

I. Program Profile

A. Mission/Purpose

The [mission](#) of the L. W. Tyree Library, located on the Northwest Campus, is to serve all Santa Fe College students, faculty and staff, thus supporting the [SF mission](#). The Library provides knowledgeable staff, appropriate resources and an environment that promotes user success and life-long learning.

The Library's main goals are as follows:

1. *Outreach and Access* - Providing state of the art communication for all users to access information resources.
2. *Delivery Alternatives* - Assess student needs and outcomes and create innovative and flexible learning opportunities.
3. *Education Programs* - Provide educational offerings to all users.
4. *Human Resources* - Recruit, develop, assess, and retain quality full and part- time librarians and library staff.
5. *Technology* - Provide access and resources for research.
6. *Resources* - Provide state of the art library for users.

B. Staff

The Library supports all elements of the Santa Fe community first and foremost with a skilled staff committed to meeting students where they are and helping them to develop the research and evaluative skills needed to succeed in college and in the future. Because of the commitment to service, a reference librarian is always on duty to assist users whenever the Library is open and a service desk is located on each of the three floors. The entire staff is available in person, by phone or email. All [contact information](#) is on the Library website.

The hallmark of the Library is service and the College administration is well aware of this and has traditionally supported all efforts of the Library. The Library Director reports to the Provost and Vice President for Academic Affairs who reports to the College President. Not only

do both administrators attend and help publicize Library initiatives and events, they have consistently funded the Library, even adding funds to hire increased staff at all levels (i.e. librarian, supervisors and student assistants) to maintain the seven day-a-week schedule.

While the operations budget was tightened as part of a college-wide plan in fiscal year 2009, the Library personnel budget was not cut as that would certainly have impacted users through reduced hours of operations and reduced research and Information Literacy instruction. The College has consistently demonstrated support for the Library.

Reference assistance is routinely provided in person, by phone, email and online chat ([Ask a Librarian](#)) and [virtual](#) presence in online classes. Librarians teach at the Centers as well as the Northwest Campus. The Library has active partnerships with public libraries in Alachua and Bradford counties and has consistently taken a leadership role among Florida community and state libraries with numerous staff chairing and serving on statewide committees. The Director has mentored staff from other organizations and libraries in the state.

The Director and all Reference Librarians hold Masters Degrees in Library and Information Science from accredited universities. The Director is an experienced administrator with background in university, special, public and community college libraries. The Reference Librarians have a wide range of professional experience and skills. They are classified as faculty and enjoy both the privileges and the responsibilities of that rank.

Every member of the [library staff](#) is professional and service-oriented. In the course of accomplishing their jobs, all levels of library staff interact with users and colleagues throughout the Northwest Campus and the [six Centers](#). All interactions are characterized by mutual respect and customer service. The entire staff is available to users in person, by phone and email. All [contact information](#) is readily accessible from the Library website.

General staff meetings and meetings of the Reference Librarians are held once a month. Supervisor's meetings consisting of the Director and the heads of Circulation and Technical Services take place formally once a month with additional meetings as needed.

All full-time library staff are reviewed systematically according to College policy. Everyone has goals mutually agreed to as part of their performance plan and evaluation. All members of the staff provide feedback on each other's work and team performance via

anonymous surveys. Librarians have their [library staff survey](#) and send a [peer survey](#) to SF instructors. Career Service employees have their [library staff survey](#). Administrative and Professional employees have their [library staff survey](#). The Provost’s office generates four separate surveys to be used for evaluating the Library Director (i.e. Library Faculty survey, Library Administration and Professional survey, Library Career Service survey and SF Chairs and Directors Peer survey).

All members of the Library staff regularly attend workshops and classes that improve their technical skills and broaden their understanding of the ever-changing world of libraries and information trends and technology. The Library is a member of the North East Florida Library Information Network ([NEFLIN](#)). This cooperative network provides training for all staff and networking opportunities among peers.

The names, titles, qualifications and experience of all Library staff are listed in the following table.

Name	Position	Credentials	Library Related Experience
Myra Sterrett	Director	MLIS, City University of New York, Queens College BA, State University of New York, Purchase College	31 years professional experience; university, special, public and community college libraries. <ul style="list-style-type: none"> • Director 11 years (SF) • Associate Director 2 years (UF) • Director 5 years (R&D Library BIPI) • Reference & Technical Services Librarian 5 years (Norwalk Public & IBM) • Paraprofessional all departments 8 years (SUNY Purchase Library)
Nance Lempinen-Leedy	Reference Librarian, Associate Professor	MLS, Wayne State University BA, Michigan State University	19 years professional experience; public, college and community college libraries. <ul style="list-style-type: none"> • Reference Librarian 4 years (SF) • Adult Services Manager 6 years (Alachua County Library)

Name	Position	Credentials	Library Related Experience
			District) <ul style="list-style-type: none"> • Adult Services Librarian 5 years (ACLD) • Resource Center Director 1 year (City College, Gainesville) • Library Circulation Assistant 2 years (Bloomfield Twp. Public Library)
Diana Matthews	Reference Librarian, Associate Professor	MLIS, University of South Florida BA, University of Florida	8 years professional experience; university and community college libraries. <ul style="list-style-type: none"> • Reference Librarian 4 years (SF) • Library Graduate Assistant 2 years (USF) • Library Assistant (G&E) 2 years (UF)
Jenna Miller	Reference Librarian, Associate Professor	MLIS, University of South Florida BS, University of Florida	14 years professional experience; university, community college, and public libraries. <ul style="list-style-type: none"> • Reference Librarian 7 years (SF) • Science Librarian 8 months (UF) • Librarian I, Youth Services 3+ years (Alachua County Library District) • Paraprofessional various departments 3+ years (ACLD)
Ramona Miller-Ridlon	Reference Librarian, Professor	MS LIS, Florida State University BA, University of Florida	16 years professional experience; university and community college libraries. <ul style="list-style-type: none"> • Reference Librarian 12 years (SF) • Reference Librarian 2 years (UF) • Reference Librarian 2 years (USF – Sarasota)
Scott Tarbox	Reference Librarian, Associate Professor	MS LIS, Florida State University BSBA, University of Florida	16 years professional experience; public libraries and community college libraries. <ul style="list-style-type: none"> • Reference Librarian 9 years

