SACS COC Core Requirement 2.9

Learning Resources and Services
The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections and services and to other learning/information resources consistent with the degrees offered. Collections, resources, and services are sufficient to support all its educational, research, and public service programs.

[Description of library collections. Description of library resources. Description of library services. Policies and procedures governing collections, services, and access to other library-related resources. Evidence that the institution’s library-related resources support all its educational, research, and public service programs wherever located. If the institution provides access to library resources through an arrangement with another institution, copies of contracts and agreements outlining access and services. User satisfaction surveys. Examples of recent improvements, changes, or expansions made as a result of data usage/satisfaction. Collection development and weeding policies.]

Narrative

Central Georgia Technical College (CGTC) recognizes that access to library resources and services is essential to effective teaching and learning. All College Libraries, through ownership, provide and support access to adequate information/learning resources, collections and services consistent with all degree and general education programs offered.

CGTC has three full service Libraries, located on the Warner Robins, Macon and Milledgeville campuses, offering traditional and distance education services and resources. The libraries range in size from 5,000 to 7,000 sq. ft., consisting of computer areas, study tables, study carrels, group study rooms, reading areas, book, periodical and video shelving, audio-visual equipment, circulation/reference desks, staff offices and work rooms. Each facility is open a minimum of 60 hours per week during all instructional periods at the College.

Collections and Resources
All campus libraries acquire, make accessible, and provide curriculum support with current, authoritative, and relevant materials consistent with all degree and general education programs offered by the College. Materials are available in a variety of formats and collections to facilitate learning across the curriculum. These are identified in the Library Physical Resources Table.
Comprehensive Programs of Study Resource Lists identify books, magazines, and videos available in the CGTC Libraries as well as online eBooks, journals, videos, research databases and professional web sites accessible via the Internet in support of each program taught at the college. Providing quality collections is essential to the teaching and learning needs of the college and the libraries follow established Collection Development Policies to insure the adequacy of library collections.

In support of all degree and general education programs offered by the College, extensive Electronic Library Database Resources are available to all enrolled students, and currently employed faculty and staff. All college users have access to Library resources via the Internet or by visiting one of the on-campus facilities. Web based learning resources are accessed on-campus through verification of CGTC issued credentials. Off-campus access to web based learning resources is facilitated by Password Authentication, further described below.

College users also have access to over 60,000 eBooks through the Library’s eBooks on EBSCOhost collections. Users may access the eBooks from any Internet-connected computer, regardless of location, through password authentication or by creating a personal user account.

In addition to information/learning resources owned by the College, there are other options available to students who wish to access resources not owned by the College. Formal cooperative library agreements with Fort Valley State University (FVSU), Georgia College & State University (GCSU), and Middle Georgia State College (MGSC) make their collections available to CGTC students. Students may access the FVSU, GCSU, and MGSC library collections and borrow materials by presenting their CGTC Student ID Card and verification of enrollment. The cooperative agreements automatically renew each year unless otherwise modified. CGTC also participates in a formal reciprocal borrowing agreement with the Technical College System of Georgia (TCSG), consisting of twenty-three colleges statewide with sixty-six main and branch campus libraries throughout the state. CGTC students, regardless of location in Georgia, have borrowing and access privileges to any of the other Technical College System of Georgia libraries.

Although CGTC College Libraries do not rely on other institution collections or resources to fulfill the academic requirements of degree programs, these formal agreements are in place for convenience, educational enhancement and personal enrichment of the CGTC College community.
Students, faculty and staff also have the option of requesting books, articles and other media not owned by the College through interlibrary loan. The Library, through affiliation with OCLC member libraries nationwide, can borrow materials from virtually any library in the country. The Interlibrary Loan page contains a link to an Interlibrary Loan Request Form. Patrons may download the request form, complete it, and submit it to the Library staff for fulfillment.

Another alternative available to CGTC students and faculty is the PINES public library system. The Georgia Public Library system has an online catalog for all its libraries known as PINES (Public Information Network for Electronic Services). Materials can be located on a system-wide basis, or listings can be searched by individual library system. The Network is Georgia’s public library automation and lending network for 275 libraries in 140 counties with a shared collection of 9.6 million books and other materials; these can be delivered to the home library at no charge to the library user.

