

Piedmont Community College
Learning Resources Centers Executive Summary
June 14, 2011

The Executive Summary for the Learning Resources Center's Program Review is submitted below. The report focuses on strengths, challenges, recommendations, and an action plan. The comprehensive report is complete and attached. Members of the committee are as follows:

Gretchen M. Bell	Dean, Learning Resources Centers/Distance Education
Lisa Palmer	Institutional Researcher
Ernest Avery	Technical Services Librarian
Vanessa Bass	Reference Librarian
Judy Bradsher	Dean, Technical and Occupational Programs
Leon Holloway	Instructor, Math
Adrienne Knowles	Instructor, Developmental English/Reading
Lionell Parker	Coordinator, Library Services, Caswell Campus
Norwood Walker	Instructor, English

STRENGTHS

Strengths identified by committee and external sources, such as advisory committees, staff, faculty, and students.

- State-of-the-art Learning Resources Centers which are conducive to a learning environment, with coffee and snacks leisure area
- Information Literacy instruction provided through campus wide Smart Technology classrooms
- Information Commons area is equipped with computers and wireless Internet access
- Library support services
- AV production services for faculty, students, and community users
- Conference rooms equipped with Smart Technology and testing rooms
- iLink is the online public access catalog (OPAC)
- CCLINC is a consortium of community college libraries in North Carolina. It is linked through a statewide communications network and computer system.
- Provides access to over 1.8 million items owned by the 46 member libraries
- Circulates approximately 500,000 items per year
- Sends and receives more than 7,500 items annually to and from member libraries
- NC LIVE (North Carolina statewide online library service) was founded in 1997 by representatives from the North Carolina Community Colleges, the NC independent colleges and universities, the North Carolina Library Directors Association, the University of North Carolina, and the State Library of North Carolina. NC LIVE serves nearly 200 member libraries across North Carolina and is dedicated to providing North Carolinians with online library and information resources that support education, enhance statewide economic development, and increase quality of life.
- PCC/LRC Read 'n' See Book Club impacts reading across the curriculum

- Library Liaison Program provides effective collection development for all curriculum programs
- Annual Vendor Showcase allows faculty and staff to select books and technology to support teaching and learning.
- Financial Literacy Workshops held in collaboration with Student Development.
- Children Story Hours and other activities held in collaboration with PCC Child Development Center.

CHALLENGES

- Increase students’ ability and access to use library resources by promoting information literacy in all programs of study
- Increase shelving, seating, and study space
- Develop outreach programs to engage students in all areas of the College
- Relocate facility to central location for easier patron access
- Increase collaboration in scheduling to enhance information literacy instruction

RECOMMENDATIONS

Recommendations to improve the program:

- Add Information Literacy assessment for ACA 122
- Strengthen collaboration with community partners
- Collaborate with Friends of the Person and Caswell County Libraries to host a Lunch Bunch Book Club with community and students attending

ACTION PLAN

Item	Plan	Responsibility	Timeline
ACA 122	Develop and assess the information literacy component for ACA 122	Dean of the Learning Resources Centers/Distance Education and Librarians	Fall 2011
Strengthen Collaboration with Community Partners	Collaborate with the Friends of the Person and Caswell County Libraries (e.g., host a Lunch Bunch Book Club)	Dean of the Learning Resources Centers/Distance Education and Librarians	2011 – 2012
Customer Service Training	Schedule customer service training to all Learning Resources Centers staff	Dean of the Learning Resources Centers/Distance Education, Librarians, and Support Staff	2011 - 2012