2016-2017 Assessment Cycle VPAA_Library

Mission (due 1/20/17)

University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

College / Department / Program Mission

College Mission

Provide the college mission in the space provided. If none is available, write "None Available in 2016-2017." The mission of the Edith Garland Dupré Library, as an integral part of the University of Louisiana at Lafayette, is to support fully the instructional and research programs of the University by providing access to information through the teaching, acquisition, organization, and preservation of information resources in all formats to the University's academic community, the region, and the state.

Department / Program Mission

Provide the department / program mission in the space provided. If none is available, write "None Available in 2016-2017".

The mission of the Edith Garland Dupré Library, as an integral part of the University of Louisiana at Lafayette, is to support fully the instructional and research programs of the University by providing access to information through the teaching, acquisition, organization, and preservation of information resources in all formats to the University's academic community, the region, and the state.

Assessment Plan (due 1/20/17)

Assessment List (Goals / Objectives, Assessment Measures and Criteria for Success)

Assessment List

Goal/Objective	Provide Library Facilities, Resources, and Services To provide adequate facilities and a variety of library services and information resources that meet the needs of the University community.			
Legends	OO - Outcome/Objective (administrative units);			
Standards/Outcomes				
	Identifier	Description		

	Faculty SI.Faculty SI 1.KPI 4	Allocate sufficient funds to increase library expenditures for provision of research and information resources to meet or exceed the average of our comparative peer institutions.
	SACS- 2012.2.9	The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections 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. (Learning Resources and Services)
	SACS- 2012.3.8	Library and Other Learning Resources

Assessment Measures

Assessment Measure	Criterion	Attachments
Indirect - Benchmarking	This measure uses the University's Strategic Plan standard and the two selected SACS standards 2.9 & 3.8.1. Statistical data will show growth in collections, use of library services, resources and facilities and will be equivalent to or exceed other UL System and/or peer institutions: Includes data on books purchased, gate count, attendance at programs, public services usage statistics taken from the Library's Annual Report and results from the ACRL and/or IPEDs surveys of libraries.	
Indirect - Focus Groups	This measure uses the two selected SACS standards 2.9 & 3.8. Surveys and feedback from users will indicate an overall satisfaction with library services, resources, and facilities. Feedback will be obtained from students completing a Student Photo Diary Project in order to gather student-centered data on the use of space for better utilization of public and collection spaces.	

Goal/Objective	Provide Library Instruction To provide a variety of instructional opportunities to assist users in accessing resources			
Legends	OO - Outcome	OO - Outcome/Objective (administrative units);		
Standards/Outcomes				
	Identifier Description			
	SACS- 2012.3.8.2	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)		
Assessment Measures				

Assessment Measure	Criterion	Attachments
Indirect - Satisfaction	Surveys and feedback will indicate overall satisfaction with library instruction. An overall satisfaction score of 80% on Question 2 on the Library Instruction Survey given to the faculty who use instructional services: "The librarian provided an instructional session (or sessions) that supported your learning objectives and the research needs of your students."	

Goal/Objective	Recruit, Develop, and Retain Library Personnel - Recruit, develop, and retain professionally trained librarians and qualified support staff who meet the needs of the University community			
Legends	OO - Outcome/Objective (administrative units);			
Standards/Outcomes				
	Identifier Description			
	SACS- 2012.3.8.3	The institution provides a sufficient number of qualified staff??? with appropriate education or experiences in library and/or other learning/information resources???to accomplish the mission of the institution. (Qualified staff)		
Assessment				
Measures				
	Assessment Measure		Criterion	Attachments
	Indirect - Benchmarking	g	Using peer institutions and/or UL System institutions for acquiring benchmarks on personnel, the number of librarians and professional staff will be equivalent to or exceed other UL System and/or peer institutions. Will use results from the ACRL and/or IPEDs surveys of libraries.	

Results & Improvements (due 9/15/17)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Provide Library Facilities, Resources, and Services To provide adequate facilities and a variety of library services and information resources that meet the needs of the University community.

