

# 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".

## Administrative Unit

Library Services

## Submission Year

2019-2020

*Academic year you are submitting report. Not necessarily the year that data is being reported on. Ex. If the report you are submitting is due October 1, 2019, choose 2019-2020.*

## Assessment Coordinator Name

Lisa Wiecki

## Enter Assessment Coordinator Email

lwiecki@lander.edu

*If more than one coordinator, please choose one for emails to be sent to.*

## 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.

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
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

*Choose the Pillar of Success that your goal best aligns with.*

### 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

2018-2019 academic year

*Ex. Academic Year 2017-2018*

### Performance Target for "Met"

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

*The anticipated level of achievement for this Outcome to be considered "Met".*

### Performance Target for "Partially Met"

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

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

### Performance Target for "Not Met"

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

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

### Assessment Measure Used

Usage statistics

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

### Frequency of Assessment

Yearly summary reports

### Data Collected for this Timeframe (Results)

Database search statistics:  
EBSCO resources had 34,310 sessions, 137,053 searches and 38,571 Full-Text downloads.  
Gale resources had 4,509 sessions, 7,435 searches and 5,006 Full-Text downloads.

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

3

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

### Comments/Narrative

While there was a significant decline in the number of sessions and searches for EBSCO resources the overall number of FT downloads has increased from 35,176 to 38,571. We believe the reason for last year's bloated number of searches, 379,525, was due to an embedded librarianship pilot-program that we ceased to continue because it was not sustainable. The program generated a lot of busy-work in the form of searches in the databases but didn't impact students information literacy skills.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

### Resources Needed to Meet/Sustain Results

As new programs are added the library needs to examine its offerings to ensure we are properly supporting student and faculty research needs. The Library will need a subscription to West Law Academic in order to support the new paralegal program, which would cost \$8,311.68 per year (5% yearly increases expected).

*Include estimate of cost.*

### Explanation of How Resources Will Be Used

The money would be used to purchase a database subscription to Westlaw, which is an essential research source for anyone working in the paralegal field.

## 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

2018-2019 academic year

*Ex. Academic Year 2017-2018*

### Performance Target for "Met"

Stable or increased circulation statistics

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

Moderate or slightly decreased circulation statistics

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

Sharp decline in circulation statistics

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

**Assessment Measure Used**

Circulation usage statistics

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

**Frequency of Assessment**

Yearly summary reports

**Data Collected for this Timeframe (Results)**

8,311 items circulated from the library collection

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

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

3

**Comments/Narrative**

The number of items circulated from the library collection has increased from last year's count, which was 8,036. Library Services has been using some merchandising techniques, such as creative book displays throughout the building, in order to showcase our collection. It is a growing trend in libraries to not only circulate books but other items. For example, the library loans out whiteboard markers to students for use in our group study rooms. We have also had requests from students to loan out anatomy bones and have worked with faculty in the biology department to loan out bones at our reserve desk.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

No further resources are needed at this time. I would like to see about diversifying the types of items we offer to circulation but at this time I believe I can manage that within my budget.

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

The top requests the library gets from students in terms of items to loan out are: anatomy bones, whiteboard markers (in a variety of colors), telephone chargers, scientific calculators and blankets.

**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**

2018-2019 academic year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

Stable usage statistics

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

Decreased usage statistics

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

Sharp decline in use of the service

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

**Assessment Measure Used**

Borrowing usage statistics

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

**Frequency of Assessment**

Yearly summary

**Data Collected for this Timeframe (Results)**

764 items borrowed from PASCAL institutions

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

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

3

**Comments/Narrative**

While last year Lander Library users borrowed more from PASCAL institutions (839 loans) our in-house usage stats have increased, which could be attributed to our merchandising techniques. Students could be finding more of what they need in-house. Ultimately this is more convenient for them. It is clear that students are aware of the service and so a drastic decline in usage would mean that we have not met our goals but this isn't the case.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

No further resources are needed.

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

We have plans to attach book display racks to the end-panels of our book stacks to create more micro-displays but this is something I can do with my current budget.

## Goal Summary

**Goal Summary/Comments**

Library Services provides Lander University students, faculty, and staff with information resources to support its research needs. Statistics from our print and electronic resources, as well as our intra-library loan service, show healthy usage of our collections. Librarians and Library staff seek to increase user awareness of our resources by marketing through traditional retail merchandising methods, advertising via our blog and social media, as well as through instruction of library resources.

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Changes Made/Proposed Related to Goal**

In order to continue to meet the needs of our students and faculty, the library will need to acquire specialized information resources for new programs, such as the paralegal program. Based on student requests, the library will seek to diversify the types of materials we offer for circulation. We expect to see this positively impact our usage numbers.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

**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.

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

**Pillar of Success Supported**

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## Outcomes

### Outcome 1

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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).

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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

2018-19 academic year

*Ex. Academic Year 2017-2018*

#### Performance Target for "Met"

Stable or increased usage

*The anticipated level of achievement for this Outcome to be considered "Met".*

#### Performance Target for "Partially Met"

Decrease in usage

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

#### Performance Target for "Not Met"

Sharp decrease in usage

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

Assessment Measure Used	Frequency of Assessment
Hourly headcounts Daily furniture usage reset/count	Headcounts: Hourly Furniture usage: Daily
<i>Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).</i>	
Data Collected for this Timeframe (Results)	Score (Met=3, Partially Met=2, Not Met=1)
Average number of users per hour per day (16.5 hour day): 40.4 Furniture one-time usage daily count: 90% usage	3
<i>If this is a new outcome and no data has been collected, you should explain when data will be available for entry.</i>	
Comments/Narrative	
Based on the data the usage of the library building has remained stable when compared to our last report. Last year our average hourly headcount was 43 so there is a very slight decrease but the numbers still indicate stable usage.	
<i>Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.</i>	
Resources Needed to Meet/Sustain Results	
No further resources are needed at this time.	
<i>Include estimate of cost.</i>	
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.).

