

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
2022-2023

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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

2021-2022 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

Frequency of Assessment

Yearly summary reports

Data Collected for this Timeframe (Results)

Database search statistics:
EBSCO resources had 196,510 sessions and
502,924 searches.

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

3

Comments/Narrative

Our new discovery layer has helped to increase the usage across different databases. Next year we will add analysis of usage directly from the discovery layer. These statistics are pulled directly from the vendor statistics reporting tool. The discovery layer picks up more databases from other vendors so this will be an important data point to examine.

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

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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

2021-2022 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

Frequency of Assessment

Yearly summary reports

Data Collected for this Timeframe (Results)

5,170 items circulated from the physical library collection
1179 items circulated from the library ebook collection.
Total circulation: 6,349

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

3

Comments/Narrative

While students preference for borrowing physical materials still dominates the circulation numbers we are reporting, there has been an uptick in ebook usage.

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

2021-2022 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)

292 items borrowed from PASCAL institutions

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

3

Comments/Narrative

Students and faculty are aware of the PASCAL service and utilized it during the academic year. Our stats decreased slightly but the service was consistently used. We did see an uptick in ebook usage and have pushed the advertising of our ebook collection. It is likely more students and faculty are finding what they need from the resources we are providing, thereby decreasing the need for PASCAL book borrowing.

Resources Needed to Meet/Sustain Results

No further resources are needed.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

Students regularly access and utilize both print and electronic resources both in person and through the Library website.

Changes Made/Proposed Related to Goal

The Library is trying to increase awareness of a new way to discover resources through our discovery layer Bearcat Search. Usage of Bearcat Search will be a new datapoint for us to report and analyze in the coming year.

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

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

2021-2022 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

Hourly headcounts
Daily furniture usage reset/count

Frequency of Assessment

Headcounts: Hourly
Furniture usage: Daily

Data Collected for this Timeframe (Results)

The average number of users per hour per day (taken from our hourly counts) (16.5 hour day): 40.7
Furniture one-time usage daily count: 89.5 percent usage
Our gate counts for the months of Sep, Oct, Nov, Feb, Mar, Apr, averaged 16790 patron walk-ins per month.

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

3

Comments/Narrative

In building usage of library services has increased and began to look more like pre-pandemic usage levels.

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

2021-2022 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 reservation system

Frequency of Assessment

Yearly summary report

Data Collected for this Timeframe (Results)

Total number of hours occupied (17 rooms and 8 study tables): 31,931 hours
Total confirmed bookings: 13,391

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

3

Comments/Narrative

The number of bookings and hours occupied increased last year because we added an additional bookable room and we also experimented with allowing students to book tables during peak times when rooms were not available.

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

The Library building is heavily used and we have seen our numbers return back to pre-pandemic levels.

Changes Made/Proposed Related to Goal

Our future goal is to increase not only use of the building but of our services. Librarians have started a rotation of staffing our front desk again and we hope to increase use of our reference service.

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

2021-2022 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: 130
Number of unique session preps: 42
Number of students reached: 1778

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

3

Comments/Narrative

This year our workshop numbers increased. We taught 130 which added an additional 100 sessions from the previous year. We continued our completely asynchronous library module for our freshman experience course, LINK 101, which uses instructional videos and a digital scavenger hunt using the library's website and resources. In total we reached just under 1800 students. Our 1 credit information literacy course, INFO 101, saw continued interest. We were able to offer five INFO 101 sections reaching 77 students. We did lower the student capacity per section this academic year due to ongoing pandemic related concerns for social distancing.

Resources Needed to Meet/Sustain Results

No further resources needed at this time but we do need to be able to continue purchasing our subscription to Springshare's LibGuides and LibWizard tutorial/assessment creation software.

Explanation of How Resources Will Be Used

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

2021-2022 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

Pre and post test administered before and after each library workshop

Frequency of Assessment

Happens at each session, yearly summary compiled

Data Collected for this Timeframe (Results)

Catalog: Where to find a book in the print collection?

92% answered correctly.

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

2

Library Help: Where would you turn for additional help with assignments?

88% answered correctly

Database: Which provides online access to newspaper, magazine, and academic journal articles?

60% answered correctly (Some confusion with Bearcat Search)

Acknowledge Completion: I certify I completed all videos in this activity.

99% answered this question

Ask for Help: After completing this activity, I will be more likely to ask for help in the library.

55% rated 5 stars for how likely they would ask for help in the library after completing this activity.

23% rated 4 stars for how likely they would ask for help in the library after completing this activity.

15% rated 3 stars for how likely they would ask for help in the library after completing this activity.

4% rated 2 stars for how likely they would ask for help in the library after completing this activity.

3% rated 1 star for how likely they would ask for help in the library after completing this activity.

Way Around: The LINK 101 Library Activity helped me find my way around the library.

64% rated 5 stars for this activity helping them find their way around the library.

21% rated 4 stars for this activity helping them find their way around the library.

11% rated 3 stars for this activity helping them find their way around the library.

2% rated 2 stars for this activity helping them find their way around the library.
2% rated 1 star for this activity helping them find their way around the library.

Use Library Resources: Completing this activity has made me more likely to use library resources for my assignments.

60% rated 5 stars for completing this activity has made me more likely to use library resources for my assignments.

22% rated 4 stars for completing this activity has made me more likely to use library resources for my assignments.

14% rated 3 stars for completing this activity has made me more likely to use library resources for my assignments.

2% rated 2 stars for completing this activity has made me more likely to use library resources for my assignments.

2% rated 1 star for completing this activity has made me more likely to use library resources for my assignments.

Comments/Narrative

For this outcome we adjusted the tool used to capture the knowledge after the LINK 101 library module and activity. This seems like a great place to get a baseline of what students are able to obtain from the online module as they prepare for their careers at Lander. Using this data will help us tailor our information literacy sessions for ENGL 102 courses and discipline specific courses through our scaffolded information literacy program.

Resources Needed to Meet/Sustain Results

No further resources needed at this time but we do need to be able to continue purchasing our subscription to Springshare's LibWizard tutorial/assessment creation software.

Explanation of How Resources Will Be Used

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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

2021-2022 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

Log of course guide creation

Frequency of Assessment

Yearly

Data Collected for this Timeframe (Results)

Number of course guides: 35

Number of students reached (by views): 17,270

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

3

Comments/Narrative

Course guide creation is driven from faculty requests for an independent guide for a specific course or through a librarian teaching an information literacy session. These guides highlight library resources and research tips that help within specific disciplines. Subject guides are created for each discipline taught at Lander. Each year we adjust the subject guides based on Lander's program offerings. We currently have 25 major guides. In addition to course and subject guides, we have been highlighting library resources through topic guides. These topic guides build interdisciplinary perspectives to topics. We currently have 18 topic guides.

Resources Needed to Meet/Sustain Results

No further resources needed at this time but we do need to be able to continue purchasing our subscription to Springshare's LibGuides course guide creation software.

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments

With a shift back to more in person learning, we saw an increase in requests for in person library sessions this year. We also saw an increase usage of our course guides. We will continue to offer library instruction through a variety of modalities to reach as many students as possible including our credit bearing information literacy course and the LINK 101 library module and activity.

Changes Made/Proposed Related to Goal

Utilizing the LINK 101 library module and activity for our knowledge base for incoming students gives us an idea of where we need to adjust our ENGL 102 library sessions, tweak the LINK 101 module, and further scaffold our library sessions to build upon the basics over the course of a student's academic career. This data will help us to reach out to faculty for more instructional opportunities that can be

provided in person, virtually, or asynchronously using course guides and library modules.

Upload Files (if needed)