Name	Position	Credentials	Library Related Experience
			(SF) <ul style="list-style-type: none"> • Branch Manager 2 years (Martin County Library System) • Reference Manager 3 years (MCLS) • Reference Librarian 2 years (MCLS)
Trenita White	Technical Services Librarian, Associate Professor	MLIS, Florida State University BS, University of Florida	27.5 years professional experience (SF). <ul style="list-style-type: none"> • Technical Services Librarian 5 years • Technical Services Manager 5 years • Paraprofessional (Technical Services) 13 years • Educational Aide (Circulation) 4 years
Nancy Schenewerk	Reference Librarian, Adjunct Associate Professor	MLIS, University of North Texas MEd, Texas A&M- Texarkana BA, Southern Methodist University	33 years of professional experience. <ul style="list-style-type: none"> • Reference librarian, Cataloguer and Adjunct Professor (SF) 7 years • Educator: High School English / History and Adjunct Instructor History 26 years
Elizabeth Strickland	Reference Librarian, Adjunct Associate Professor	MLn, Emory University MA, University of Florida BA, University of Richmond	41 years professional experience. <ul style="list-style-type: none"> • Reference Librarian and Adjunct Professor 12 years (SF) • High School Librarian 25 years • Reference Librarian (USF) 1 year • High School English teacher 3 years
Kim Hankins	Library Specialist	BS, Florida State University	30 years professional experience; public school, university and community college libraries. <ul style="list-style-type: none"> • Library Specialist Acquisitions/Reference 23 years (SF) • Library Technical Assistant Acquisitions 3 years (UF)

Name	Position	Credentials	Library Related Experience
			<ul style="list-style-type: none"> • Library Technical Assistant Physics/Math Library 3 years (University of Rochester, NY) • Librarian 1 year (High School)
Celeta Taylor	Administrative Assistant		<p>34 years professional experience; community college.</p> <ul style="list-style-type: none"> • Administrative Assistant 9 years (SF Library) • Administrative Assistant & Supervisor for faculty unit support staff 19 years (SF Media) • Film/Video Librarian 3 years (SF Media) • Secretary for Student Activities/Athletics Dept 2 years (SF) • Admissions Office 1 year (SF)
Peter Sokol	Circulation Supervisor	BA, University of Florida	<p>31 years professional experience; bookseller, bookstore manager, library circulation supervisor.</p> <ul style="list-style-type: none"> • Library Circulation Supervisor 6 years (SF) • Assistant bookstore manager 15 years (Independent book store, Gainesville, Florida) • Bookseller 10 years (Independent book store, Gainesville Florida)
Mike Muhlhauser	Evening Circulation Supervisor	MA, University of Florida BA, Penn State University	<p>11 years professional experience; university bookstore, university classroom, community college library.</p> <ul style="list-style-type: none"> • Evening Circulation Supervisor 7 years (SF) • Graduate Student/Instructor 2 years (UF) • Assistant Manager academic bookstore 2 years (West Chester University)

Name	Position	Credentials	Library Related Experience
Tom Holland	Technical Services Support Specialist	AA, Santa Fe Community College	27 years professional experience. <ul style="list-style-type: none"> • Technical service support and Classroom collection 10 years (SF) • Audio Visual Manager of the Film/Video Library & classroom media support specialist, 17 years (SF) • Classroom and public address media support specialist, 17 years (SF)
Jimmy Mercer	Technical Services Support Specialist	AA, Santa Fe Community College	40 years business and professional experience. <ul style="list-style-type: none"> • Interlibrary Loan Specialist 4 year (SF) • Press Operator 11 years (SF) • Printing Department Manager 9 years (USF) • Printing Department Manager 5 years (SF) • VP multi store restaurant chain 5 years • Private printing company owner operator 2 years • Press Operator 4 years (private business)

The names, titles and committee service of Tyree Library staff are in the following table.

Name	Position	Committee
Myra Sterrett	Director	<i>Current:</i> <ul style="list-style-type: none"> • SF Chairs and Directors Council (2001-) • SF Coordinating Council (2001-) • SF Lifetime Achievement Award Committee (2012-) Florida Scholarly Communications Interest Group member (2011-) <ul style="list-style-type: none"> • Florida Unified Library Services Member Council (2012-) • SF International Film Festival (2012-)

Name	Position	Committee
		<ul style="list-style-type: none"> • Mentor of librarians in the Sunshine State Library Leadership Institute (2008-2009; 2011-) • Florida Community College System, Funding Formula Committee, Library Subcommittee member (2005-) • Member, peer group accessing information literacy [Indian River State College, Lake Sumter Community College, St. John’s River State College, Santa Fe College] (2005-) • Advisory Board member, College Center for Library Automation (2001-) <p><i>Past:</i></p> <ul style="list-style-type: none"> • SF Theater Manager Search Committee (2011) • SF Vice President of Assessment, Research and Technology Search Committee (2011) • Member, Strategic Planning and Goals Workgroup of the Task Force on the Future of Libraries in Florida (2011-2012) • Past Chair, Learning Resources Subcommittee of the Council on Instructional Affairs (2010-2011) • Member, SF BAS Implementation Committee (2010) • Chair and Author of SACS response for sections 2.9 and 3.8.1-3 (2009) • Chair, Learning Resources Subcommittee of the Council on Instructional Affairs (2009-2010) • Chair Elect, Learning Resources Subcommittee of the Council on Instructional Affairs (2008-2009) • Member, AFC (previously FACC) Learning Resources Commission Award Committee (2007-2011) • Member, 1 City 1 Story in Gainesville Committee (2007-2009) • Member, FLA Scholarship Committee (2006-2007) • Member, ACLD Branch in East Gainesville Group Meeting [Dr. Sasser, Dr. Cole-Smith, Mr. Hirsch] (2005-) • Member, Bradford County Public Library Group reviewing plans for new library (2005) • Member, Executive Board of CCLA (2005-2008)

