

PLANNING AND EVALUATION

Date of Assessment Cycle: 2002-2003

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 provide Reciprocal Live Reference & Information services via the Internet using chat software to support the information needs of our remote students and faculty.</p> <p>Institutional Purpose: Encompasses 2002-2003 SJRCC Mission Statement</p>	<p>To ensure successful online information retrieval and improve access to our Reference Librarians by remote users. Also, participation in the reciprocal Live Reference Program ensures extended hours of Reference Services to our users.</p>	<p>User statistics will be maintained to document the effectiveness of the service. The 2003 Spring Survey will solicit response about this service.</p>	<p>The results will be used to improved Reference and Information services to all users at SJRCC, particularly the remote users who are unable to come to a campus library.</p>	<p>The Live Reference chat functionality adds to our SJRCC Virtual Library, which is another service point to meet the Library and information needs of our users.</p>