

Library Assessment Committee (LAC)
November 2, 2010

Committee Members Present: Marlene Porter (Chair), Mark Horan, Laura Kinner, Dave Remaklus, Sheryl Stevens; Absent: Daniel Feinberg, Misa Mi

1. 2009-2010 Library Assessment Report – Marlene is in the process of uploading the 2009-2010 Libraries Assessment report into Epsilen (<https://www.epsilen.com/Security/Login.aspx?status=logout>). FYI, Epsilen is being used as a tool for student ePortfolios and some UT courses for assessment. Any UT student, staff or faculty member can create an account and use Epsilen. So if you haven't already, feel free to set up an account and look around. See attachment #1 for the matrix that is being used for the 2009-2010 assessment reports.
2. 2010 Library Assessment Conference – Marlene attended this conference gave the LAC a preliminary report. She will compile a summary report and submit it to the committee at December's meeting. One point that was mentioned several times at the conference for those beginning new assessment programs is to go slowly and not try and do everything all at once.
3. Marlene welcomed Dave Remaklus and thanked him for agreeing to serve on the committee as the staff representative. Thanks Dave!!
4. Assessment Plan - Misa's Suggestions
 - a. *In Row 1, Column 1, what is "research growth"? Under Data Collection, another indicator of students' learning from information literacy programs could be students' learning outcomes measured by performance evaluations/tests of newly acquired knowledge and skill.*
Those in attendance were uncertain of a definition of "research growth". Marlene will ask Dan what this means. She will also inquire about any performance evaluations/tests that might be used by Information Literacy,
 - b. *In Role [Row] 3, Column 3, does the "community" refer to the public or the university community? In addition to students, faculty, and the community, should "clinicians" be added to include users such as nurses or other health care providers in the UT Medical Center who are not faculty?*
Marlene will add *university* before *community* in the 3rd Institutional Service Outcomes/Goals/Objectives. And it was decided not to differentiate clinicians since they are considered part of the "university community".
 - c. *In Row 7, Column 2, another measure of ILL service could be the turnaround time for filling ILL requests.*
Marlene will add *Turnaround time for filling ILL requests* as a sub item under ILLIAD
 - d. *In addition to Row 2 and Row 3, I was wondering if another row could be added for library collection to support patient care.*
Marlene will compose an additional Institutional Service Outcomes/Goals/Objectives

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between items 3 and 4 on the Assessment Plan and have the committee review before submitting to the University Assessment Committee

e. Another important service area we provide at Mulford is literature search (a bit part of our workload). It could be added under Column 1....

Marlene will add *Literature searches* in the Data Collection column for item number 6 (Provide high quality information services to assist students, staff, faculty, and the community that reflects the campus commitment to the libraries' and university's mission).

5. Marlene distributed a handout (see attachment #2) with ideas for good measures for the assessment report. The URL for the document is included. In time, the assessment plan *Data Collection* items may change for some of the items.
6. A question was raised about the length of term of service on the LAC. It was discussed and agreed that this is a committee that could be a standing committee and be placed in the Library Faculty Policies and Procedures manual. Marlene will research some other university library assessment committees for possible guidelines and wording.
7. Next Assessment Committee meeting is Tuesday, December 7, 2010, 9:00 a.m. in CL1009.

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Attachment #1: Matrix for UT Libraries Assessment Report 2009-2010

Matrix: utoledo:University Libraries Unit Assessment Matrix								
	Mission Describe the mission of your unit.	Accreditation Indicate which external approvals govern your u... More	Student Learning/Service Outcomes List and describe the student learning and/or s... More	Data Collection Describe the types of data you collect for your... More	Student/Faculty Involvement Describe the ways in which your unit's students... More	Findings Summarize the assessment findings for three of ... More	Changes Indicate all changes your unit has made or prop... More	Dissemination Describe how and to which stakeholder groups (e... More
Library Please upload year end report for all programs ... More 	 The mission of U...	 Not applicable	 The Library Asse...  University Libra...	 DataCollect Whe...	 Spring 2010 the ...  http://www.utole...  Information Lite...	 Spring 2010 Univ...		 http://libguides...
Matrix Icon Legend  Rubric (What is a Rubric?)  Reflection (What is a Reflection?)  Hyperlink (Web Address)								

Attachment #2:

LIBRARY ASSESSMENT

<http://libguides.missouriwestern.edu/content.php?pid=40403&sid=297293>

Administration

Tools --- The Director uses several national survey tools to assess library services against peer institutions.