Name	Position	Committee
Nance Lempinen-Leedy	Reference Librarian, Associate Professor	<p><i>Current:</i></p> <ul style="list-style-type: none"> • Member, Florida Library Association Membership Committee (2012-) • Member, Screening Committee Assistant Vice President for Academic Technologies (2012) • Editor, SACS response for sections 2.9, 3.8.1-3 (2009-) • SACS Committee on Library/Learning Resources (2011-) • SF Library Committee on Emergency Procedures (2009-) • SF Technical Advisory Committee [TAC] (2008-) <p><i>Past:</i></p> <ul style="list-style-type: none"> • Member, LRSC Statewide Subcommittee on Information Literacy [SCIL] (2009-2012) • SF LAS Curriculum Committee (2010-2012) • Member, LRC Exemplary Practice Award Judging Committee (2011) • Chair, LRSC Statewide Subcommittee on Information Literacy [SCIL] (2010-2011) • SF College Senate Executive Council (2009-2010) • Co-Chair, SACS Subcommittee on Technology Use (2009-2010) • SACS Subcommittee on Library/Learning Resources (2009)
Diana Matthews	Reference Librarian, Associate Professor	<p><i>Current:</i></p> <ul style="list-style-type: none"> • LMS Migration Committee (2012-) • SACS Committee on Library/Learning Resources (2011-) • President's Kitchen Cabinet (2010-) • Library Committee on Emergency Procedures (2009-) • Websmith, SF Research in Undergraduate Education [RUE] Work Group (2009-) <p><i>Past:</i></p> <ul style="list-style-type: none"> • Santa Fe QEP Working Group (2011) • SACS Subcommittee on Library/Learning Resources (2009) • SACS Subcommittee on Online Learning (2009) • SACS Subcommittee on Technology Use (2009) • SF College Senate Executive Council (2010-2012) • Member, LRSC Statewide Subcommittee on

Name	Position	Committee
		Information Literacy [SCIL] (2009-2012) <ul style="list-style-type: none"> Statewide LIS2004 Course Revision Committee (2009-2012)
Jenna Miller	Reference Librarian, Associate Professor	<i>Current:</i> <ul style="list-style-type: none"> SACS Committee on Library/Learning Resources (2011-) SF College Senate Vice President (2010-) SF Safety, Traffic, and Parking Committee (2010-) LAS Curriculum Subcommittee (2012-) <i>Past:</i> <ul style="list-style-type: none"> Santa Fe QEP Working Group (2011) SF Tech Ready Workshop & Mentoring Project (2010-2011) SACS Subcommittee on Library/Learning Resources (2009) SACS Subcommittee on Technology Use (2009) Chair, Statewide LIS2004 Course Revision Committee (2007-2008) SF College Senate Secretary (2007-2008) SF Assistant Professor, Librarian Search Committee (2006) Cooperation and Development Standing Committee [College Center for Library Automation] (2006-2009) Member, Statewide LIS2004 Course Revision Committee (2006-2007) SF Technology Advisory Committee [TAC] (2005-2008) SF College Senate Executive Council (2005-2007) Member and Websmith, SF Research in Undergraduate Education [RUE] Work Group (2005-2008)
Ramona Miller-Ridlon	Reference Librarian, Professor	<i>Current:</i> <ul style="list-style-type: none"> SF College Senate Executive Council (2002-2003; 2012-) SACS Committee on Technology Use (2011-) SACS Committee on Library/Learning Resources (2011-) <i>Past:</i> <ul style="list-style-type: none"> SF Provost Academic Affairs Search Committee (2010)

Name	Position	Committee
		<ul style="list-style-type: none"> • Chair, SF LAS Curriculum Committee (2009-2011) • Member, SF Baccalaureate Curriculum Committee (2009-2011) • Co-chair, SF LAS Curriculum Committee (2008-2009) • SF Assistant Professor, Librarian Search Committee (2008) • SF Provost Academic Affairs Screening Committee (2007) • SF Assistant Professor, Librarian Search Committee (2006) • SF Webmaster Search Committee (2006) • SF Vice President Academic Affairs Screening Committee (2004) • SF Assistant Professor, Librarian Search Committee (2003) • SF College Senate Secretary (2003-2005) • SF Administrative Assistant (Library) Search Committee (2003) • Statewide Ask a Librarian Committee (2002-2005) • Statewide LIS2004 Course Revision Committee (2002-2004)
Scott Tarbox	Reference Librarian, Associate Professor	<p><i>Current:</i></p> <ul style="list-style-type: none"> • SACS Committee for Governance and Administration (2011-) • SACS Committee on Library/Learning Resources (2011-) • SF Salary and Benefits Committee (2011-) • Library Liaison, SF Library Advisory Committee (2008-) <p><i>Past:</i></p> <ul style="list-style-type: none"> • Chair, SF Assistant Professor, Librarian Search Committee (2008) • SF College Senate Executive Council (2007-2009) • Intellectual Property Committee [VPAA] (2006-2007) • SF Pandemic/Disaster Planning Committee (2006-2007) • SF LAS Curriculum Committee (2003-2005) • NEFLIN Committee for Continuing Education

