

PLANNING AND EVALUATION

Date of Assessment Cycle: 2003-2004

Administrative Area/Unit/Program: V. P. Academic Affairs/ Director of Libraries

Location: All Campus Libraries

Contact Person: Carmen Cummings

Expanded Statement of Institutional Purpose (PROGRAM OR FUNCTION) **Must be tied to institutional philosophy & purpose.**	Intended Outcomes/ Expected Results	Assessment Method & Criteria	Assessment Results	Use of Results
<p>To meet the needs of online users, the library will participate in the Statewide Ask-a-Librarian program. This will provide online, real time access to SJRCC Public Services Librarians during operating hours. Purpose: Encompasses 2002 2002-2003 SJRCC Mission Statement</p>	<p>Enable online users to have access to the same level of reference and information services as our on campus users.</p>	<p>Ask-a-Librarian statistics and SJRCC Library Spring Survey results will be evaluated.</p>	<p>The results will provide data regarding the expectations and needs of and online users.</p>	<p>To better serve the needs of our online user population.</p>