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 <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Be sure to SAVE your progress as you work!

Administrative Unit
Library Services

Submission Year
2020-2021

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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
High-Demand, Market-Driven Programs

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
2019-2020 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	**Frequency of Assessment**
Usage statistics	Yearly summary reports

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Database search statistics:	3
EBSCO resources had 283,969 sessions, 924,315 searches and 45,468 Full-Text downloads.	
Gale resources had 4,007 sessions, 6,379 searches and 4,311 Full-Text downloads.	

Comments/Narrative
There was a significant uptick in the number of sessions and searches for EBSCO resources. There are two explanations for the surge in searches. One explanation could be the move from in-person classes to online classes due to the threat of Covid-19. Another explanation for the bloated number of searches, 924,315, could be due to the move to a new integrated library system and discovery layer. Librarians had to do a significant amount of testing and this test period must have impacted our number of searches.   I think this year the number that is most valuable to look at is the number of full-text downloads in our databases. 45,468 downloads was an increase and likely better reflects usage by our campus community.

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.

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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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
2019-2020 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	**Frequency of Assessment**
Circulation usage statistics	Yearly summary reports

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
8,048 items circulated from the library collection	3

Comments/Narrative
The Library was closed for 2 months due to Covid-19 and we also had very little usage in the summer. Our stats only decreased slightly despite the closure. I think we would have seen an increase overall if we had not closed. I do expect our numbers to go down next year because we have removed high-touch items from circulation due to concerns about the potential viral load on these items.

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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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
2019-2020 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	**Frequency of Assessment**
Borrowing usage statistics	Yearly summary

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
467 items borrowed from PASCAL institutions	2

Comments/Narrative
Students and faculty are aware of the PASCAL service and utilized it during the academic year.   Our stats are a bit off because we closed for 2 months during Covid-19 so we weren't able to check in all the books out during this data collection cycle. I've scored us as "partially met" because the stats decreased so much but again our closure is really the explanation for this. I do want to note that we have seen increased use of our ebook collections and our circulation stats for our own offerings would have likely seen an increase had we not had to close.

Resources Needed to Meet/Sustain Results
No further resources are needed.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments
The Library provides a variety of information resources to meet the needs of existing and new majors. Our data shows active usage of our resources. Our online resources were especially needed during the end of spring semester where courses were moved online and statistics showed increased usage.   Use of the physical PASCAL delivery service declined but the COVID-19 closure threw off our numbers because we could not record the returns until after this data cycle ended. We also have seen that students are using our ebooks more so this could explian why they do not need to borrow as much from other schools.

Changes Made/Proposed Related to Goal
The Library has migrated over to a new catalog with an added Discovery Layer.   This will make finding online articles easier for our users and we hope will yield even more usage of our databases.

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

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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
2019-20 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	Headcounts: Hourly
Daily furniture usage reset/count	Furniture usage: Daily

Data Collected for this Timeframe (Results)	Score (Met=3, Partially Met=2, Not Met=1)
The average number of users per hour per day (taken from our hourly counts) (16.5 hour day): 40.16 Furniture one-time usage daily count: 90.875	3

percent usage

Comments/Narrative
The data remains consistent with what we reported last year. I believe our numbers would have been higher had we not had to close in March because of Covid-19.   I expect the numbers to take a dive next year since we currently have had to reduce seating and occupancy numbers in the Library.

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
2019-20 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**
Room reservation reports from our online room reservation system	Yearly summary report

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Total number of hours occupied (14 rooms): 18,452	3
Total confirmed bookings (14 rooms): 10,353	

Comments/Narrative

The number of bookings and hours occupied did decrease from last year. While we were open the facility and rooms were actively used.   The closure in March meant that we didn't get the usage and data during our peak period, which is the final exam time. I believe our numbers will decrease even further next year because we have had to reduce seating capacity in the space to promote social distancing and students will be encouraged to go home after Thanksgiving so we will not see our usual final exam rush on the facility. I still consider our goals met despite the wrinkle caused by the pandemic.

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

Despite our brief Covid-19 related closure the overall usage of the Library remained consistent with last year's numbers. The room booking numbers declined but this is because we were closed during our busiest time, which is the final exam week. We did add an additional study room to our line up this year, which will help to accommodate the increased need for space.

