

## 2017-2018 Assessment Cycle VPAA\_Library

### Mission (due 12/4/17)

#### 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 / VP and Program / Department Mission

##### Mission of College or VP-area

*Provide the mission for the College or VP-area in the space provided. If none is available, write "None Available in 2017-2018."*

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.

##### Mission of Program / Department

*Provide the program / department mission in the space provided. The mission statement should concisely define the purpose, functions, and key constituents. If none is available, write "None Available in 2017-2018."*

#### Attachment (optional)

*Upload any documents which support the program / department assessment process.*

### Assessment Plan (due 12/4/17)

#### Assessment Plan (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	

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### Program / Department Assessment Narrative

The primary purpose of assessment is to use data to inform decisions and improve programs (student learning) and departments (operations); this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. In the space below, describe the program's or department's overall plan for improving student learning and/or operations (the "assessment plan"). Consider the following:

- 1) What strategies exist to assess the outcomes?
- 2) What does the program/department expect to achieve with the goals and objectives identified above?
- 3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?
- 4) What is the plan for using data to improve student learning and/or operations?
- 5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

### Assessment Process

- 1) What strategies exist to assess the outcomes?
  - The Library is using a new web-based reporting application to collect and analyze data on circulation and cataloging activities.
  - Satisfaction surveys given to faculty on effectiveness of Library Instruction techniques.
  - Benchmarking of peer or UL System institutions regarding collection/personnel data.

2) What does the program/department expect to achieve with the goals and objectives identified above?

- Analyze data to determine age, use, condition and gaps in the collection. This will facilitate inventory and deselection, and new acquisitions.
- Comparison of collection/expenditures/personnel data with our peer or UL System institutions for growth of library collection/funding.
- Implement instructional strategies that will engage students and instructors.

3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?

- The Library added Blue Cloud Analytics, a product from our Integrated Library System vendor. Using this software, the Library will more accurately collect statistics on circulation and cataloging activities. The data is used in the Library Annual Report and to answer library-related surveys.
- An inventory of the Library's collection is being conducted and will be a long-term project. The inventory of the main circulating collection will help determine age, use and condition.
- Instructional Services previously assessed the faculty at the end of the semester. The Head of Instructional Services is going to begin monthly faculty surveys to reduce the time between instruction and assessment. This will increase the quality of the feedback and number of faculty who will complete the survey. Instructional Services will also introduce a pre- and post-class survey to the students in at least 1/3 of the sessions to gauge students' perceptions on library use.

4) What is the plan for using data to improve student learning and/or operations?

- Consolidation of the library's print collection and acquisition of more online sources will facilitate planning for more student-based spaces.
- Comparison data from other library survey results help to show trends in library services and personnel positions and assist in justifying positions and materials budget.
- Library usage statistics can assist with how and when the Library publicizes events/services and develop ideas for new events/services.
- Instructional Services satisfaction surveys are used to refine library instruction to better facilitate classroom assignments and faculty research.

5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

- The Library's Assessment Committee filters results of assessments to the Library Council. The results appear in the minutes of the Council which are distributed to the entire Library faculty and staff.
- The Library Annual Report includes library statistics and initiatives, and is available to all.
- The Library's web site also includes assessment results.

## Results & Improvements (due 9/15/18)

### 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

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		<p>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</p>	<p>Report provide the following overview: Circulation of materials increased due to the addition of counting in-house use of materials; the Library's gate count increased due to additional outreach efforts and events; the number of in-house and virtual reference questions increased from 10,259 to 10,772, an increase of 5% (in-house reference questions accounted for 78.3% of total questions received).</p>		
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**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**

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	Indirect - Satisfaction	Has the criterion Surveys and feedback will indicate overall satisfaction with library instruction. An overall satisfaction score of 80% on the Library Instruction Survey given to the faculty who use instructional services. been met yet? Met	Faculty continue to be very satisfied with the level of instruction received by the Library. Other statistics of note include: Library research appointment (one-on-one consultations) numbers rose 167%, and History instruction requests rose from 10 to 16 classes, mostly because of the successful promotion of the Gaines Center resources. While total instruction numbers are still strong, and 121 more classes were taught and the librarians made 2,572 more student contacts than in 2015-16, they are a bit down from last year. Total Sessions 328 (down 6% from last year) Total Student Contacts 5,967 (down 10% from last year)		- Assessment Process: Continuous monitoring: The Instructional Services Department plans on reversing this trend by doing more outreach to the English department graduate students that teach the bulk of their classes and to encourage professors to dedicate more than one class to library research.

**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**

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## Reflection (Due 9/15/18)

### Reflection

The primary purpose of assessment is to use data to inform decisions and improve programs and operations; this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. Recalling this purpose, respond to the questions below.

#### 1) How were assessment results shared in the program / department?

*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?

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) Consider the impact of prior applied changes. Specifically, compare current results to previous results to evaluate the impact of a previously reported change. Demonstrate how the use of results improved student**

**learning and/or operations.**

A need for more library outreach both on and off campus led to a new position of User Engagement and Instruction Librarian. This new position pursues, organizes and implements outreach opportunities and assists the Head of Instructional Services with library instruction. The introduction of Banner processes, along with the increase in purchase requisitions, and the constant maintenance of the library catalog demanded a new position to assist with these duties. A new Fiscal Services Library Specialist was hired during the AY 2017/2018.

**5) Over the past three assessment cycles, what has been the overall impact of "closing the loop"? Provide examples of improvements in student learning, program quality, or department operations that are directly linked to assessment data and follow-up analysis.**

The Library has significantly offered more services and programming during the past three assessment cycles. Feedback from students have impacted the services the Library offers during Finals Week. Finals Week programming has expanded to include more stress relief services, such as neck/shoulder massages from local massage therapy school students, the creation of a therapy wall where students can share their frustrations and successes, and the acquisition of board games for students to circulate. Instructional Services has done successful marketing of its library instruction sessions for an overall increase in sessions and faculty satisfaction. All library personnel have completed position description forms which has assisted with justification of new positions and position description changes for several positions in the faculty ranks and for staff.

**Attachments (optional)**

*Upload any documents which support the program / department assessment process.*