

### Administrative Unit Assessment Plan

Division: Academic Affairs

Administrative Unit: Holgate Library

Cycle: 2016-2017

**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 Library will ensure 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 faculty/staff collaboration.  1.1b) Students will be able to meet their academic needs through use of high quality library collections and other resources	Faculty/Staff library survey  1.1.1a) Patron contact form: Student library staff interactions  1.1.1b) Library resource usage statistics	Assessment of number faculty staff collaborative sessions  Assessment of number of student one on one library staff Interactions  Assessment of library resource usage and additions	80% of faculty/ staff satisfied with level of library services  80% of students satisfied with level of library services	60% of faculty/ staff satisfied with level of library services  60% of students satisfied with level of library services	No survey results to analysis	Host 2 faculty library enrichment session per semester to update faculty on library resources and programs for student success.  Hire research instruction librarian to focus on student research

							<p>assistance and programming for student deep study for lifelong learning</p> <p>Increase activity of library liaison program to better cover the research and curriculum support for research and teaching.</p>
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Unit Goals	Outcomes (AUO)	Performance Measure (criteria)	Method of Assessment	Ideal Target	Acceptable Target	Results	Use of Results
1. Goal Cont.	1.2) Increase student research proficiency: Students who receive library instruction demonstrate information competency through effectively accessing, interpreting, critically evaluating and ethically applying information for academic and personal enrichment goals	1.2a) library instruction sessions presented  1.2b) Student research development results	Assessment of library instruction data of number of sessions presented and number of students in attendance  Assessment of student development per pre and post test results of information literacy instruction	80 % of faculty/ staff satisfied with level of library instruction services  30 % increase in student library proficiency	60 % of faculty/ staff satisfied with level of library instruction services  15 % increase in student library proficiency	Library staffing issues hindered this process  Library staffing issues hindered this process	Increase faculty input 1-10% for student instruction needs  Alignment student library research development with curriculum focused research

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Unit Goals	Outcomes (AUO)	Performance Measure (criteria)	Method of Assessment	Ideal Target	Acceptable Target	Results	Use of Results
2.Ensure the Library provide facilities and a collection of relevant resources for teaching and learning that is frequently reviewed and updated especially when	2.1)Collection development through liaison services (faculty input)  2.2) Community overall satisfaction with coverage for research and study with high quality resources/technology available.  2.3)The faculty, staff & students are satisfied with the library environment and service hours of	Additions to library collections ..ie faculty input  Faculty, staff and student survey  Faculty, staff and student survey	Assessment of Faculty suggestions, staff suggestions  Assessment of library community survey results  Assessment of library community survey results	10% increase in faculty input for library collection development  80% satisfaction with resources/technologies for research and study  80% satisfaction with library resources hours and environment for research and study	7% increase in faculty input for library collection development  60% satisfaction with resources/technologies for research and study  60% satisfaction with library resources hours and environment for research and study	No data due to budget  No data due to budget  Insufficient data for survey results	Host 1 session per semester to get buy in from faculty on new development in collection development in libraries.  As the budgets permit update at least 1library technology for

<p>changes in the scope of the curriculum and new concept of instruction occur.</p>	<p>the library.</p> <p>2.3)The faculty, 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/paraprofessional staff to meet the needs of library community.</p>	<p># professional librarian/paraprofessionals</p>	<p>80% satisfaction with library staffing for meeting research and study needs of library community</p>	<p>60% satisfaction with library staffing for meeting research and study needs of library community</p>	<p>Insufficient data for survey results</p>	<p>teaching and learning</p> <p>Hire 1.5 new staff member for adequate service hours and programs for the library</p>
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							increase library resource use and attendance by at least 10%
		3.1.1c)Research instruction service statistics	Patron Contact form: Research Services assessment data	10% increase in library item circulation per FTE	3% increase in library item circulation per FTE	38% decrease in the use of the research instruction services	As indicated in 3.1.1 hire needed professional library staff to increase library research instruction services
		3.1.1d)Archives service statistics	Archives assessment data	10% increase archives usage	3% increase archive usage	No data	Hire Archivist
	3.2)Students, faculty and 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 service	60% satisfaction with library customer service		

**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.

**Administrative Unit Assessment Plan**

Division: \_\_\_Student Success & Retention\_\_\_ Administrative Unit: \_\_\_Library \_\_\_\_\_ Cycle: 2016-2017

**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:** (at least 3)

1.0 .) According to ACRL Information Literacy Competency Standards for higher education Library will ensure 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 facilities and a collection of relevant resources for teaching and learning 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 Faculty, Staff and Students satisfaction with library services

2.0 Library community satisfaction with collection development, community outreach, environment

3.0 Students, faculty and staff are satisfied they received accurate, professional and timely support and assistance through library service points.

**Performance Measures (criteria):**

1.0 Level of service performance on unit-developed satisfaction survey

2.0 Staffing alignment with ALA/ACRL standards for library services

3.0 Satisfaction level of service provided per each library area

**Method of Assessment...**library survey instrument/one-on-one interview/Contact form

**Ideal Target ...** 80% of users report satisfaction with advising service

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

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

**Use of Results ...** Add resources necessary to provide optimal library services