Library Program Review
Progress Report
23 September 2005

Background
After a thorough review of assessment materials we have developed and submitted to the Provost’s Office over the past 5 years, we have reshaped our assessment plan so that it will utilize data we have already collected, as well as data we currently collect, which provide us feedback regarding our effectiveness.

Previous and Ongoing Assessment Efforts
For the Self-Study that was completed in 2000, the library conducted surveys of students and faculty. Based on the results of the surveys, the Library intensified outreach efforts to several academic departments and created assignment web pages for certain faculty. Additionally, the training that the Student Reference Advisors received was redesigned and continues to be updated each year.

Currently, the Library staff collects statistics in many areas of activity. The ILL staff tracks all requests for materials that we receive from staff and students, as well as requests we fill for other libraries. The Circulation department collects data indicating how many items are being checked out. The electronic resources librarian monitors usage statistics for all of our subscription databases. While we have noticed a drop in the number of books being checked out, we have also noticed a significant increase in the use of our databases that provide full-text access to materials.

The technical services department keeps track of the number of titles being added through purchases and gifts, and also notes the number of items deleted from the collection. Faculty are invited into the library each summer to assess the materials in their area. The technical services librarian makes purchases and deletions based on the faculty input and the data collected.

The bibliographic instruction librarian consults several times with professors while planning every instruction session, making adjustments based on requests and feedback from each. She also collects evaluations from students after each session, making adjustments as necessary.

It is likely that each department will continue these assessment activities as they consistently provide valuable information. We will be prepared to provide statistics we have collected, surveys we have conducted, and evaluations we have collected to the committee in January 2006. We also plan to incorporate additional assessment activities, as described below.

Goals
We have decided to focus on two main goals:

1. **Teach students to be independent library users (who also understand when to seek research assistance) as a part of the life-long learning aspect of their college education.**

Completed and Ongoing Assessment Activities

- First year survey to see what library skills and attitudes are present in the first-year students (Fall 2005).
- All-student survey completed April 2005.
- Department self-study completed in 2000.
- Evaluations completed by all students who attend in-class library instruction sessions.

Proposed Assessment Inputs
Senior Survey to measure the attitudes toward libraries and research that the graduating seniors are taking with them on their life journey.
- Pre-test and post-test for the APP-01-1 students.
- Survey student library staff for specific information, including a.) their observations of how the library facility is used and b.) feedback they receive from other students relating to library resources and how they are used.

Utilization of Data

The information we gather will be used to

- Assess the overall effectiveness of the library program
- Make improvements to the 1-unit library instruction course (APP-01-1)
- Make adjustments to our library instruction sessions
- Gain a better understanding of our patrons’ perspective for appropriate facility and program planning

2. Provide an appropriate and diverse collection of print and electronic resources, whose purpose it is to support the curriculum.

Completed and Ongoing Assessment Activities

- Annual summer weeding by invited departmental faculty representatives.
- Creation of general and select funds for librarians to order books in areas not covered by faculty orders.

Proposed Assessment Inputs

- Analyze course syllabi of selected classes noting the occurrence and types of research assignments.
- Survey the faculty by department to determine how the Library and its resources fit into the various courses.
- Arrange a Faculty Forum to raise awareness of Library services and to reach out to under-served departments.
- Review bibliographies from a sample of student honors papers.
- Contract with OCLC (an external source) for their Collection Analysis service.
- Analyze the circulation of books acquired during the prior two years.
- Analyze ILL statistics for loans and copies versus the statistics for use of full-text online periodicals to which the Library subscribes.
- Conduct a comparison of the Library’s e-resources with those belonging to a benchmark group of academic libraries.
- Conduct patron counts at specific times to determine facility usage patterns.

Utilization of Data

The information we gather will be used to

- Determine how well the library is responding to the needs of the students and faculty
- Find out how the Library collection compares with the collections of other similar-sized institutions
- Aid the staff in making changes to facility configuration and furnishings
- Guide the staff in selecting resources