

Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

Be sure to **SAVE** your progress as you work!

Administrative Unit

Library Services

Submission Year

2023-2024

Assessment Coordinator Name

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Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Library Services demonstrates the ability to provide collections and information resources to support degree programs offered at Lander University.

Pillar of Success Supported

High-Demand, Market-Driven Programs

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Frequent usage of library electronic resources to search for and download research materials.

Timeframe for this Outcome

2022-2023 academic year

Performance Target for "Met"

Stable or increased usage of research databases for searching, viewing and downloading materials.

Performance Target for "Partially Met"

Moderate or decline in usage of research databases for searching, viewing and downloading of materials

Performance Target for "Not Met"

A significant decline in database searching, viewing and downloading of materials

Assessment Measure Used

Usage statistics from the article search scope in Bearcat Search the Library discovery layer.

Frequency of Assessment

Yearly summary reports

Data Collected for this Timeframe (Results)

Bearcat Search number of searches in the article scope :

Results for Article Search 2022-2023

Score (Met=3, Partially Met=2, Not Met=1)

3

106363

Comments/Narrative

This year we pulled our stats from the discovery layer, Bearcat Search. Students and faculty performed over 100,000 searches in our article search scope. This tool searches across all of our resources thereby increasing discoverability of journal articles.

Resources Needed to Meet/Sustain Results

In order to sustain results the Library needs to continue to be able to renew its online database offerings.

Explanation of How Resources Will Be Used

Outcome 2

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Students and faculty borrow materials from the Library.

Timeframe for this Outcome

2022-2023 academic year

Performance Target for "Met"

Stable or increased circulation statistics

Performance Target for "Partially Met"

Moderate or slightly decreased circulation statistics

Performance Target for "Not Met"

Sharp decline in circulation statistics

Assessment Measure Used

Circulation usage statistics
Number of searches performed in the ebook search scope of our discovery layer, Bearcat Search.

Frequency of Assessment

Yearly summary reports

Data Collected for this Timeframe (Results)

Circ Stats 2023-24:

Score (Met=3, Partially Met=2, Not Met=1)

3

6,325 items circulated from the physical library collection

9,729 searches were performed in the ebook search scope in Bearcat Search

Total circulation: 16,054

Comments/Narrative

Our new search scope that is exclusively for ebooks in our discovery tool has led to increased usage of our ebook collection. This is the highest number of total items books, ebooks, and other misc. items that have circulated in more than a decade.

Resources Needed to Meet/Sustain Results

No further resources are needed at this time.

Explanation of How Resources Will Be Used**Outcome 3**

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Students and faculty utilize PASCAL rapid book delivery service

Timeframe for this Outcome

2022-2023 academic year

Performance Target for "Met"

Stable usage statistics

Performance Target for "Partially Met"

Decreased usage statistics

Performance Target for "Not Met"

Sharp decline in use of the service

Assessment Measure Used

Borrowing usage statistics

Frequency of Assessment

Yearly summary

Data Collected for this Timeframe (Results)

318 items borrowed from PASCAL institutions

Score (Met=3, Partially Met=2, Not Met=1)

3

Comments/Narrative

Our number of items borrowed went down slightly but students are continuing to use the service. Our discovery layer has lead to increased usage of in house materials and to an increased interest in ebooks.

Resources Needed to Meet/Sustain Results

No further resources are needed.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

We are beginning to see the results of our increased effort to teach workshops to students on how to use Bearcat Search. Increased use of all resources proves the value of this essential tool.

Changes Made/Proposed Related to Goal

We will be introducing a new service in fall semester where students and faculty can order items from our physical collection just like they can order a coffee from our cafe. We're looking forward to seeing how the new service, which is facilitated through Bearcat Search, will impact our usage.

Upload Files (if needed)

Goal 2

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

The Library provides facilities to support the teaching and learning mission of Lander University.

Pillar of Success Supported

Facilities Positioned for Growth and Efficient Utilization

Outcomes

Outcome 1

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Regular and consistent use of the Library facility by students, faculty and staff

Timeframe for this Outcome

2022-2023 academic year

Performance Target for "Met"

Stable or increased usage

Performance Target for "Partially Met"

Decrease in usage

Performance Target for "Not Met"

Sharp decrease in usage

Assessment Measure Used

Hourly headcounts
Daily furniture usage reset/count

Frequency of Assessment

Headcounts: Hourly
Furniture usage: Daily

Data Collected for this Timeframe (Results)

the average number of users per hour per day
(taken from our hourly counts) (16.5 hour day):
40.3

Score (Met=3, Partially Met=2, Not Met=1)

3

Furniture one-time usage daily count: 89.7 percent
usage

Our gate counts for the months of Sep, Oct, Nov, Feb, Mar, Apr, averaged 16595 patron walk-ins per month.

