

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

2024-2025

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

Robust Student Experience

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

2023-2024 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 : 93,117
Results for Article Search 2023-2024

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

3

Comments/Narrative

We continued to pull stats from the discovery layer, Bearcat Search for the article data. Students and faculty performed 93,117 searches in the article search scope of Bearcat Search. This tool searches across all of our journal resource databases thereby increasing discoverability of journal articles. The number is only slightly less than last academic year. This could be because the default search tab is the Library Catalog search so it folks could first be searching that in error. We are considering relabeling the tab in order to clarify the materials that tab searches.

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 (\$180,000).

Explanation of How Resources Will Be Used

E-resource subscription payments.

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

2023-2024 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

64,615 searches performed in the Library Catalog search scope within Bearcat Search.

6,976 items circulated from the physical library collection

11,237 searches were performed in the ebook search scope in Bearcat Search

Total circulation: 18,213

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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(alumni, parents, employers, etc.).

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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

2023-2024 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)

330 items borrowed from PASCAL institutions

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

3

Comments/Narrative

Our number of items borrowed from PASCAL institutions has increased since last year. Librarians advertise this service on our website, through bibliographic instruction session and physical signage/brochures.

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 seeing momentum behind librarians' effort to teach workshops to students on how to use Bearcat Search. Increased use of all resources, including ebooks, proves the value of this essential tool.

Changes Made/Proposed Related to Goal

We are going to reevaluate the labeling on the various search scopes within Bearcat Search. I feel that

some students search erroneously in the "Library Catalog" tab because of the vagueness of that wording choice, which is understood only by staff and some faculty.

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

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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

2023-2024 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)

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

he average number of users per hour per day (taken from our hourly counts) (16.5 hour day): 3
42.6

Furniture one-time usage daily count: 89.8 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 seen a slight uptick but largely remains the same as the previous year.

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

2023-2024 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

Frequency of Assessment

Yearly summary report

reservation system

Data Collected for this Timeframe (Results)

Total number of hours booked: 22,460 hours

Total bookings: 10,816

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 largely the same. Last year we implemented a new workflow for room booking that required a check in code. This was an effort to curb rooms sitting empty due to no shows for reservations. However, by adding another "gate" to the process I think some students are now too intimidated to book the space.

Changes Made/Proposed Related to Goal

We experimented with a check in code process for room reservations. I think this just confused things and so I plan to simplify the system for booking rooms, so it is more intuitive.

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

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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

2023-2024 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: 51

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

3

Number of students reached:1,062

Comments/Narrative

The number of students we reached has remained fairly stable but increased advertising of the service to new faculty is needed.

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

Goal Summary

Goal Summary/Comments

We saw some decrease in instruction requests from faculty. We did have some staffing changes and some faculty who were regular users of the service retired.

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.

We have begun the process of revising all our course guides for instruction and we have hired a new Information Services Librarian starting in December. This person will oversee instruction efforts.

Upload Files (if needed)