Name	Position	Committee
		(2003-2005)
Trenita White	Technical Services Librarian, Associate Professor	<p><i>Current:</i></p> <ul style="list-style-type: none"> • Sustainable Santa Fe Committee (2008-) • Technical Services Standing Committee [College Center for Library Automation] (2009-) • SF Black History Month Planning Committee (2011-) • SACS Committee on Library/Learning Resources (2011-) • Student Support Services SACS Committee (2011-) <p><i>Past:</i></p> <ul style="list-style-type: none"> • SF Assistant Professor, Student Development and Instruction (SDI) Search Committee (2010) • SF Tech Ready Workshop & Mentoring Project, Academic Foundations (2010) • SF Black History Month Essay Committee (2009) • SACS Subcommittee on Online Learning (2009) • SACS Subcommittee on Library/Learning Resources (2009) • SF Assistant Professor, Librarian Search Committee (2008) • SF Circulation Manager (Library) Search Committee (2006) • SF Evening Circulation Supervisor (Library) Search Committee (2005) • SF Administrative Assistant (Library) Search Committee (2003)
Nancy Schenewerk	Reference Librarian	<p><i>Current:</i></p> <ul style="list-style-type: none"> • SACS Committee on Library/Learning Resources (2011-) • NEFLIN Continuing Education Committee (2010-) <p><i>Past:</i></p> <ul style="list-style-type: none"> • SACS Subcommittee on Library/Learning Resources (2009)

Name	Position	Committee
Elizabeth Strickland	Reference Librarian	<p><i>Current:</i></p> <ul style="list-style-type: none"> • SACS Committee on Library/Learning Resources (2011-) • SF Petitions Committee (2010-) <p><i>Past:</i></p> <ul style="list-style-type: none"> • SACS Subcommittee on Library/Learning Resources (2009)
Kim Hankins	Library Specialist	<p><i>Current:</i></p> <ul style="list-style-type: none"> • SACS Committee on Library/Learning Resources (2011-) <p><i>Past:</i></p> <ul style="list-style-type: none"> • SF Library Emergency Service Continuity Plan Taskforce (2009) • SACS Subcommittee on Library/Learning Resources (2009) • SF Assistant Professor, Librarian Search Committee (2008) • SF Florida Springs & Rivers Community Forum, Water Expo and Art Exhibit Taskforce (2008) • SF Asian Heritage Month Celebration Committee (2006) • SF Black Heritage Month Celebration Committee (2006, 2008) • SF Hispanic Heritage Month Celebration Committee (2004, 2005, 2008) • SF Administrative Assistant (Library) Search Committee (2003)
Celeta Taylor	Administrative Assistant	<p><i>Current:</i></p> <ul style="list-style-type: none"> • SACS Subcommittee on Library/Learning Resources • Saints Shareware Committee (2009-) • SF Traffic and Safety Committee (1999-2002) <p><i>Past:</i></p> <ul style="list-style-type: none"> • Career Service Council
Peter Sokol	Circulation Supervisor	<p><i>Current:</i></p> <ul style="list-style-type: none"> • SACS Subcommittee on Library/Learning Resources • Library Committees (Picnic) <p><i>Past:</i></p> <ul style="list-style-type: none"> • Search Committee for Police Chief • Library Committees (Survey)

Name	Position	Committee
Mike Muhlhauser	Evening Circulation Supervisor	<p><i>Current:</i></p> <ul style="list-style-type: none"> • SACS Subcommittee on Library/Learning Resources • Library committees (Picnic, Survey) • Library Committee on Emergency Procedures <p><i>Past:</i></p> <ul style="list-style-type: none"> • Search Committee for new library employees
Tom Holland	Technical Services Support Specialist	<p><i>Current:</i></p> <ul style="list-style-type: none"> • SACS Subcommittee on Library/Learning Resources • Career Service council <p><i>Past:</i></p> <ul style="list-style-type: none"> • Salary and Fringe Subcommittee • Master Planning Committee • Resource Planning Committee • SACS Subcommittee on Technology Use • SACS Subcommittee on Online Learning
Jimmy Mercer	Technical Services Support Specialist	<p><i>Current:</i></p> <ul style="list-style-type: none"> • SACS Subcommittee on Library/Learning Resources

C. The Stakeholder/Client Served

The Library serves all students, staff, and faculty of Santa Fe College, regardless of location or degree program.

The entire staff is available in person, by phone or email. All their [contact information](#) is on the Library website. Librarians routinely provide reference assistance in person, by phone, email and online chat ([Ask a Librarian](#)). Users may request individual sessions tailored to their subject using the “[Book a Librarian](#)” service. Librarians teach at the Centers as well as the Northwest Campus. We support all distance users with reference assistance through [online chat](#), [Book a librarian](#), [email](#) or phone reference, and as instructor faculty enable, a [Virtual librarian](#) presence in their online class.

The librarians have ongoing communication with teaching faculty alerting them of new additions in their respective disciplines. Instructors may request additions to the collection by contacting their liaisons, or the reference desk, by email, phone, in person or by using the

online [request form](#). The [Collection Development policy](#) is reviewed by the librarians and the [Library Advisory Committee](#) for coverage and depth on an ongoing basis and revised to reflect program needs and college faculty input.

The reference librarians routinely review the collection in their respective liaison areas for relevance, depth, degree level, currency, condition and usage. Librarians annually review and deselect items collaboratively with the teaching faculty in the respective discipline.

Members of the public may use any of the materials in the circulating collection and also may avail themselves of the open study areas. The public may borrow SF materials by requesting them on Interlibrary Loan (ILL) through their local public library.

The Library is also very much a “place” where students meet, study, research, work on group projects and even have coffee. Many students do not have their own computers and rely on ours. Many need a place to go for quiet study. With every personal interaction and a bright welcoming atmosphere, the staff strives to sustain an environment that promotes user success and life-long learning.