**Off-campus and Distance Education**

All college users have access to a wide array of authoritative library and learning resources via the Internet or by visiting one of the on-campus facilities. In addition to its three campuses, CGTC has satellite and high school dual-enrollment sites where students receive instruction. Each semester faculty at remote sites are notified of the availability of library instruction for their students. The County Training Centers have computer labs, reference collections, instructional handouts, and library contact information. High-school instruction sites have media centers with computer labs allowing dual-enrollment students access to the College’s online library resources. Students enrolled at county centers, high schools or other remote sites may borrow physical library materials as described in the Library Handbook. Remote off-campus access to online resources is facilitated by Password Authentication, which is distributed to the college community each semester by email and available any time on the Student Portal, or by contacting the libraries. The College Libraries use and promote a combination of forty-two full-text learning resource databases provided by ten recognized educational database providers, including Credo Reference, EBSCOhost, Encyclopaedia Britannica, Films on Demand, Gale, Learning Express Library, LexisNexis Academic, ProQuest, Sage, and Salem Press as described in the table for Library Electronic Databases.

Descriptions of all learning resources are available from the Library Services web site on the About Library Resources page. How-to training guides and research instruction are available from the Library Guides site, with an
overview of online resources and services located on the Distance Education web page.

**Staffing and Services**
The Warner Robins, Macon and Milledgeville campuses have full-service libraries staffed by credentialed librarians and support personnel with appropriate library experience and relevant education. The adequacy of all library staff to accomplish the mission of the College and to meet the needs of users is depicted in the document identifying library staff and their qualifications (CGTC Library Staff). Oversight for library services at all locations is provided by professional staff with a Master's degree or higher in Library Science and support staff with appropriate experience and educational credentials. On-going participation in professional development opportunities is provided, encouraged, and supported by the College. Each Library's staff participates in professional development opportunities.

Services provided to students, faculty, and staff include orientation to library facilities and training in the use of print and electronic resources; class instruction sessions scheduled by faculty; circulation of library materials; telephone, email and on-site research assistance; online tutorials, handbooks and user guides; computer and audio-visual assistance; intra-campus resource sharing via college courier; interlibrary loan from national collections; and use of other college library resources, services and facilities as stipulated in formal cooperative agreements with other institutions. A [Library Policies and Procedures Manual](#) provides guidance on all aspects of library operations to insure consistent levels of service are provided.

Improvements to the facilities at all College Libraries over the past ten years and improvements in the breadth of resources provided during that same period are noted in the [Improvements to College Libraries](#).

**Evaluation and Assessment of the College Libraries**
Library operational and assessment plans are developed annually for each college library and evaluated and amended in an on-going process throughout the year. Library operational planning is an on-going, systematic process as prescribed by the College's Institutional Effectiveness system to provide quality services to users in support of the College's mission. An example planning module is exemplified in this sample [CGTC Library Operational Plan 2014-1](#).

Annually, each campus library administers a [Library Satisfaction Survey](#) and compiles facility usage analysis and customer feedback, which informs decision making and goal setting. Also administered is a Student Library Instruction Assessment/Evaluation Survey to students receiving formal class
instruction each semester. Satisfaction and assessment survey results are presented to faculty, staff, and students as follows:

- Library Satisfaction Survey Highlights AY2014
- Library Satisfaction Survey Results Warner Robins Campus AY2014
- Library Satisfaction Survey Results Macon Campus AY2014
- Library Satisfaction Survey Results Milledgeville Campus AY2014
- Library Satisfaction Survey Results Combined Libraries AY2014

- Student Instruction Assessment Survey Form
- Student Instruction Assessment Survey Results Macon AY2014
- Student Instruction Assessment Survey Results Milledgeville AY2014
- Student Instruction Evaluation Survey Form
- Student Instruction Evaluation Survey Results Warner Robins AY2014
- Student Instruction Evaluation Survey Comments Warner Robins AY2014

Additionally, the College Libraries administer a Faculty Library Survey annually to collect information on the adequacy of resources, services and facilities. Responses are reviewed to determine if any changes or new initiatives are needed to improve operations.

- Faculty Library Survey Results AY2014 College-wide

A comparison of five Georgia technical colleges with similar enrollment, contrasted with four library measures, provides a snapshot of relative facilities, staffing, resources and expenditures. The Technical College System of Georgia underwent several consolidations in recent years, resulting in varying distributions of campuses and service areas covered. The data below is derived from 2013-2014.

<table>
<thead>
<tr>
<th>College</th>
<th>FTE Enrollment</th>
<th>Campus Libraries</th>
<th>FTE Library Staff</th>
<th>Total Physical Volumes</th>
<th>Total Spent on Library Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chattahoochee</td>
<td>7,232</td>
<td>8</td>
<td>16</td>
<td>62,177</td>
<td>$157,075</td>
</tr>
<tr>
<td>Central Georgia</td>
<td>6,485</td>
<td>3</td>
<td>11.5</td>
<td>60,644</td>
<td>$160,195</td>
</tr>
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<td>Gwinnett</td>
<td>5,054</td>
<td>1</td>
<td>5.5</td>
<td>16,772</td>
<td>$64,000</td>
</tr>
<tr>
<td>West Georgia</td>
<td>4,854</td>
<td>5</td>
<td>16</td>
<td>42,801</td>
<td>$170,000</td>
</tr>
<tr>
<td>GA Northwestern</td>
<td>4,348</td>
<td>5</td>
<td>11.5</td>
<td>74,940</td>
<td>$165,200</td>
</tr>
</tbody>
</table>
Sources

