

### Administrative Unit Assessment Plan

Division: Academic Affairs

Administrative Unit: Holgate Library

Cycle: 2017-2018

**Thomas F. Holgate Library** the nexus for lifelong learning at Bennett College, shall serve as an inviting, collaborative partner in developing scholarship and career development that is tailored to our students, faculty and staff. Library collections & services will support teaching and research that challenge students to be competent, knowledgeable, and creative leaders.

Unit Goals	Outcomes (AUO)	Performance Measure (criteria)	Method of Assessment	Ideal Target	Acceptable Target	Results	Use of Results
1. According to ACRL Information Literacy Competency Standards for higher education Holgate Library staff will ensure that students research proficiency occur through collaboration with faculty to develop and deliver tools and instruction sessions that challenge increase students research skill levels.	1.1a.) Increase library staff and faculty collaboration.  1.1b.) Students will be able to meet their academic needs through use of high quality library collections and other	Faculty/Staff library survey  1.1.1a)Patron contact form: Student library staff interactions	Assessment of number faculty staff collaborative sessions  Assessment of number of student one on one library staff Interactions  Assessment of	80% of faculty staff satisfied with level of library services  80% of students satisfied with level of library services  Ratio of	60% of faculty staff satisfied with level of library services  60% of students satisfied with level of library services	No faculty completed the library survey.  A random sample of 99(25% FTE) students completed the library satisfaction survey with on 2 students (2%) giving negative	With the hiring of Research Instruction Librarian & Night Part-time Technology librarian, create more interaction and collaboration with faculty and library staff.

	resources	1.1.1b)Library resource usage statics	library resource usage and additions	resource usage to FTE	Ratio of resource usage to FTE	<p>feedback about the environment when the building was cold and 2 students (2%) indicated the need for updated resources in the form of books and technology. They were all well satisfied with interaction with staff. Introduction of Electronic books purchased and OERs.</p> <p>Due to the decrease student body, age and relevance of library</p>	<p>With the hiring of more technology savvy staff the library survey will be administer in a more mobile friendly environment to reach more patrons and make the process readily available to more people. The library renovation project will</p>
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						resources to the curriculum, there was a 29% decrease of library resource usage for this reporting period. 26 new hardcopy resources were add to collections, and the ebook platform was increased in all subject areas with OERs, the NCLive eTextbook platform and the NCICU Homegrown ebook platform.	increase library traffic
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1. Goal Cont.	1.2) Increase student research proficiency:  Students who receive library instruction demonstrate information competency through effectively	1.2a) library instruction sessions presented	Assessment of library instruction data of number of sessions presented and number of students in attendance  Assessment of student development	80% of faculty/staff satisfied with level of library instruction services  30% increase	60% of faculty/staff satisfied with level of library instruction services  15% increase	Library staff conducted 4 sessions of library instruction requested by faculty.  The 4 sessions conducted had 73	Hire Research instruction staff to interact more with faculty and students to assess the needs for library research and study resources.

