

**Virginia Highlands Community College
Library and Instructional Services Division
Goals and Objectives**

TO FACILITATE LEARNING BY SUPPORTING AND ENRICHING THE
CURRICULA OF THE COLLEGE

Install software and provide help desk assistance with its use;

- All purchased software installed and operational
- All technical personnel participating in professional growth opportunities
- Maintaining current version of system-wide software according to Virginia Community College System (VCCS) Chancellor's expectations.

Provide efficient assistance in AV production needs of the college;

- Production requests completed satisfactorily.

Provide adequate staff and instructional services to assist patrons with their reference requirements;

- Assure trained personnel available to perform duties
- All staff to participate in professional growth activities

Provide an organized collection of instructional and research materials and equipment to enhance and supplement classroom instruction;

- Deliver working equipment upon faculty request
- Videotape and CD series available for courses as requested by faculty
- Newly purchased materials cataloged in library online public access catalog and available to patrons in library
- Develop collection development guidelines to include faculty input for selection and de-selection of materials
- Offer access to subscription databases offering electronic access to full-text of journals, and reference texts

Provide distance learning opportunities;

- Provide remote access to quality courses for traditional and non-traditional students for the completion of programs of study
- Increase student access to courses without faculty, time, or locations constraints
- Maximize use of specialized expertise of faculty and staff
- Provide flexible learning opportunities for students with special needs

- Model collaborative and innovative uses of instructional technology
- Support and maintain distance learning classrooms
- Online instruction courseware administered and supported for faculty and students
- Learning Lab provides proctor services for distance learning students
- Library offers access to subscription databases offering electronic access to full-text of journals, and reference texts
- Assist in evaluation of distance learning course technology and instructions

PROVIDE SECURE ENVIRONMENT FOR DATA AND NETWORKING SYSTEMS

Maintain current Student Information System (SIS) and Administrative Information System (AIS) user access;

- Add, update, and delete user access to SIS & AIS systems according to VCCS security standards

Maintain current Local Area Network (LAN) and Email user access;

- Add, update, and delete user access to LAN & Email systems according to VCCS security standards

Adhere to software licensing agreements;

- Maintain license agreements and assure college compliance

Utilize industry best practices for security for local systems and services;

- Apply security patches and updates to all systems according to VCCS Standards
- Monitor local event logs
- Review professional literature and documents in order to be aware of current threats and risks to electronic services

TO TEACH ELECTRONIC AND TRADITIONAL RESEARCH SKILLS WHILE PROVIDING TECHNOLOGICAL ACCESS TO RESOURCES BOTH REMOTE AND ON-SITE

Maintain collections, equipment and facilities so that materials, both on-site and remote, are accessible to patrons;

- Assure all materials and equipment is in working and usable order
- Promote use of electronic databases
- Share materials through Interlibrary Loan (ILL) process

Provide information literacy instruction for all patrons so that they become more proficient in the use of learning resources, both traditional and electronic;

- Participate in general orientation programs for faculty, staff, and students
- Schedule library instruction classes as requested by faculty, tailored to course requirements

Purchase print materials and provide access to electronic materials, using reviewing media and recommendations from patrons to enhance and support college course offerings;

- Purchase continuations of standard research materials in print and/or electronic format in order to provide current reference materials
- Review all faculty requests for materials and purchase recommended titles
- Provide expanded access to electronic resources

Purchase or otherwise obtain general resource materials;

- Provide ILL services with a minimum 80% fill rate
- Review ILL requests for subject areas to enrich the collection

Provide cable television, projection, and satellite telecommunication services;

- Provide adequate staffing and equipment to fulfill requests for interactive/satellite/and web-based classes

ASSIST FACULTY, STUDENTS, AND PUBLIC WITH EVENING SERVICES

Provide assistance and services to evening students parallel to those received by students enrolled in day-time courses;

- Ensure students receive equal level of services during evening hours in Library and Learning Lab
- Have technician available to assist electronic classroom instructors, and students in computer labs with technical questions during evening hours

TO PROVIDE COMPUTER RESOURCES IN SUPPORT OF INSTRUCTION,
ADMINISTRATION, AND PUBLIC SERVICE

Suggest appropriate hardware to be purchased, installed and maintained;

- Provide equipment, supplies, and other computer maintenance equipment
- Updated software maintained in all labs according to VCCS Standards

Provide help desk technical support for the interactive electronic classrooms, online courses, webinars, and satellite links;

- Staff members keep current with necessary skills through participation in professional growth activities
- Provide general desktop publishing assistance when requested by faculty, staff, or students
- Provide digital photography of campus activities for college publications
- Provide support for general office productivity software for faculty, staff and students
- Provide support for Course Management System for faculty and students
- Support faculty, staff and student email systems

Provide curriculum-based tutoring using electronic equipment;

- Provide access to electronic tutoring applications when requested by faculty or students
- Provide adequate, trained staff in Learning Lab, including evening hours

Provide evening faculty with services that will help increase their effectiveness in providing quality instruction;

- Provide extended hours for LRC during all class sessions
- Assure evening LRC staff is qualified to provide the level of assistance necessary to assist faculty

Provides technical and functional SIS support to college faculty, staff, and students;

- Provide accurate data reports for campus faculty, staff, and VCCS, and required
- Implement and maintain system upgrades and changes
- Provide faculty and staff training for SIS system

TO ASSIST WITH INDIVIDUALIZED TESTING AND ACCESSMENT SERVICES

Provide a testing center for placement, diagnostic, College level Examination Program (CLEP), and course specific tests;

- Provide sufficient quantity of commercially-produced testing products
- Ensure Learning Lab hours are covered with adequate staffing levels
- Provide updated access to web-based DANTES testing services

Administer self-paced courses;

- Learning Lab provides open access for tutorials, interactive software and testing services

TO PROVIDE A STUDY AND COLLABORATION CENTER FOR STUDENTS AND FACULTY

Provide facilities, staffing, and resources to students for study individually, or in groups collaborating on course projects or concepts;

- Provide qualified staff at Library circulation and reference areas including extended evenings, weekends, and summer sessions
- Ensure Learning Lab hours are covered with adequate levels of trained staff

TO PROVIDE AUDIO VISUAL MATERIALS AND SERVICES

Ensure that all AV equipment is properly maintained and repaired;

- Equipment in working order when requested, or fixed in an emergency

Provide lighting and sound services for college events;

- Adequate staffing levels provided for special events

Teach users to operate AV equipment;

- Training sessions provided for work study students in proper use of AV equipment
- Training available for faculty and staff on proper use of AV equipment