University of Louisiana at Lafayette

Detailed Assessment Report
2015-2016 Library
As of: 11/22/2016 02:22 PM CENTRAL
(Includes those Action Plans with Budget Amounts marked *One-Time, Recurring, No Request*.)

Mission / Purpose

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.

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Provide Library Instruction
To provide a variety of instructional opportunities to assist users in accessing resources.

Related Measures

M 10: Library Instruction Survey
Satisfaction survey distributed after the end of the semester to faculty who requested library instruction for their courses.

Source of Evidence: Evaluations

Target:
To achieve an 80% satisfaction score (Excellent or Above Average) on question #6: The librarian engaged the students.

Finding (2015-2016) - Target: Met
The results of the assessment questionnaire for Fall 2015 were overwhelmingly positive. Across eight questions/categories the scores were either above average or excellent. With regard to Question #6: "The Librarian engaged the students," the response was 90.91% satisfaction.

Related Action Plans (by Established cycle, then alpha):

Library Survey - Library Instruction
Survey administered to faculty who request library instruction for their courses.

Established in Cycle: 2014-2015
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
          Measure: Library Instruction Survey | **Outcome/Objective:** Provide Library Instruction

Implementation Description: Due to the overwhelmingly positive feedback on question #2, focus will be on Question #6: The librarian engaged the students.

Responsible Person/Group: Jeremiah Paschke-Wood

Library Instruction Feedback

A new instructional services librarian was hired in June 2016. Her action plan is to review the current library instruction feedback form given to the faculty who use instructional services. A revised form will be created and distributed to these faculty by the end of the fall and spring semesters. The updated survey questions will reflect the newly approved ACRL Framework for Information Literacy for Higher Education.

Established in Cycle: 2015-2016
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
> **Measure:** Library Instruction Survey | **Outcome/Objective:** Provide Library Instruction

Implementation Description: Form will be revised and distributed to faculty who use instructional services.
Responsible Person/Group: Head of Instructional Services

O/O 2: Provide Library Resources

To provide print and electronic information resources that meet the needs of the University community.

Related Measures

M 3: Library Annual Report
Annual summaries and statistical data from Library Departments, Facilities, etc.

Source of Evidence: Academic indirect indicator of learning - other

Target:
Statistical data on acquisitions (print and electronic) of monographs and serials will indicate growth in the overall collections that support academic programs.

Finding (2015-2016) - Target: Not Reported This Cycle
This measure was not used this cycle.

M 6: Library Grants
Library faculty members submit grants to supplement library resources.

Source of Evidence: Service Quality

Target:
The Library faculty will submit at least 2 grants per year.

Finding (2015-2016) - Target: Not Reported This Cycle
This measure was not used this cycle.

M 9: Library Focus Groups
The Library will regularly hold focus group sessions with the university community to determine patron satisfaction with library resources and services.

Source of Evidence: Focus groups on teaching, learning, program value

Target:
The Library will hold two focus group sessions with students.

Finding (2015-2016) - Target: Not Reported This Cycle
The measure was not used this cycle.

O/O 3: Provide Library Facilities/Services

To provide facilities and a variety of library services that meet the needs of the University community.

Related Measures

M 3: Library Annual Report

Annual summaries and statistical data from Library Departments, Facilities, etc.

Source of Evidence: Academic indirect indicator of learning - other

Target:

Library usage is counted at the front gate at the entrance to the Library.

M 5: Library Users Survey

Conduct user surveys to assess the effectiveness of collections and services.

Source of Evidence: Academic indirect indicator of learning - other

Target:

The Library will receive an overall 80% satisfaction score (strongly agree and agree) on the online user satisfaction survey for students.

Finding (2015-2016) - Target: Met

The results of the Spring 2016 online user survey for students show the students are 85% satisfied with the library overall. About 40% of the respondents strongly agree and 45% agree that they are satisfied with the Library overall. The remaining respondents were neutral, and only 1% strongly disagreed. Here are a few interesting responses from the survey: 73% of survey respondents said they entered the library once per day or once per week, only 2.5 % said they never entered the physical library building; 52% said they never use a librarian; Paper Resources (Journals, Newspapers, Magazines) are used far less than Electronic Resources; 61% start their research using a Search Engine, such as Google, 41% start research using EDS, 8% start research using LibGuides. In response to some feedback, the library added Suggestion Boxes and re-purposed a small storage room into a Lactation Room for nursing mothers.

Related Action Plans (by Established cycle, then alpha):

Library Users Survey

The Library plans to use nontraditional assessment techniques. To optimize usefulness of library spaces, a student photo diary project will be conducted.The Library plans to use whiteboards placed throughout the building to gather comments on the Library in general, using library-related prompts.

Established in Cycle: 2015-2016
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
   Measure: Library Users Survey | **Outcome/Objective:** Provide Library Facilities/Services

Implementation Description: Nontraditional assessment techniques will be used to gather information about the Library.
Responsible Person/Group: Library Assessment Committee

O/O 4: Recruit, Develop, and Retain Library Personnel

Recruit, develop, and retain professionally trained librarians and qualified support staff

that meet the needs of the University community.