	acquiring, interpreting, critically evaluating and ethically applying information for academic and personal enrichment goals	1.2b) Student development results	per and post test results	in student library proficiency	in student library proficiency	participants, mostly fresh woman and Middle College student and their library proficiency increased at least 30%.	Provide more session dedicated to the new resources in the library especially the electronic eBook platforms.
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<p>2. Ensure the Library provide a collection of resources that is frequently reviewed and updated especially when changes in the scope of the curriculum and new concept of instruction occur.</p>	<p>2.1) Collection development through liaison services (faculty input)</p> <p>2.2) Community satisfaction with coverage for their research with high quality library resources available.</p> <p>2.3) Faculty, staff &amp; students are satisfied with the library environment and service hours.</p> <p>2.4) faculty</p>	<p>Additions to the library collections..i.e. faculty input</p> <p>Faculty, staff, student survey</p> <p>Faculty, staff, student survey</p>	<p>Assessment of faculty/staff suggestions</p> <p>Assessment of library community survey results</p> <p>Assessment of library community survey results</p>	<p>10% increase of faculty input for library collection development</p> <p>80% satisfaction with resources w technology for research and study</p> <p>80% satisfaction with library resources, hours and environment for research and study</p>	<p>7% increase of faculty input for library collection development</p> <p>60% satisfaction with resources w technology for research and study</p> <p>60% satisfaction with library resources, hours and environment for research</p>	<p>26 items were added to the collection by faculty and staff a 100% increase in collection additions for this reporting period.</p> <p>Library started and continuing a renovation project to address the technology needs of the community.</p> <p>College administration is working to implement the strategic plan for the library completed in 2016 that will upgrade the services and environment.</p> <p>Library currently has 2 staff</p>	<p>With 2018 library allocation budget will expand library resources in the library eBook platform to cover curriculum in new support format Intellius.</p> <p>Provide technology and resource research training for new resource formats</p> <p>To address noise level and create collaborative environment the library is adding</p>
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	<p>staff &amp; students are satisfied there is adequate library staff to meet their research and study needs.</p>	<p>Per ALA/ACRL standard we have adequate number of professional/para-professional staff to meet the needs of library community</p>	<p># professional librarian &amp; para-professional staff</p>	<p>80% satisfaction with library staffing for meeting research and study needs of library community</p>	<p>and study  60% satisfaction with library staffing for meeting research and study needs of library community</p>	<p>members and the director of library services. The archivist librarian is also the curator of the museum and teaches orientation classes on campus. The other staff member is a paraprofessional.  According to ALA standard the library staff is inadequate to provide the services need for the campus while staff is staying abreast of strategies and theories for great library service that has a tremendous impact campus.</p>	<p>furniture with high back screens and comfortable privacy chairs for library patron satisfaction. With and expected increase in patronage the library plan will increase seating approximately 10%.  The library is currently in the hiring process for a Research Instruction Librarian and a part-time night librarian with technology skills.</p>
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Unit Goals	Outcomes (AUO)	Performance Measure (criteria)	Method of Assessment	Ideal Target	Acceptable Target	Results	Use of Results
3.Ensure the appropriate user services are provided for the college community to support teaching and learning	3.1) Students, faculty and staff are satisfied they received accurate, professional and timely support and assistance through library service points.	3.1.1a) Library attendance data	Door count Assessment Form	10% increase in patron attendance in library per FTE	5% increase in patron attendance in library per FTE	Even with lower FTE library attendance increased 3%	Library upgrade according to library strategic plan to provide new technology and collaborative and private study spaces

		3.1.1b) Circulation statistics	WMS item circulation assessment data	10% increase in library item circulation per FTE	3% increase in library item circulation per FTE	Circulation of physical materials decreased 29% this reporting period with decrease in electronic searches, which may be in part due to	Hire dedicated professional staff to provide library instruction; offer more Faculty and student interaction for library resource instruction.
		3.1.1c) Reference	Patron contact form/ Reference instruction	10% increase in reference instruction	3% increase in reference instruction		

		instruction service statistics	assessment data	sessions	sessions	the decrease in FTE or lack of adequate trained library staff to provide continuous research services.	
		3.1.1d)1Archives service statistics	Archives assessment data	10% increase in archives usage	3% increase in archives usage	Archives had a 100% increase in proficiency and usage with the hiring of an Archivist	Update technology to allow for better retrieval and preservation of archive materials.
						Library survey result indicate the student are 100% satisfied with	Hire 1.5 professional library staff with technology experience.

	3.2) Students, faculty & staff are satisfied with the libraries customer services	3.2.1) Library survey data/one-on-one interview	Assessment of library survey data	80% satisfaction with library customer services	60% satisfaction with library customer services	the level of services provide by the limited staff.	
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**Linear Version (more appropriate for when using a word processor)**

**Note:** The chart makes it clear that the elements need to be coordinated. Use numbers to coordinate.

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**Unit Mission:** Thomas F. Holgate Library the nexus for lifelong learning at Bennett College, shall serve as an inviting, collaborative partner in developing scholarship and career development that is tailored to our students, faculty and staff. Library collections & services will support teaching and research that challenge students to be competent, knowledgeable, and creative leaders.

**Unit Goals:**

1.0 According to ACRL Information Literacy Competency Standards for higher education Holgate Library staff will ensure that students research proficiency occur through collaboration with faculty to develop and deliver tools and instruction sessions that challenge increase students research skill levels.

2.0 Ensure the Library provide a collection of resources that is frequently reviewed and updated especially when changes in the scope of the curriculum and new concept of instruction occur.

3.0 Ensure the appropriate user services are provided for the college community to support teaching and learning

**Administrative Unit Outcomes (AUO):**

1.0 Increase library staff and faculty collaboration.

2.0 Library collection development, library environment & adequate staffing.

3.0 Customer service and research support.

**Performance Measures (criteria):**

1.0 Assessment of library survey data

2.0 Assessment of library survey data, and stakeholder suggestions

3.0 Library Door count, Assessment Form

**Method of Assessment ...** *Point of Service Assessment Form*

**Ideal Target ...** *80% of users report satisfaction with library services*

**Acceptable Target ...** *60% of users report satisfaction with library service*

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**Results ...** 80% of students report satisfaction with library services

**Use of Results** Hire adequate professional staff with librarian and systems skill to provide necessary skill for lifelong learning.