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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**

2018-19 academic year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

Stable or increased usage

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

Decrease in usage

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

Sharp decrease in usage

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

**Assessment Measure Used**

Room reservation reports from our online room reservation system

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

**Frequency of Assessment**

Yearly summary report

**Data Collected for this Timeframe (Results)**

Total number of hours occupied (14 rooms): 25,348  
Total confirmed bookings (14 rooms): 7,784

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

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

3

**Comments/Narrative**

Last year a small construction project allowed the library to increase the number of available rooms in our reservation system from 11 to 14. The number of hours occupied during our previous reporting period was 17,780 and this past year the number increased to 25,348. The total number of bookings also increased from 6,203 to 7,784. While the overall number of average users in the library did not increase the number of users utilizing the room reservation service has increased, which could be due to the marketing efforts by the library.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

### Resources Needed to Meet/Sustain Results

No further resources needed.

*Include estimate of cost.*

### Explanation of How Resources Will Be Used

## Goal Summary

### Goal Summary/Comments

The Library seeks to be a warm and welcoming space for students to use for individual and group study. It is clear from the statistics that our users are seeking space for groups to meet either for study, tutoring or meetings. Last year a computer training room that was not a space available to the public was repurposed and three group study spaces were created. As the number of reservable spaces increased, the number of bookings also increased. Overall building usage has remained stable and could increase with additional marketing efforts and workshop offerings.

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

### Changes Made/Proposed Related to Goal

Since reservable group study space is a very popular service the Library will seek to examine our space in order to meet this student need. Librarians will also seek to offer more activities and workshops in the building in order to increase awareness and usage of the facility.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

### 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.

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

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## 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

2018-2019 academic year

*Ex. Academic Year 2017-2018*

#### Performance Target for "Met"

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

*The anticipated level of achievement for this Outcome to be considered "Met".*

#### Performance Target for "Partially Met"

Requests for library instruction are partially fulfilled.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

#### Performance Target for "Not Met"

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

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

#### Assessment Measure Used

Instruction log of workshop requests

#### Frequency of Assessment

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Yearly summary

#### Data Collected for this Timeframe (Results)

Number of workshops taught: 97  
Number of unique session preps: 48  
Number of students reached: 1,965

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

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

#### Comments/Narrative

This past year our numbers increased significantly. We taught 97 workshops as opposed to the 57 workshops taught last year. We were able to reach more students due to the addition of our UX Librarian who also took on the teaching of information literacy sessions. Another reason for the increase in activity was that we had piloted an embedded librarianship program. In this program, a librarian went to multiple classes throughout the semester to meet with students. While this program was a worthy endeavor it wasn't a sustainable model for teaching information literacy. I suspect we won't have numbers this high to report next year.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

#### Resources Needed to Meet/Sustain Results

No further resources needed.

Include estimate of cost.

#### Explanation of How Resources Will Be Used

While we don't require further resources, we do need to fill the vacancy we currently have open.

## 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**

2018-19 academic year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

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

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

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

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

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

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

**Assessment Measure Used**

Pre and post test administered before and after each library workshop

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

**Frequency of Assessment**

Happens at each session, yearly summary compiled

**Data Collected for this Timeframe (Results)**

Results for post test respondents:  
47% found the workshops to be Very Helpful  
37% found the workshops to be Helpful  
15% found the workshops to be Somewhat Helpful  
1% found the workshops to be Not Helpful

Post test responses for the question: Where to get help?  
90% answered correctly  
Post test responses for the question: Where to find books  
99% answered correctly  
Post test responses for the question: Where to find a scholarly article  
74% answered correctly

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

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

2

**Comments/Narrative**

While post test results indicated that nearly all students left the workshops knowing where to get help or where to search for a book, the number of students who left the workshop understanding where to locate an article is not as high as expected. Database statistics indicated that students are certainly downloading articles but perhaps they are still not entirely understanding the terminology associated with locating scholarly articles. Librarians will need to work to improve the results in this area.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

#### **Resources Needed to Meet/Sustain Results**

No further resources needed

*Include estimate of cost.*

#### **Explanation of How Resources Will Be Used**

## **Goal Summary**

#### **Goal Summary/Comments**

Librarians are able to meet the demand for information literacy workshops and often prepare sessions tailored to individual course needs. In order to meet the needs of online courses, the librarians will need to work to develop and assess online library instruction tutorials. Additionally, librarians will need to work to ensure that their workshop sessions are not too full of lingo or insider terminology. Librarians need to be certain that students understand what a database is and what it contains so that students can retrieve scholarly articles and other research.

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

#### **Changes Made/Proposed Related to Goal**

In order to increase the correct response to the scholarly article question in the post-test we will work to ensure consistency amongst librarians when explaining where and how to find scholarly research. We will also seek out new information literacy exercises that may help librarians to better communicate this concept.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

#### **Upload Files (if needed)**