- *ACRL Annual Survey of Statistics* --- All college and university libraries submit annual data to this survey which is published later for review and comparison. The Director inputs data for this.
- *IPEDS Reports* --- This is annual data collected by higher education institutions which includes library data. The Director inputs data for this and requests data from other sections of the survey.
- *National Center for Education Statistics Academic Libraries Survey (ALS)* --- This is a biennial survey to which the Director contributes a variety of library data that can be used for comparison with other institutions.
- *Peer Academic Library Statistics* --- Statistics for peer institutions for comparison of a variety of data, including, numbers of students and faculty, numbers of library holdings, library allocations per FTE, number of databases, etc. The Director can manipulate data from this report in order to choose peer institutions and the various criteria wanted in reports.
- *ALA-APA Library Salary Survey – Librarians: Public and Academic* --- This annual survey provides salary data by state, region, library size and type. The Director inputs data and can access the database for review and comparison of salary data.
- Suggestion box --- This gives library users an opportunity to provide broad input regarding library services ranging from accolades for staff to constructive suggestions. A staff member monitors the suggestions and forwards them to the Director for final dispensation. Where possible and practical, suggestions are incorporated into library services. Suggestions, comments and replies are kept in a file in the Director's office.
- Focus groups --- At irregular intervals, either the Director or Reference staff conduct focus groups. Depending upon the area of interest and need, faculty, students, staff, community or a combination of all groups is used for the composition of these focus groups. Usually, a non-library person is asked to be the moderator, while the Director or other staff take notes. Feedback is taken into consideration when setting future goals and objectives and when evaluating services.
- In-house surveys --- These surveys are given to library users either at the Reference Desk when they ask for information help or as an exit survey as they leave the library. Feedback is used to evaluate and improve services.
- Direct observation --- This entails observing and monitoring student use of the library to collect information such as how many students are in the library during a certain hours, what type of seating are students using, how many are using laptops, how many students are studying alone as opposed to in a group.

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Standards

ACRL Standards for Libraries in Higher Education --- These standards provide both a quantitative and a qualitative approach to assessing the effectiveness of a library and its librarians. They not only consider inputs, but also take into consideration outputs and outcome measures and encourage comparison of these measures with those of peer institutions.

Reference and Information Services

Statistics --- Reference staff collects many types of statistics to assess and compare services including the following:

- Number of reference questions
- Number of “refdesk” email inquiries
- Number of database hits
- Number of website hits
- Number of instruction sessions
- Number of students in instruction sessions
- Number of community and high school groups visiting library

Standards

ACRL Standards on Information Literacy --- Each of these standards has performance indicators and outcomes by which Reference staff measure the effectiveness of services and instruction sessions.

Interlibrary Loan/Document Delivery

Statistics --- ILL staff collects data annually to assess services.

- Number of requests from other libraries
- Number of loans to other libraries
- Number of MWSU requests to other libraries
- Number of items borrowed from other libraries
- Number of times journal titles are requested

Circulation

Statistics --- Circulation staff collects data annually to assess services and to determine purchasing trends for electronic or other items.

- Number of circulations
- Number of reserve circulations
- Number of circulations in TOWERS
- Number of in-house circulations
- Gate count

Collection Development

Tools --- Staff use the following tools to assess quality and breadth of the library collections and to make judgments on recommending titles to faculty and on ordering materials:

- *Best Books for College Libraries* --- This tool is used for comparison of the MWSU collections against standard “best” collections for making ordering choices by library staff and faculty.
- *OCLC Collection Analysis Tool* ---The MWSU library catalog is checked against this tool to see duplications or unique titles that are owned by MWSU and to determine the breadth and depth of the collections in comparison to model library collections.

Statistics --- Collection Development staff monitors statistics for ordering purposes and to maintain a balanced collection of materials.

- MOBIUS statistics on unique items in the MWSU database
- MOBIUS requests for certain subjects and titles
- Departmental library budgets

Cataloging

Statistics --- Cataloging staff collects and monitors statistics to determine workflow efficiency and to gather for library statistical reports.

- Number of items cataloged by individual category
- Number of items withdrawn
- Time studies for the evaluation of workflow

Serials and Continuations

Statistics --- Serials staff collects and monitors statistics to assess relevancy and balance of the journal titles and continuations to make decisions about retaining, canceling, or receiving in electronic format.

- Number of current subscriptions
- Number of journal titles held
- Number of electronic subscriptions
- Number of continuations
- Number of withdrawals
- Number of cancelled subscriptions
- Number of titles bound
- Number of issues received from the Duplicate Exchange Union