II. Unit Services and Function

A. Definition of Day-to-Day Duties of the Unit

Facility

A service desk located on each floor is staffed whenever the Library is open. The Circulation desk is on the first floor, as are reserve materials and all media. Two computer classrooms (seating 68 students total) are located off the main lobby. A Café is also located on the first floor. Reference librarians staff a reference desk on the second and on the third floor. Reference materials, the print journal collection, 8 small study rooms (seating 4-6 students each), 2 large group study rooms (seating a maximum of 16 students each), and a formal conference room are located on the second floor. The library conference room may be reserved by any faculty or staff pending availability. In response to user demand, the library designated the microfilm room on the second floor for individual study in Fall 2011. The third floor houses

the circulating collection and serves as a quiet study area. There are copy rooms on the first and second floors and media viewing stations in each of the 11 study rooms and in the public seating area of the second floor.

A total of 134 public access computers are dispersed throughout the building (18 on 1st floor, 25 on 2nd floor, 23 on 3rd floor and 68 in 2 computer classrooms on the 1st floor). These public computers ensure access on every floor to the online catalog, databases, Internet and Microsoft Office software. The Library is committed to providing equitable access to library materials, programs, and services to all patrons. All staff working in public service areas of the library will accommodate any reasonable request from a user with a disability. If more assistance is needed than can be provided on demand, users are directed to make an appointment of extended service with a member of the reference staff. The library has a designated computer workstation set up by the Disability Resource Center which provides adaptive software programs, scanning and Internet access to support SF computer users.

The Library is open a total of 84 hours, 7 days a week. During final exams the Library provides additional extended hours staying open Saturday and Sunday from 10 am until 10pm. One of the reference librarians is always on duty to assist users whenever the library is open.

Reference Service

All of the librarians routinely provide reference assistance in person, on the phone, via email, by appointment and online chat (Ask a Librarian). Each of the six full-time library faculty serves as a liaison to assigned departments, guaranteeing that the collection reflects the academic needs of the college's many programs. The librarians meet with individual teaching faculty on an ongoing basis and attend departmental meetings as schedules permit. The collection development policy is reviewed on an ongoing basis and revised to reflect program needs and college faculty input.

Library Instruction

The librarians teach Information Literacy sessions in the Library and all Centers every semester showing users how to maximize the online, print and Internet resources the Library

provides, and orienting them if needed, to the Library. These instruction sessions are tailored to faculty classes and specific assignments. All sessions support SF's Information Management learning outcome, defined as the skills necessary to collect, verify, document, and organize information from a variety of sources. The librarians produce tailored lesson plans and handouts for each session. The sessions may be requested online, on the phone, in email or in person by stopping by the library. The instruction schedule is posted on the Library website. The librarians have produced a Faculty Guide to the Library and a Student Guide to the Library. The librarians have also created Tutorials, a list of Selected Websites, Research Guides, Bibliographies and Genre Reading lists. A new project is the creation of a Learning Object Repository of Library tools within the Angel LMS that is available to all faculty teaching online.

Collections

Library users have access to SF's collection comprised of 81,691 unique print titles, 90,922 print volumes, a comprehensive selection of 348 print journals, 4,276 media titles, 6,531 media volumes and 108 online databases—82% of which are full-text. These databases are topical and include journals and newspapers as well as international resources. Core databases are purchased on behalf of all 28 college libraries from state appropriations; all library directors collaboratively select the core databases. The relevancy of these databases to SF degree or certificate programs is illustrated by the annotated list the librarians created and posted on the website. All physical collections are easily accessible on open shelves and cataloged using Library of Congress classification and subject headings. The Library also maintains a classroom collection of 3,490 films.

All 28 state colleges share the online catalog LINCCweb that includes over 4 million books, eBooks, journals, CDs, DVDs, VHS tapes, and audio books. Through LINCCweb, library users share a core collection of 66 databases and 28,969 e-Books collaboratively selected by all library directors and funded centrally by the State. In addition, library users have access to 25,496 eBooks purchased by the Library to support the SF curriculum. All preceding data is from 2011.

In their capacities as department and program liaisons, the reference librarians have ongoing communication with teaching faculty alerting them of new additions in their respective disciplines. Instructors may request additions to the collection by contacting their liaisons, or the reference desk, by email, phone, in person or by using the online request form.

The reference librarians routinely review the collection in their respective liaison areas for relevance, depth, currency, condition and usage. Librarians annually review and deselect items collaboratively with the teaching faculty in the respective discipline.

The library maintains a collection of 986 items in the Course Reserve collection to support current classes. These items are selected for inclusion by faculty and frequently include textbooks and media. This collection ensures the widest availability of critical items to the broadest range of students in these classes. The circulation staff manages this collection, interfacing with both teaching faculty and students.

Access

The Library holdings are accessible through the Florida Library Information Network for Community Colleges Library Online Catalog known as LINCCweb. This online catalog is available 24/7 from any computer that has access to the Internet. Databases are available to users 24/7 through SF's portal eSantaFe or through LINCCweb, and via the Library database webpage. Students, faculty and staff may access databases and request items through Interlibrary Loan using their 8 digit SF ID number. Loan periods are generous and vary by type of user. Individuals may renew items online, by phone, email, in person or using their My Account feature from the library catalog. Users at the Centers may access all online resources, have items sent to them at their Center location and ask for reference assistance through online chat or by phoning the reference desk.

Interlibrary Loan

SF students enjoy reciprocal borrowing from the collections of all 28 Colleges and 11 Universities in Florida. In addition, the Library has agreements with the two local county libraries in its service district, Alachua County Library District and the Bradford County Public

Library. The Library has excellent relationships with colleagues in other libraries and traditionally has been a net lender, loaning about twice as many items as it borrows. The Library uses the Online Computer Library Center (OCLC) system to borrow from national and international libraries. All costs for ILL service are borne by the Library and provided free of charge to all SF students, faculty and staff.