Goal/Objective	Provide Library Facilities, Resources, and Services To provide adequate facilities and a variety of library services and information resources that meet the needs of the University community.
Legends	OO - Outcome/Objective (administrative units);

Standards/Outco
mes

Identifier	Description
Faculty SI.Faculty SI 1.KPI 4	Allocate sufficient funds to increase library expenditures for provision of research and information resources to meet or exceed the average of our comparative peer institutions.
SACS- 2012.2.9	The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections 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. (Learning Resources and Services)
SACS- 2012.3.8	Library and Other Learning Resources

Assessment Measures

Assessment Measure	Criterion
Indirect - Benchmarking	This measure uses the University's Strategic Plan standard and the two selected SACS standards 2.9 & 3.8.1. Statistical data will show growth in collections, use of library services, resources and facilities and will be equivalent to or exceed other UL System and/or peer institutions: Includes data on books purchased, gate count, attendance at programs, public services usage statistics taken from the Library's Annual Report and results from the ACRL and/or IPEDs surveys of libraries.
Indirect - Focus Groups	This measure uses the two selected SACS standards 2.9 & 3.8. Surveys and feedback from users will indicate an overall satisfaction with library services, resources, and facilities. Feedback will be obtained from students completing a Student Photo Diary Project in order to gather student-centered data on the use of space for better utilization of public and collection spaces.

Assessment Findings

Assessme nt Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Indirect - Benchmarki ng	Has the criterion This measure uses the Universit y's Strategic Plan standard and the two selected	The Library's 2016/2017 Annual Report shows that the Library spent over \$56,000 in new book orders, added over 3,000 gifts,	Library_Annual_Report_2016_201 7.docx	- Assessment Process: Data Collection changed: The Library plans to begin using a new web-based reporting application to collect and analyze data on circulation and cataloging activities.

	SACS	and added	
	standard	56 online	
	s 2.9 &	resources.	
	3.8.1.	The Library	
	Statistical	expenditure	
	data will	s for	
	show	electronic	
	growth in	journals	
	collection	increased	
	s, use of	from	
	library	\$655,548 in	
	services,	2015/2016	
	resource	to \$987,141	
	s and	in	
	facilities	2016/2017.	
	and will	This	
	be	increase in	
	equivalen	expenditure	
	t to or	s was	
	exceed	based on at	
	other UL	least 14	
	System	academic	
	and/or	department	
	peer	s switching	
	institution	their print	
	s:	subscription	
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	, public		
	services		
	usage		
	statistics		
	taken		
	from the		
	Library's		
	Annual		
	Report		
	and		
	results		
	from the		
	ACRL		
	and/or		
	IPEDs		
	surveys		
	of		
	libraries.		
	been met		
	yet?		
	Met		
-			

Assessment List Findings for the Assessment Measure level for Provide Library Instruction To provide a variety of instructional opportunities to assist users in accessing resources Goal/Objective Provide Library Instruction

Goal/Objective	Provide Library Instruction To provide a variety of instructional opportunities to assist users in accessing resources				
Legends	OO - Outcome/Objective (administrative units);				
Standards/Outcomes		<u> </u>	`		
	Identifier	Descri	ption		
	SACS- 2012.3.8.2	The institution ensures that users have access to regular and timely instru			
Assessment Measures					
	Assessment Measure Indirect - Satisfaction Surveys and feedback will indicate overall satisfaction with library instruction overall satisfaction score of 80% on Question 2 on the Library Instruction given to the faculty who use instructional services: "The librarian provided instructional session (or sessions) that supported your learning objectives research needs of your students."				
					ion Survey ded an
Assessment Findings	Assessm ent Measure	Criterion	Summary	Attachments of the Assessments	Improvem ent Narratives
	Indirect - Satisfaction	Has the criterion Surveys and feedback will indicate overall satisfacti on with library instruction. An overall satisfacti on score of 80% on Question 2 on the Library Instructio	The results of the assessment questionnaire for Fall and Spring 2016-2017 were overwhelmingly positive. Across nine questions/categ ories the scores were either above average or excellent. With regard to Question #2: "The librarian provided an instructional session (or sessions) that supported your	Library_Instructional_Services_Survey_20 16_2017.pdf	- Assessme nt Process: Data Collection changed: Instruction al Services previously assessed the faculty at the end of the semester. The Head of Instruction al Services is going to begin monthly

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the	the research	reduce the
faculty	needs of your	time
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service		assessme
"The	Comments from	nt. This
libraria		will
provide		increase
an	question	the quality
instruc		of the
nal	was excellent,	feedback
sessio		and
(or	planned	number of
sessio	1 •	faculty
) that	librarian	who will
suppo	te adapted to	complete
d your	student needs	the survey.
learnin	g and went above	Instruction
objecti	ve and beyond!;	al Services
s and	he she provided	will also
resear	ch specific	introduce
needs	of instruction	a pre- and
your	related to the	post-class
studer	ts. assignment I	survey to
" been	gave the class;	the
met ye	t? she provided an	students in
Met	extremely	at least 1/3
	effective	of the
	instructional	sessions
	session, the	to gauge
	students	students'
	remarked upon	perception
	her	s on library
	presentation	use.
	and used her	
	instructions	
	throughout the	
	semester, her	
	session	
	effectively	
	oriented our	
	freshmen to our	
	library	
	resources.	

