/> |
| PCC Alumni | <input type="radio"/> | | |
| PCC Staff | <input type="radio"/> | | |
| Community member | <input type="radio"/> | | |
| Visitor (Off-island) | <input type="radio"/> | | |

- What was the main reason for your recent visit to the library?

Do research for class	<input type="radio"/>
Study or do homework	<input type="radio"/>
Use Computer	<input type="radio"/>
Micronesia-Pacific Collection	<input type="radio"/>
Use reference books/information	<input type="radio"/>
Borrow/Return library materials	<input type="radio"/>
Other	<input type="radio"/>
- How often do you use the library?

Daily	Weekly	Monthly	Once a semester	This is my first-time
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- How satisfied are you with our books and other printed materials?

Completely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied	N/A-Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- How would you rate the library on the following?

	Excellent	Good	Fair	Poor	N/A-Not Applicable
Availability of computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wi-Fi access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direction of signs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding materials on the shelves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort and atmosphere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seating capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- How would you rate our staff in the following areas?

	Excellent	Good	Fair	Poor
Helpfulness and courtesy of library staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness of library staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eagerness to serve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- Overall, how satisfied are you with PCC Library?

Completely Satisfied	Very Satisfied	Somewhat Satisfied	Not Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- What services or materials would you like to use that is not currently available in the library?
- What are the things you like most about the library?
- What would you like to see changed or improved about in the library?

PCC LIBRARY COMPUTER LAB EVALUATION

INSTRUCTION: Please shade (●) the one response to your answer in the appropriate circle.	<i>Rating Scale</i>				
	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
	(4)	(3)	(2)	(1)	N/A
1. The library computer lab is a comfortable learning environment.	④	③	②	①	○
2. The library computer lab is clean and well organized.	④	③	②	①	○
3. The library computer lab is open enough hours.	④	③	②	①	○
4. Usually, when I need to use computer, there is one available for me.	④	③	②	①	○
5. The library computer lab's Internet access and speed is consistent and adequate.	④	③	②	①	○
6. The computers have the software I need.	④	③	②	①	○
7. The computers are in good condition.	④	③	②	①	○
8. The library staff members in the computer lab are polite and courteous.	④	③	②	①	○
9. The library staff members are helpful and knowledgeable when computer or technical problems arise.	④	③	②	①	○
10. I am comfortable using the online catalog.	④	③	②	①	○
11. I am familiar with the EBSCO database and online research techniques.	④	③	②	①	○

Please include suggestion or examples for improvement on items that you disagreed or strongly disagreed with above.

PCC LIBRARY COMPUTER LAB EVALUATION

INSTRUCTION: Please shade (●) the one response to your answer in the appropriate circle.	<i>Rating Scale</i>				
	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
	(4)	(3)	(2)	(1)	N/A
1. The library computer lab is a comfortable learning environment.	④	③	②	①	○
2. The library computer lab is clean and well organized.	④	③	②	①	○
3. The library computer lab is open enough hours.	④	③	②	①	○
4. Usually, when I need to use computer, there is one available for me.	④	③	②	①	○
5. The library computer lab's Internet access and speed is consistent and adequate.	④	③	②	①	○
6. The computers have the software I need.	④	③	②	①	○
7. The computers are in good condition.	④	③	②	①	○
8. The library staff members in the computer lab are polite and courteous.	④	③	②	①	○
9. The library staff members are helpful and knowledgeable when computer or technical problems arise.	④	③	②	①	○
10. I am comfortable using the online catalog.	④	③	②	①	○
11. I am familiar with the EBSCO database and online research techniques.	④	③	②	①	○

Please include suggestion or examples for improvement on items that you disagreed or strongly disagreed with above.

Appendix

D

Service Area Assessment Calendar

Library Service Area Assessment Calendar

Fall 2014	Spring 2015	Summer 2015	Fall 2015	Spring 2016	Summer 2016	Fall 2016	Spring 2017	Summer 2017
Computer Lab Survey	User Satisfaction Survey		Computer Lab Survey	User Satisfaction Survey		Computer Lab Survey	User Satisfaction Survey	
SS100 (Aug 2014) 18	SS100 (Feb 2015) 47	SS100 (June 2015) 14	SS100 (Aug 2015) 22	SS100 (Jan 2016) 6	SS100 (June 2016) 21		SS100 (Feb 2017) 14	SS100 (June 2017) 24
SS100 (Sep 2014) 28		SS100 (July 2015) 5	SS100 (Sep 2015) 56	SS100 (Feb 2016) 17		SS100 (Sep 2016) 73	SS100 (May 2017) 12	
SS100 (Nov 2014) 13			SS100 (Nov 2015) 25	SS100 (Mar 2016) 9				

Note: SS100 is done only by requests. Students do attend library orientation but some will not turn in their Scavenger Hunt. The figures above are based on those students who turn in their work for a librarian to grade. Grades then are submitted to the instructors who requested the library orientation.

- User Satisfaction Survey
- Computer Lab Survey
- SS100 Library Orientation