SF users may request ILL items by using the LINCCWeb online catalog or by email, phone, in person or using the online form. Users at the Centers may use the online form to request books and articles to be sent to their Center location. Other libraries may submit ILL requests electronically using OCLC, Aleph, email, facsimile or the submission form on the website.

B. Innovations, New Projects, New Initiatives, Local, State or National Efforts

The Library hosts events such as a Reading contest, Murder Mystery Night at the Library, the Library Research Award, faculty and community experts lecture series, author book signings, and Greedy Readers Book Club. The public is invited to the book signings, lectures, Greedy Readers Book Club and the library [blog](#). The Library also displays student work such as student posters and hosts oral presentations from both the Research in Undergraduate Education festivals, Honors Program Symposium, and other symposiums.

The Library has active partnerships with public libraries in Alachua and Bradford counties and has consistently taken a leadership role among Florida's community and state libraries with numerous staff chairing and serving on statewide committees. The Director has mentored staff from other organizations and libraries in the state. The Director also maintains close ties with two of the public libraries, the Alachua County Library District (ACLD) and the Bradford County Public Library (BCPL). In addition, the Library has formal agreements for reciprocal service. Throughout her tenure, the Director has joined forces with the ACLD to make joint personal calls on legislators for Library Days in Tallahassee. The Library maintains an additional web presence on [Facebook](#) and [Twitter](#). In 2011 Congressman Cliff Stearns nominated the L.W. Tyree Library for the [2011 National Medal for Library and Museum Service](#) award.

C. Required Functions of Unit

The Lawrence W. Tyree Library at Santa Fe College compliance with the SACS-COC requirements and comprehensive standards are as follows:

[2.9 The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections as well as to other learning/information resources consistent with the degrees offered. These collections and resources are sufficient to support all its educational, research, and public service programs. \(Learning Resources and Services\)](#)

[3.8.2 The institution ensures that users have access to regular and timely instruction in the use of the library and other learning/information resources. \(Instruction of Library Use\)](#)

The Lawrence W. Tyree Library is not required to comply with any local, state, or federal requirements.

III. Administrative Outcomes and Student Outcomes

A. Outcomes

1. Adequate facility for research, quiet study
2. Appropriate collection of all types of media and databases
3. Information Literacy instruction

B. Identify outcomes of any innovations, new projects, and new initiatives, local, state or national efforts in which they participate.

1. For the past 3 years the library has hosted a Library Mystery night. The outcome for this event has been greater understanding of the library's resources by students. These events have been very successful, with more students participating each time. (In the fall of 2011, 92 students participated in the event). They have been very successful on campus and have garnered

good feedback. It is now considered part of the regular fall event schedule on campus.

2. The library initiated a Virtual Librarian service in 2009. Through course specific lessons and assignments designed by the Virtual Librarian in coordination with course faculty, the outcome of this service is to provide reference services to online students. Since 2009, librarians have provided a virtual presence in 104 course sections within the learning management system.
3. Librarians have presented sessions and posters at a variety of venues:
 - i. ["E-Collaboration: Virtual Librarians and Faculty Partnership in Online Learning"](#). Nance Lempinen-Leedy, Heidi Lannon, and Diana Matthews. Concurrent Session, 2010 STEMtech Conference; Orlando, Florida. October 2010.
 - ii. ["Utilizing Online Class Guides to Enhance Information Literacy Instruction"](#). Jenna Miller and Diana Matthews. Poster Session, 2010 STEMtech Conference; Orlando, Florida. October 2010.
 - iii. ["Utilizing Online Class Guides to Enhance Information Literacy Instruction"](#). Jenna Miller and Diana Matthews. Presentation, Annual FACC Convention, "Learning Resources Commission Exemplary Practice Award for Library Services"; Jacksonville, Florida. November 2010.
 - iv. ["Murder in the Stacks: Creating a Library Mystery Night"](#). Ramona Miller-Ridlon, Diana Matthews, and Nance Lempinen-Leedy. Poster Session, 2012 Florida Library Association Conference; Orlando, Florida. April 2012.

C. How Outcomes Met

1. Adequate facility for research, quiet study

The present Library opened in January 2002. Named in honor of SF's former President, Dr. Lawrence W. Tyree, the facility is 65,000 square feet and three stories high with generous space for the collection, leisure seating, quiet and collaborative study and media viewing.

A service desk located on each floor is staffed whenever the Library is open. The Circulation desk is on the first floor, as are reserve materials and all media. Two computer classrooms (seating 68 students in total) are located off the main lobby and public seating is available for 169 people. A Café is also located on the first floor. Reference librarians staff a reference desk on the second and on the third floors.

Reference materials, the print journal collection, public seating for 286 people and eight small study rooms (seating 4-6 students each) are located on the second floor. In response to user demand the library designated the microfilm room for individual study in Fall 2011. Two large group study rooms seat a maximum of 16 students each. In addition there is a formal conference room which is available to the entire college pending availability. Most recent 2011 use data shows that library study rooms were checked out to users 3,736 times. The third floor houses the circulating collection and serves as a quiet study area seating 129 people. For convenience, there are copy rooms on the first and second floors. In Fall 2011, the library installed a BookScan Station to provide free scanning for students. Each of the 11 study rooms is equipped with media viewing stations and 7 additional media viewing stations are in the public seating area of the second floor.

A total of 134 public access computers are dispersed throughout the building. (18 on the first floor, 25 on second, 23 on third and 68 in 2 computer classrooms on the first floor). These public computers ensure access on every floor to the online catalog, databases, Internet and MS Office software. The Library is committed to providing equitable access to Library materials, programs, and services to all patrons. All staff working in public service areas of the Library will accommodate any reasonable request from a user with a disability. If more assistance is needed than can be provided on demand, users are directed to make an appointment of extended service with a member of the reference staff. The Library has an additional designated computer workstation set up by the Disabilities Resource Center which provides adaptive software programs, scanning and Internet access to support SF computer users.