- 2.9.1 Library Physical Resources Table  
  www.centralgatech.edu/library/documents/Library_Physical_Resources_Table.pdf
- 2.9.2 Programs of Study Library Resource Lists  
  www.centralgatech.edu/library/reslists.htm
- 2.9.3 Collection Development Policy (includes Weeding Policy)  
  www.centralgatech.edu/library/documents/Collection_Development.pdf
- 2.9.4 Electronic Library Databases Chart  
- 2.9.5 Off-campus Password Authentication to Electronic Resources  
- 2.9.6 eBooks on EBSCOhost  
  www.centralgatech.edu/library/documents/eBooks_on_EBSCOhost.pdf
- 2.9.7 Fort Valley State University Cooperative Library Agreement  
  www.centralgatech.edu/library/documents/FVSU_Agreement.pdf
- 2.9.8 Georgia College and State University Cooperative Library Agreement  
  www.centralgatech.edu/library/documents/GCSU_Agreement.pdf
- 2.9.9 Middle Georgia State College Cooperative Library Agreement  
  www.centralgatech.edu/library/documents/MGSC_Agreement.pdf
- 2.9.10 Technical College System of Georgia Cooperative Library Agreement  
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- 2.9.13 Georgia PINES Statewide Public Library System  
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- 2.9.15 About Library Resources web site  
  http://www.centralgatech.edu/library/about_library_resources.htm
- 2.9.16 Library Guides (LibGuides) web site  
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- 2.9.17 Distance Education LibGuides web site  
  http://libguides.centralgatech.edu/distance_education
- 2.9.18 Library Staff Experience and Education Table  
  www.centralgatech.edu/library/documents/Library_Staff_Experience_Education.pdf
• 2.9.19 Library Policies and Procedures Manual  
• 2.9.20 Improvements to College Libraries  
• 2.9.21 Library Operational Assessment Plan Example  
  www.centralgatech.edu/library/documents/Library_Operational_Assessment_Plan_1_FY2014.pdf
• 2.9.22 Library Satisfaction Survey Form  
  www.centralgatech.edu/library/documents/Library_Satisfaction_Survey_Form.pdf
• 2.9.23 Library Satisfaction Survey Highlights (Combined Libraries)  
• 2.9.24 Library Satisfaction Survey Results – Warner Robins – AY2014  
  www.centralgatech.edu/library/documents/Library_Satisfaction_Survey_Results_AY2014_WARNER_ROBINS.pdf
• 2.9.25 Library Satisfaction Survey Results – Macon – AY2014  
  www.centralgatech.edu/library/documents/Library_Satisfaction_Survey_Results_AY2014_MACON.pdf
• 2.9.26 Library Satisfaction Survey Results – Milledgeville – AY2014  
  www.centralgatech.edu/library/documents/Library_Satisfaction_Survey_Results_AY2014_MILLEDGEVILLE.pdf
• 2.9.27 Library Satisfaction Survey Results – All Libraries – AY2014  
  www.centralgatech.edu/library/documents/Library_Satisfaction_Survey_Results_AY2014_COMBINED_LIBRARIES.pdf
• 2.9.28 Student Instruction Assessment Survey Form  
  www.centralgatech.edu/library/documents/Student_Library_Instruction_Assessment_Survey.pdf
• 2.9.29 Student Instruction Assessment Survey Results – Macon – AY2014  
  www.centralgatech.edu/library/documents/Student_Library_Instruction_Assessment_Results_AY2014_MACON.pdf
• 2.9.30 Student Instruction Assessment Survey Results – Milledgeville – AY2014  
  www.centralgatech.edu/library/documents/Student_Library_Instruction_Assessment_Results_AY2014_MILLEDGEVILLE.pdf
• 2.9.31 Student Instruction Evaluation Survey Form  
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• 2.9.32 Student Instruction Evaluation Survey Results – Warner Robins – AY2014
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- 2.9.33 Student Instruction Evaluation Survey Results – Warner Robins – AY2014
  www.centralgatech.edu/library/documents/Student_Library_Instruction_Evaluation_Comments_AY2014_WARNER_ROBINS.pdf

- 2.9.34 Faculty Library Survey Form
  www.centralgatech.edu/library/documents/Online_Library_Survey_Form_FACULTY.pdf

- 2.9.35 Faculty Library Survey Results – FY2014 – All Libraries
  www.centralgatech.edu/library/documents/Online_Library_Survey_Results_AY2014_FACULTY.pdf