Comments/Narrative

Usage of our building has held steady and mimics the previous years numbers very closely.

Resources Needed to Meet/Sustain Results

No further resources are needed at this time.

Explanation of How Resources Will Be Used

Outcome 2

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Regular and consistent use of reservable group study rooms.

Timeframe for this Outcome

2022-2023 academic year

Performance Target for "Met"

Stable or increased usage

Performance Target for "Partially Met"

Decrease in usage

Performance Target for "Not Met"

Sharp decrease in usage

Assessment Measure Used

Room reservation reports from our online room reservation system

Frequency of Assessment

Yearly summary report

Data Collected for this Timeframe (Results)

Total number of hours booked: 28,839 hours
Total bookings: 12,480

Score (Met=3, Partially Met=2, Not Met=1)

3

Comments/Narrative

The number of bookings and hours occupied decreased slightly from last year because we removed open tables from the booking system due to lack of popularity amongst the students. We view the bookings as stable usage-wise.

Resources Needed to Meet/Sustain Results

We need to continue to subscribe to our LibCal software by Springshare in order to maintain our room booking system.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

Our building usage numbers have stayed the same. We do have a goal to decrease the number of no shows for study room reservations.

Changes Made/Proposed Related to Goal

We are going to implement a new workflow for room booking that will require a check in code. This is an effort to curb rooms sitting empty due to no shows for reservations. I feel certain this will further increase room usage.

Upload Files (if needed)

Goal 3

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal

Library Services demonstrates the ability to provide access to regular and timely instruction in the use of information resources to Lander University students.

Pillar of Success Supported

Robust Student Experience

Outcomes

Outcome 1

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Librarians offer and provide instruction of information resources to students

Timeframe for this Outcome

2022-2023 academic year

Performance Target for "Met"

100% of requests for library instruction are fulfilled. Stable or increased number of workshops requested.

Performance Target for "Partially Met"

Requests for library instruction are partially fulfilled.

Performance Target for "Not Met"

Sharp decrease in instruction requests or inability to fulfill instruction requests.

Assessment Measure Used

Instruction log of workshop requests

Frequency of Assessment

Yearly summary

Data Collected for this Timeframe (Results)

Number of workshops taught: 67

Score (Met=3, Partially Met=2, Not Met=1)

3

Number of students reached: 1,381

Comments/Narrative

We taught a healthy number of information literacy workshops this past year. We advertised the service to faculty heavily. Our numbers seemingly look like they have decreased but this is due to the revamping of the LINK 101 course, which has a new focus and does not include a Library tutorial as a component.

Resources Needed to Meet/Sustain Results

No further resources needed at this time but we would like to reestablish a Library tutorial for the LINK students. Ultimately this decision sits with the director of the LINK program.

Explanation of How Resources Will Be Used

Outcome 2

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What type of Outcome would you like to add?

Student Learning Outcome

Enter Outcome

Student knowledge of library resources increases after each session.

Timeframe for this Outcome

2022-2023 academic year

Performance Target for "Met"

Significant increase of knowledge after instruction session indicated after post test.

Performance Target for "Partially Met"

Moderate increase of knowledge after instruction session indicated after post test.

Performance Target for "Not Met"

No increase of knowledge after instruction session indicated after post test.

Assessment Measure Used

Pre and post test administered before and after each library workshop

Frequency of Assessment

Happens at each session, yearly summary compiled

Data Collected for this Timeframe (Results)

Pre-Test Accuracy Results:

question 1: 91.3% correct

question 2: 65.3% correct

question 3: 93.6% correct

Score (Met=3, Partially Met=2, Not Met=1)

3

Post-Test Accuracy Results:

question 1: 98.1% correct

question 2: 71.8% correct

question 3: 93.6% correct

Comments/Narrative

The post test results for our instruction show an increase in knowledge after the session. We would like to find another tool to use to gather this data because it is often difficult for students to retake the test after the session, many run out of the classroom.

Resources Needed to Meet/Sustain Results

No further resources needed at this time.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

We did not include information about our course guide pages in this year's report. The pathfinder pages literally are no longer needed due to the new way we approach teaching research by emphasizing our powerful discovery layer.

Changes Made/Proposed Related to Goal

We want to identify a new tool for gathering pre and post test data or explore another assessment method for our sessions.

Additionally, we have to reevaluate our course guide pages on our website. The discovery tool combined with our A-Z journal list negates the need for these pathfinder pages. We are going to plan a systematic culling of the guides and will refocus our help pages.

Upload Files (if needed)