A user survey conducted in 2001, before the new Library building was completed and the current Director hired, had an overall 85% satisfaction rate. User comments specifically requested more, space to view films and listen to audio, more study areas, quiet study areas, study rooms, comfortable chairs, a place to drink and snack

and study, bathrooms on each floor, a place where talking is permitted, more tables and chairs to use while studying.

The former Library Director moved to a new position, the new Library building was finished and the current Library Director was hired in December 2001. A user survey conducted in April 2002 had satisfaction rates of 92% with service areas. Since the move involved an actual relocation of the facility, users were also asked to rate the success of the move to the new quarters. The satisfaction with the success of the move was 94%. The 2003 survey had an overall satisfaction rate of 99%. The new facility addressed the environmental requests of users (2002). The Library increased staff and expanded hours of service to earlier in the morning, later in the evening and on Saturdays (2003).

2. Appropriate collection of all types of media and databases

The Library provides users access to SF's collection of 80,331 unique print titles, 89,174 print volumes, a comprehensive selection of 348 print journals, 4,151 media titles, 7,336 media volumes and 108 online [databases](#)—82% of which are full-text. More details of how the collection supports all programs and access to information are found in section 2.9.

All six library faculty collaborate in the regular ongoing assessment of the library's holdings. The reference librarians routinely review the collection in their respective liaison areas for relevance, depth, degree level, currency, condition and usage. Librarians annually review and deselect items collaboratively with the teaching faculty in the respective discipline.

All librarians serve as [liaison](#) to college departments, guaranteeing that the collection reflects the academic needs of the college's many programs. The librarians meet with individual teaching faculty on an ongoing basis throughout the semester and attend departmental meetings as schedules permit. The librarians have ongoing communication with teaching faculty alerting them of new additions in their respective disciplines. Instructors may request additions to the collection by

contacting their liaisons, or the reference desk, by email, phone, in person or by using the online [request form](#).

The [Collection Development policy](#) is reviewed by the librarians and the [Library Advisory Committee](#) for coverage and depth on an ongoing basis and revised to reflect program needs and college faculty input. The Library Advisory Committee, [LAC](#), is composed of librarians and faculty from diverse departments. The LAC is chaired by a faculty member and meets formally once a semester. They review all Library policy and any other items relating to Library services. Based upon their input, support services to faculty have been improved (*e.g.* the housing and circulation of classroom collection films used by faculty have been put in the Library's domain.)

For each of the four year degree programs, the collection was assessed as follows. The Director and individual librarians met with the Chairs and faculty in the respective areas to discuss the specific programs and identify appropriate reference resources, both print and online, to support these programs. Comparable college and university libraries were identified and used as benchmarks. The libraries' websites and catalogs were reviewed. In addition, professional selection tools were used to identify titles in these areas. These tools include: *Library Journal*, *Choice*, *American Libraries*, *Resources for College Libraries*, *Reference Sources for Small and Medium Sized Libraries*, *Book Review Digest*, *Best Books for Academic Libraries*, *Ulrich's Periodical Directory*, *Encyclopedia of Business Information Sources*, *Magazines for Libraries (Katz)*, *Book Review Index*, *Introduction to Reference Sources in the Health Sciences*, *JAMA*, the American Society for Clinical Pathology's website, electronic databases with review and evaluation features, trusted health sciences publishers including Lippincott, Saunders & Mosby, ABC-CLIO's *A to Zoo*, The National Association for the Education of Young Children (NAEYC) and the website of the Nursing Honor Society, Sigma Theta Tau International. The librarians also reviewed professional association websites in the respective programs for specific publication and journal recommendations. The Library has expanded holdings so

that SF students in all BAS/BS programs have access to appropriate resources for these upper-division programs. The Library acquired these additional items using its existing budget.

3. Information Literacy instruction

Librarians teach students information literacy skills in various ways: librarians offer 1-credit classes (in person and online), library instruction sessions (specifically targeted for classes), online tutorials and one-on-one instruction (at the reference desk or by appointment).

SF librarians have identified information literacy as the main learning outcome for all of the one and two credit courses they offer. Information literacy entails demonstrating the skills necessary to collect, verify, document and organize information from a variety of sources.

The Library faculty teach five 1 & 2 credit classes online and on-site. All library faculty collaborate in the ongoing review of the credit classes ensuring equivalency between both venues. Library faculty teaches five Library Science (LIS) credit courses:

- LIS1000 – Basic Library Skills (1 credit)
- LIS1001 – Library Print Resources (1 credit)
- LIS1002 – Library Electronic Resources (1 credit)
- LIS2004 – Internet Research (1 credit)
- LIS2018 – Library Research for Health Sciences (2 credits)

Of these five courses, LIS1002 (Library Electronic Resources) and LIS2004 (Internet Research) are offered both on-site and online. All other LIS courses are only offered in one venue, either on-site or online. Librarians also have analyzed the equivalency of their online and on-site classes. Details of the analysis are on our website here: [equivalency](#).

All six library faculty collaborate in the regular assessment of the credit classes that they offer. In 2007 the librarians also began doing formal assessment of general and tailored Information Literacy sessions, as well as the one credit classes LIS1001, LIS1002 and LIS2004. LIS2018 is a new course developed in 2011 so assessment begins this year. Library faculty devised questions to assess student learning in relation to learning outcomes from the Association of College and Research Libraries “Information Literacy Competency Standards for Higher Education”. Librarians then devised different anonymous surveys for students and faculty which they administer after they conduct classes or IL sessions. Librarians have used several methods and technologies for assessment: pre- and post-class tests, iClicker technology, spreadsheets, online student and faculty surveys via Survey Monkey and observation. In the 2010-2011 academic year, 859 students and 50 instructors completed the Information Literacy survey. Individual assessments for all instruction are listed by year on the accreditation webpage.

