

INSTITUTIONAL SUPPORT SERVICES

LEARNING RESOURCES CENTER (LRC): The Learning Resources Center is a campus center both by location and function. It is a facility that provides a wide variety of services and resources. As earlier noted, the Learning Resources Center contains more than 105,000 volumes, over 800 periodical titles and 11,000 non-print titles. The majority of the periodical collection dates from 1967 when the college was founded, but a number of periodicals are available in complete collections (see Table 3-5a).

Table 3-5a

TITLES IN COLLECTION*

	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
Books	82,224	83,406	84,991
Microfiche	226	228	320
Microfilm	125	143	98
Reprints	632	632	627
Nonprint materials	9,550	10,361	10,909
Periodicals	744	739	750
Newspapers	22	24	30

*approximate figures

Both the print collection and the media collection are at a critical point because of space limitations. Acquisitions are being made in order to maintain a current collection. However, in order to provide space for the new acquisitions, the current collection has been and will continue to be weeded on a systematic basis. Faculty and administrators are contacted before materials are weeded. This assures that discarded materials no longer support Harper's LRC mission and that information in the collection is current.

The general effectiveness of the Center and its services and resources may be examined from at least three perspectives. Both Library Services and Media Services are subjected to the same type of descriptive evaluations that are used with other departments and service areas. The evaluations are administered on a three-year cycle pursuant to Harper Board policy and ICCB guidelines. The most recent evaluation of the Learning Resources Center was completed in 1985. The major points examined were an awareness of services available and the use and quality of the service rendered. Both faculty and students indicated overall awareness of various services to carry out the instructional process and general satisfaction with the quality of the services. Each group of respondents noted concerns with problems of noise and lack of space (seating, quiet study areas, group conference rooms, etc.) on the first and second floor.

The library assumes responsibility for obtaining and maintaining a collection of print and non-print materials, circulating those materials, and providing the services required to facilitate the use of these materials. Therefore, a second measure of effectiveness of services may be found in statistics reflecting the use of the facilities. The bulk of the print collection is available to students on an open shelf basis. Utilization of the collection by students, faculty, staff and community members are shown in Tables 3-5b and 3-5c.

Table 3-5b SUMMARY OF CIRCULATION STATISTICS - LIBRARY

	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
Books	25,850	25,961	23,107
AV Materials	31,369	23,528	25,090
Print Reserves	12,535	7,030	9,869

Table 3-5c

LIBRARY ATTENDANCE

	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
Gate Count	238,043	214,653	209,388
Patron Headcount	258,501	234,617	221,499

A third measure of effectiveness is the use of the services themselves which are not reflected in the previous tables. Interlibrary Loan and Online Database Searching are means of obtaining more information and materials for Harper LRC patrons outside of the immediate Harper collection.

The Interlibrary Loan Department at Harper participates in the OCLC Interlibrary Loan system, Central Serial Service, the North Suburban Library System and also accesses the Library Computer System (LCS).

(Table 3-5d)

Table 3-5d

INTERLIBRARY LOAN STATISTICS

	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
Total materials ordered for our faculty	651	528	958
Total materials ordered for our students	294	452	637
Total materials ordered	945	980	1,595
Total materials requested from other libraries/ services - filled by us	<u>320</u>	<u>221</u>	<u>231</u>
TOTAL TRANSACTIONS	1,265	1,201	1,826

The Online Database Searching Department at Harper provides access to over 300 databases using Dialog, Wilsonline and Vutext retrieval systems.

Computer searches are offered free of charge to students, faculty and staff. Each search can involve tapping more than one database

(Table 3-5e).

Table 3-5e

ONLINE STATISTICS

	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
Searches	N/A	108	178
Databases Tapped		210	439

Harper's Library Services also provide library orientations for groups of students, subject bibliographies and one-on-one reference interviews. The number of orientations given last year was 98 which assists students in learning in learning about the services the LRC provides, as well as aiding in the location of material on a given subject. The number of reference questions has also increased to over 15,000 per year. This past year, 17 local area high school class groups used the LRC and its services. (Table 3-5f)

Table 3-5f

REFERENCE STATISTICS

	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
Number of reference questions	13,356	14,597	15,675
Orientation lectures	106	111	98
High school group visits	9	11	17
Bibliographies prepared	27	18	24

MEDIA SERVICES

The aim of Media Services is to make instruction more effective. The Television, photographic, duplicating and graphics areas design and develop institutional graphics, publications and produce instructional media.

Audio Visual Services schedules, distributes and maintains audio visual equipment for the campus. In support of the instructional process, the equipment may be used in the classroom or in the LRC. Through the six channel Closed Circuit Television (CCTV) System and Cable TV, another part of the instructional process is served. Table 3-5g shows a summary of these services.

Table 3-5g

AV SERVICES STATISTICS

	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
AV Equipment use	14,567	14,127	14,075
TV Distribution	1,085	3,180	4,256
Audio Tape Duplication	4,983	4,253	5,239
Lecture/Demo Hall Room use	1,195	1,984	1,687
Lecture/Demo Hall Equipment use	3,850	4,122	3,738
Maintenance of Equipment	807	799	332

Television production services are available to the Harper faculty and administration. This unit is charged with creating complex audio programs and slide shows for the Harper community. The number of items produced is shown in Table 3-5h.

Table 3-5h

PRODUCTION STATISTICS

	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
Video	141	136	127
Audio	15	15	22
Slide/Tape	9	3	5
Quality Checks	237	609	294
Video Dubs	330	277	836

The LRC contributes to Harper instruction and marketing with the assistance of Photography, Graphic Services and the Print Shop. These areas provide photos, slides, transparencies, projectuals, charts, graphs, posters, workbooks, pamphlets, brochures, etc. As demonstrated in Tables 3-5i and 3-5j, the areas offer services which are heavily used.

Table 3-5i

TOTAL WORK ORDERS

	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
Graphics	984	1,213	1,098
Photographs	530	412	302

Table 3-5j

TOTAL IMPRESSIONS

	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
Print Shop	9,694,272	9,077,985	9,215,313