Changes Made/Proposed Related to Goal

The Library added tables on our outdoor balcony to our reservation system due to the decrease in seating because of Covid-19.   These outside tables have been booked very regularly and students seem to enjoy having this option.

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

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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
2019-2020 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	**Frequency of Assessment**
Instruction log of workshop requests	Yearly summary

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Number of workshops taught: 45	3
Number of unique session preps: 30	
Number of students reached: 896	

Comments/Narrative
This past year our number of workshops decreased. We taught 45 workshops as opposed to the 97 workshops taught last year. We can identify two reasons for the decrease in workshops. First, we eliminated the piloted embedded librarianship program, which was unsustainable. Second, Lander moved to remote learning in mid-March due to Covid-19 which lowered the number of requests we typically receive for workshops in the spring. We did convert seven in-person workshops to an asynchronous opportunity reaching 165 students.

Resources Needed to Meet/Sustain Results
No further resources needed.

Explanation of How Resources Will Be Used

Outcome 2

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(alumni, parents, employers, etc.).

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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
2019-20 academic year

Performance Target for "Met"
Significant increase of knowledge after instruction session indicated after post test.

Performance Target for "Partially Met"
Moderate increase of knowledge after instruction session indicated after post test.

Performance Target for "Not Met"
No increase of knowledge after instruction session indicated after post test.

Assessment Measure Used	**Frequency of Assessment**
Pre and post test administered before and after each library workshop	Happens at each session, yearly summary compiled

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Results for post test respondents	2

Workshop Helpfulness for all levels (100, 200, & 300/400)
52% found the workshops to be Very Helpful
35% found the workshops to be Helpful
5% found the workshops to be Somewhat Helpful
0% found the workshops to be Not Helpful

Post test responses for the question: Where to get help?
88% answered correctly
Post test responses for the question: Where to find books?
92% answered correctly
Post test responses for the question: Where to find a scholarly article?
73% answered correctly

LAST YEAR'S NUMBERS FOR COMPARISON:

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

Comments/Narrative
In comparing this year's responses to the previous year, students' perspective of the helpfulness of the sessions increased. For the areas of finding help and books, the percentages of correct responses were lower than the previous year and below our expectations. The response for finding a scholarly article improved slightly, but not as much as we would have hoped. With the statistical numbers for circulation and article downloads, it can be noted that students are able to find these sources when needed. As we transition this year to a new library system with a discovery layer, librarians will be focusing our sessions a little differently and will work to emphasize the difference in the tools available for finding appropriate resources.

Resources Needed to Meet/Sustain Results
No further resources needed

Explanation of How Resources Will Be Used

Outcome 3

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What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Librarians create course guides to provide a subject-specific guide to resources in a selected discipline's course.

Timeframe for this Outcome

2019-2020 Academic year

Performance Target for "Met"
100% of requests for guides are fulfilled. Stable or increased number of guides requested.

Performance Target for "Partially Met"
Requests for guides are partially fulfilled.

Performance Target for "Not Met"
Sharp decrease in guides or inability to fulfill guide requests.

Assessment Measure Used	**Frequency of Assessment**
Log of course guide creation	Yearly

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Number of course guides: 38	3
Number of students reached (by views): 13,872	

Comments/Narrative
Course Guide creation happens when requests are made for face to face instruction workshops, asynchronous instructional experiences, topical workshops, and resources pages. Librarians also create subject guides. Subject Guides are created for disciplines taught at Lander. Each year additional guides are created to match Lander's program offerings. Currently, there are 24 major subject guides.

Resources Needed to Meet/Sustain Results
No further resources needed at this time but we do need to able to continue purchasing our subscription to LibGuides course guide creation software.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments
Although our number of in-person workshops decreased both due to the March closing and also our discontinuation of a pilot project we felt was not working the Librarians still reached a great number of students with our Library instruction. With the addition of a new Discovery Layer, we will be actively marketing the workshops so that we can teach more students how to use our new catalog.

Changes Made/Proposed Related to Goal
We've added a new outcome related to our new course guide service.   Through this service, the Library moves beyond providing basic self-help pathfinders for the individual majors. The course guide service is where Librarians take a deeper dive into the resources we offer in order to create more detailed self-help pathfinders. Our hope is that this will be a useful service to faculty and students to aid them in discovering the sources they need for research.

Upload Files (if needed)