Students take a campus-wide online survey for the credit classes on the schedule determined by the College. The librarians include the results in their individual self-evaluations. The Director observes librarians as part of the evaluation process. Librarians observe each other conducting sessions and collaboratively discuss class content and instruction. College instructors provide comments that are used in conjunction with librarians’ observations and assessments to revise credit classes, Information Literacy sessions, scavenger hunts and orientations. Assessment and feedback results are posted on the Library’s accreditation webpage.

D. Results of Outcomes Based on Assessment

After the conclusion of each Spring semester, all the librarians collaboratively analyze the current year assessment results and develop a [strategy](#) for the upcoming year for each class. Based upon student performance they revise instruction to clarify or to emphasize concepts and improve student mastery of learning outcomes. Detailed data from 2007 to the present, for all 5 classes about the

individual changes to improve the classes may be found on the [accreditation page](#) of the library website under the heading of “Assessment”.

IV. Need for Change based on Student and Faculty/Staff Feedback

Collecting feedback data from students and faculty at Santa Fe to identify library service problem areas, successful service areas and where improvement and what type of improvement is needed is a touchstone for the Tyree Library.

Realizing that circumstances, personnel and needs do not stay the same, the Tyree Library conducts numerous measurement activities on an annual basis where appropriate.

The professional library staff uses informal and formal methods of collection feedback from surveys, to suggestion boxes, to enlisting faculty to work on projects or panels like the Library Advisory Committee (LAC).

Faculty input is critical to our department priorities. Each librarian is assigned a number of liaison responsibilities to academic departments. The librarian does not make collection decisions for print or electronic resources (expenditures) without first consulting faculty members of the concerned subjects. Input is collected at departmental meetings, at library centered activities, by survey or by email feedback. Faculty can also relay service concerns by way of the library’s electronic suggestion box, purchase suggestion form, online via chat with Santa Fe librarians or by direct phone calls.

The library also elicits faculty input when new services are offered by the library. Two services; Virtual Librarianship and Library tutorials are recent additions or are revamped when products and processes change. The librarians will advertise the new service and follow up with receptive members of the faculty to get the advice we need to tweak the new product.

The [Library Advisory Committee](#) (LAC) is critical to opening the library operations and policies to the purview of the Santa Fe faculty and staff. The LAC has members from the main fields of study. These members attend meetings each semester to vote on, analyze or give feedback on all library policy changes or other material activities of library administration and

services. The LAC has in just the past year advised the library on all library policies before they were adopted as officially endorsed.

Internally, library staff has control in staffing decisions or giving input on performance each time a peer or co-worker comes up for contract renewal or performance review. To record student suggestions, criticisms, or input the Tyree Library created a number of tools that are used regularly.

Our class assessments (quizzes, etc.) are analyzed by the individual library instructor and then as a group of instructors to see how our curriculum or delivery can be changed for the better. We receive feedback from all SLS 1101 classes by way of scavenger hunt results. The LIS classes are analyzed in whatever format of delivery (online, weekend, live) for effectiveness in teaching the material. Additionally, we want to know if our material is important or relevant and that content is also discussed as a group of instructors, partially guided by assessments or by class surveys.

The library also asks for input from students during the busiest semester, the fall term. The past surveys have examined overall library services, from worker service attitude to resources available for students. A User Service Survey is available for viewing at http://dept.sfcollege.edu/library/content/pdf/accred/sacs_survey_user_2011.pdf. A survey that the library conducts with students to analyze the services offered specifically for reference questions is available at http://dept.sfcollege.edu/library/content/pdf/accred/sacs_survey_ref_11.pdf.

Students are welcome to comment on library performance with the library's electronic suggestion box to purchase suggestions to face to face encounters or chat contacts. Information received by these avenues are used to form and shape our actions and policies and are topics at our monthly Reference Librarian Meeting and the monthly Library Staff Meeting where they can be discussed for validity and need for action.

The Tyree Library is constantly collecting input evaluating its services and the staff is finding new ways to open the channels to our users and customers so that their ideas have impact on our operations.

V. Future Issues

A. Anticipated Needs:

1. Funding for materials for 4 year programs (none until 2012-2013 budget)
2. Funding for electronic resources and journals (increased cost every year)
3. Professional development for all staff (technology, trends & service)
4. Full staff (current levels in order to maintain current levels of service 84 hrs/wk, 99 hr/exam wk & Centers classes)

B. Market Trends:

1. E-resources (growing – more online classes/degrees)
2. Mobile devices (proliferating)
3. Wireless delivery of materials (to PCs and mobile devices)
4. 1 credit non flagged IL class (requested by College)

C. Resources/Space Needs:

1. Security cameras (stairwells & parking lot)
2. Keyless entry to building (installed 2001, performance issues so removed)
3. Films on windows to replace metal blinds (cheapest kind were installed, now 11 years old bent, damaged, strings broken)
4. Furniture renewal (high use, dirty, a good portion torn & worn)
5. ADA entry into bathrooms
6. Replace/upgrade elevator
7. Improved lighting on 2nd floor study area in front of Director's office
8. Sustainable restroom fixtures, motion detectors for paper towels, water
9. Carpeting replacement all 3 floors (11 years old, project to do most of 1st floor Dec 2012)

D. Future Plans:

1. Downtown Campus support (if a “campus” then it will require an onsite library, librarian and some collection of materials)
2. One additional librarian and one additional nonprofessional staff (need both – Career Service position never replaced since 2002. Additional librarian request has been part of all 4 year program submissions.)
3. Wattenbarger Archive (working database and digitalization of materials)