

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

2025-2026

Assessment Coordinator Name

Lisa Wiecki

Enter Assessment Coordinator Email

lwiecki@lander.edu

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

2024-2025 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 : 105,679
Results for Article Search 2024-2025

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

3

Comments/Narrative

Statistics were gathered from Bearcat Search, the library's discovery tool, for article-related data. During the academic year, students and faculty conducted 105,679 searches within the article search scope of Bearcat Search. This tool enhances the discoverability of journal articles by searching across all of our journal e-resource databases. This represents an increase of 25,000 searches compared to the previous academic year. Several factors may have contributed to this growth, including the introduction of a new AI-powered research assistant within the discovery tool. We will continue to promote our research resources and collaborate with faculty to guide students in effectively using Bearcat Search.

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 (\$200,000).

Explanation of How Resources Will Be Used

Online journal database subscription payments.

Outcome 2

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

Students and faculty borrow materials from the Library.

Timeframe for this Outcome

2024-2025 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 2024-25:

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

3

58,053 searches performed in the Library Catalog search scope within Bearcat Search.

6,251 items circulated from the physical library collection

14,085 searches were performed in the eBook search scope in Bearcat Search

Total circulation: 20,336

Comments/Narrative

Our dedicated search scope for eBooks in the discovery tool has led to a dramatic increase in eBook usage. This marks the highest circulation of all items—books, eBooks, and other materials—in more than a decade. With nearly one million eBooks in the collection, the vast number of available titles directly corresponds to this surge in circulation.

Resources Needed to Meet/Sustain Results

Renewal of eBook subscriptions

Explanation of How Resources Will Be Used

The eBooks will be discoverable in both our catalog and individual databases on our A-Z list of resources. These would be used for faculty and student research and projects. (cost included under the first outcome)

Outcome 3

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

Students and faculty utilize PASCAL rapid book delivery service

Timeframe for this Outcome

2024-2025 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)

337 items borrowed from PASCAL institutions

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

3

Comments/Narrative

We have seen an uptick in PASCAL requests. This may be due to the tweak we made to our catalog, which allows users to request items from within the catalog after logging in with Lander credentials.

Resources Needed to Meet/Sustain Results

Our membership in PASCAL is what makes being a part of this service possible so that would be important to maintain.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

We are seeing continued interest from 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 have renamed our Library Catalog search scope in order to end any confusion related to items available when using that filter. We think this will lead to an increase in article searches because that is the primary question we receive at our service desk.

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

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

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

Timeframe for this Outcome

2024-2025 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

Frequency of Assessment

Hourly headcounts
Daily furniture usage reset/count

Headcounts: Hourly
Furniture usage: Daily

Data Collected for this Timeframe (Results)

Furniture one-time usage daily count:
percent usage 86.2 percent usage

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

3

Our gate counts for the months of Sep, Oct, Nov, Feb, Mar, Apr, averaged 15,884 patron walk-ins per month.

Comments/Narrative

Usage of our building has seen an increase.

Resources Needed to Meet/Sustain Results

No further resources are needed at this time.

Explanation of How Resources Will Be Used

Outcome 2

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

Regular and consistent use of reservable group study rooms.

Timeframe for this Outcome

2024-2025 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: 27,950 hours

Total bookings: 13,578

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

3

Comments/Narrative

The number of bookings and hours occupied increased since last year. We did tweak the booking system to allow make it more user friendly. 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. (Cost included in first outcome)

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

Our building usage numbers has increased, and use of the rooms has been steady due to our simplifying the reservation process. We marketed the building services through a flier and poster campaign last year and we staffed more student tabling events to try to connect more with the campus. We hope that brought more people in!

Changes Made/Proposed Related to Goal

We simplified the room booking system so that no check in codes for use of the rooms would be needed. This made for a more intuitive, user-friendly experience thus increasing our stats.

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

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

Librarians offer and provide instruction of information resources to students

Timeframe for this Outcome

2024-2025 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: 69

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

3

Number of students reached: 1416

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. Our new information services librarian has made an attempt to reach out to the LINK director about this possibility.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

The number of instruction requests increased. I had done a lot of email blasts directly to faculty and announced the service at faculty meetings.

Changes Made/Proposed Related to Goal

A new information services librarian was hired. He has taken over coordination of instruction, which in

includes marketing the service, scheduling workshops and creating online tutorials for resources. This librarian recorded close to a dozen short videos about how to use library resources. He also revised all of our interactive tutorials.

Upload Files (if needed)