Connected Documents
>>Library Annual Performance Evaluation Rubric 2014
>>Library Annual Self-Evaluation Form 2014
>>Library Faculty Position Description Form

Related Measures

M 7: Staff Benchmarking
Compare staffing to UL System institutions using the National Center for Education Statistics (NCES) Academic Libraries Comparison Survey.

Source of Evidence: Benchmarking

Target:
The number of librarians, professional staff, and other library staff will be equivalent to other UL System institutions.

Finding (2015-2016) - Target: Not Reported This Cycle
This measure was not used this cycle. Data is used from the Integrated Postsecondary Education Data System (IPEDS) to show the comparison of the number of Faculty, Staff, and Student Assistants, and the most recent data is from 2012, which we reported in last year's finding.

Related Action Plans (by Established cycle, then alpha):

Unclassified Staff Position Descriptions
>The unclassified staff will develop position descriptions for their library-related responsibilities.

>**Established in Cycle:** 2015-2016
>**Implementation Status:** Finished
>**Priority:** High

>**Relationships (Measure | Outcome/Objective):**
>>**Measure:** Faculty Development | **Outcome/Objective:** Recruit, Develop, and Retain Library Personnel
>>**Measure:** Staff Benchmarking | **Outcome/Objective:** Recruit, Develop, and Retain Library Personnel

Implementation Description: A form will be created as a template for the unclassified staff to complete.
Responsible Person/Group: Susan Richard, Associate Dean

M 8: Faculty Development
Library faculty professional development forms.

Source of Evidence: Evaluations

Connected Documents
>>Library Annual Performance Evaluation Rubric 2014
>>Library Annual Self-Evaluation Form 2014

Target:
All library faculty will complete faculty professional development forms.

Connected Documents
>>Library Annual Performance Evaluation Rubric 2014
>>Library Annual Self-Evaluation Form 2014

Finding (2015-2016) - Target: Met

During the academic year, the library faculty created and completed position description forms. The forms help streamline recruitment and employment processes, provide justification of library positions, and define responsibilities for new recruits.

Connected Document

Library Faculty Position Description Form

Related Action Plans (by Established cycle, then alpha):

Development Opportunities

Offer opportunities for staff development workshops and encourage professional development opportunities.

Established in Cycle: 2009-2010
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
>   **Measure:** Faculty Development | **Outcome/Objective:** Recruit, Develop, and Retain Library Personnel

Implementation Description: The Library will hold regularly scheduled professional development workshops for all staff and faculty.

Position Descriptions

The professional staff will develop position descriptions for their library-related responsibilities using the evaluation form and rubric as guides.

Established in Cycle: 2014-2015
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
>   **Measure:** Faculty Development | **Outcome/Objective:** Recruit, Develop, and Retain Library Personnel

Implementation Description: Position descriptions forms were completed for each faculty position. The forms help streamline recruitment and employment processes, provide justification of library positions, and define responsibilities for new recruits.
Responsible Person/Group: Susan Richard, Associate Dean

Unclassified Staff Position Descriptions

The unclassified staff will develop position descriptions for their library-related responsibilities.

Established in Cycle: 2015-2016
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
>   **Measure:** Faculty Development | **Outcome/Objective:** Recruit, Develop, and Retain Library Personnel
>   **Measure:** Staff Benchmarking | **Outcome/Objective:** Recruit, Develop, and Retain Library Personnel

Implementation Description: A form will be created as a template for the unclassified staff to complete.
Responsible Person/Group: Susan Richard, Associate Dean

Analysis Questions and Analysis Answers

How were assessment results shared and evaluated within the unit?

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 and Year in Review both include library statistics and initiatives, and are available to all. The Library's web site includes some assessment results.

Identify which action plans [created in prior cycle(s)] were implemented in this current cycle. For each of these implemented plans, were there any measurable or perceivable effects? How, if at all, did the findings appear to be affected by the implemented action plan?

The instruction survey results show faculty were satisfied that the librarian engaged the students. 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 results of the Spring 2016 online user survey for students show the students are 85% satisfied with the library overall. About 40% of the respondents strongly agree and 45% agree that they are satisfied with the Library overall. The remaining respondents were neutral, and only 1% strongly disagreed. Here are a few interesting responses from the survey:

- 73% of survey respondents said they entered the library once per day or once per week, while only 2.5 % said they never entered the physical library building

- 52% said they never use a librarian; Paper Resources (Journals, Newspapers, Magazines) are used far less than Electronic Resources

- 61% start their research using a Search Engine, such as Google, 41% start research using EDS, 8% start research using LibGuides.

In response to some feedback, the library added Suggestion Boxes and re-purposed a small storage room into a Lactation Room for nursing mothers.

Position descriptions forms were created and completed by the library faculty. The forms help streamline recruitment and employment processes, provide justification of library positions, and define responsibilities for new recruits.

What has the unit learned from the current assessment cycle? What is working well, and what is working less well in achieving desired outcomes?

Annual reports and other assessments show that the library is consistently evolving to match its resources and services to the University's needs.

A Library survey is an effective means of communicating our services to our users as well as receiving feedback from comments.

Staff benchmarking results can be difficult to retrieve when the statistical service used does not update their data on a regular basis.

We plan to review the measures and outcomes we use to assess our resources and facilities.