Assessment List Findings for the Assessment Measure level for Recruit, Develop, and Retain Library Personnel - Recruit, develop, and retain professionally trained librarians and qualified support staff who meet the needs of the University community

Goal/Objective	Recruit, Develop, and Retain Library Personnel -
	Recruit, develop, and retain professionally trained librarians and qualified support staff who meet

	the needs of the	University com	nmunity		
Legends	OO - Outcome/0				
Standards/Outcome s			,		
	Identifier Description				
	The institution provides a sufficient number of qualified staff??? with appropriate education or experiences in library and/or other learning/information resources???to accomplish the mission of the institution. (Qualified staff)				
Assessment Measures					
	Assessment Criterion Measure				
	Indirect - Benchmarking Using peer institutions and/or UL System institutions for acquiring benchmarks on personnel, the number of librarians and professional st will be equivalent to or exceed other UL System and/or peer institutions use results from the ACRL and/or IPEDs surveys of libraries.			nd professional staff or peer institutions. Will	
Assessment Findings					
	Assessment Measure	Criterion	Summary	Attachments of the Assessment s	Improvement Narratives
	Indirect - Benchmarkin g	Has the criterion Using peer institutions and/or UL System institutions for acquiring benchmark s on personnel, the number of librarians and professional staff will be equivalent to or exceed other UL System and/or peer institutions. Will use results from	The personnel position description forms for unclassified employees helped to provide justification for new library positions. The Library received permission to advertise for two new positions, a Digitization Archivist and an IT Systems Specialist. The Library also reassigned an existing position into a new User Engagement/Instruction Librarian. With these additions the Library now has 18 professional librarians and 3 unclassified professional staff. The Library classified staff numbers 34.		- Professional development/training: New positions in the Library allow for new ways for faculty and staff to collaborate. The Library continually promotes collaboration among library faculty and staff. For example, the head of cataloging plans for the reference faculty and staff to assist with a music score project to create an in-depth description for music scores for the Library's public catalog.

INICL		the ACRL and/or IPEDs surveys of libraries. been met yet? Met		
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Reflection (Due 9/15/17)

Reflection

1) How were assessment results shared in the unit?

Please select all that apply. If "other", please use the text box to elaborate.

Distributed via email

Presented formally at staff / department / committee meetings (selected)

Discussed informally (selected)

Other (explain in text box below)

2) How frequently were assessment results shared in the unit?

Frequently (>4 times per cycle) (selected)
Periodically (2-4 times per cycle)
Once per cycle
Results were not shared this cycle

3) With whom were assessment results shared?

Please select all that apply.

Department Head (selected)

Dean / Asst. or Assoc. Dean (selected)

Departmental assessment committee (selected)

Other faculty / staff (selected)

4) What were the measurable or perceivable effects on your current (2016-2017) findings based on prior action plans (created in 2015-2016)?

The student-centered photo diary project highlighted areas in the Library that the students would like to see improved for their study and social needs. The Library rearranged furniture in areas that were suggested in the project. The Library created signs to highlight conversation levels to facilitate study areas. Growth of the collection was based on the addition of print monographs and online resources. Online serial subscriptions increased due to at least 14 academic departments switching their print subscriptions to electronic.

The instruction survey results show faculty were 100% satisfied that "The librarian provided an instructional session (or sessions) that supported your learning objectives and the research needs of your students," The addition of a Graduate Assistant in Instructional Services contributed to the number and quality of the instruction sessions. The head of instructional services continues to collaborate with the library's teaching faculty and the university faculty to provide timely

and effective instruction.

The personnel position description forms for unclassified employees helped to provide justification for new library positions. The Library received permission to advertise for two new positions, a Digitization Archivist and an IT Systems Specialist. The Library also reassigned an existing position into a new User Engagement/Instruction Librarian.

5) What has the unit learned from the current assessment cycle?

Annual reports and other assessments show that the library is consistently evolving to match its resources and services to the University's needs. Using library focus groups and surveys are an effective means of communicating with our users as well as receiving feedback from their comments and suggestions. Instructional Services faculty would like to extend their assessment to include student surveys. Writing position descriptions for current unclassified staff and faculty members can lead to the successful justification for new positions.

Attachments

Attachments

Upload any supporting documents related to your assessment plans, results, or improvements. Documents may include rubrics, survey questions, reports, etc. There is no limit to the number of documents you can upload.

Click "Select File" to upload document(s)

Library_Annual_Report_2016_2017.docx Library_Instructional_Services_Survey_2016_2017.pdf