

Boatwright Memorial Library
PAST ASSESSMENT GOALS and PRIORITIES

TEACHING AND LEARNING

2008 - 2009

Outcome/Evaluation: Students will be able to retrieve information efficiently and effectively. Students will be assessed using the HEDS/NITLE Research Practices Survey. As part of the survey students are assessed on their ability to effectively locate and retrieve information.

Outcome/Evaluation: Compile and share a summary report on the Spring 2008 faculty/student interviews for the library staff and university community. Identify further assessment needs from the report.

Outcome/Evaluation: Liaison librarians begin to meet with liaison departments to seek collaborations on departmental student learning assessments.

Outcome/Evaluation: Continue in-class session assessments for Library 100 and 101. Compile results by June 2009.

2010 – 2011

Outcome/Evaluation: First Year Seminar students will be able to effectively access and utilize information from a variety of sources. Students' achievement of this outcome will be assessed using a writing assignment selected by the instructor as appropriate for the learning outcome.

2011-2012

Outcome/Evaluation: First Year Seminar students will be able to effectively access and utilize information from a variety of sources. Students' achievement of this outcome will be assessed using a writing assignment selected by the instructor as appropriate for the learning outcome.

2012-2013

Outcome/Evaluation: First Year Students will be tested on their knowledge of selected FYS information literacy goals through a pre-test and post-test of 7 questions. The pre-test will be administered in August and September of 2012. The post-test will be administered in April of 2013. The pre-test and post-test will be administered through the use of Captivate quiz software. Results will be provided through the quiz generator software on Blackboard. Our goal is that 90% of all first year students will complete the tests.

LIBRARY AS PLACE

2009 – 2010

Outcome/Evaluation: Library staff will ensure the quiet study and group study spaces within Boatwright Library are allocated appropriately to meet the changing needs of students. The Stacks, Building and Interlibrary Loan Department will conduct an observation study in the fall of 2009 and spring of 2010 on how students use current quiet and group study spaces in Boatwright Library.

2011-2012 and 2012-2013

The library's ethnographic team worked closely with the Sociology and Anthropology Department to design a field methods assignment to observe the use of library space by students.

EVALUATING SERVICES AND USER SATISFACTION

2008-2009

Outcome/Evaluation: Distance students will access the library's print research resources (journal articles and books) through the library's document delivery service for distance students. Outcome: There will be an increase in the number of items ordered and delivered, year over year, by students in the distance education (Weekend College and ESM/Disaster Science) programs.

Outcome/Evaluation: The library will make information accessible to the UR community in convenient and understandable ways through a variety of tools and services. Outcome: Faculty and staff will be able to receive library books within two working days through the library's document delivery system.

Outcome/Evaluation: A survey will be distributed to users at the Boatwright Library Main Service Desk during a sample week in November 8. The survey will provide feedback on how well users are finding what they need in the library and their impressions of customer service at the MSD.

Outcome/Evaluation: Library staff will respond in a timely manner to suggestions/questions in the library's suggestion box, the Student Library Advisory Committee and through conversations/interactions with users through classes, in-person communications and electronic communications.

2009-2010

Outcome/Evaluation: The library staff will ensure that patrons are satisfied with the services provided by Boatwright Library by administering the Counting Opinion Survey.

Outcome/Evaluation: Library staff will respond in a timely manner to suggestions/questions in the library's suggestion box, the Student Library Advisory Committee and through conversations/interactions with users through classes, in-person communications and electronic communications.

Outcome/Evaluation: The Media Resource Center staff will ensure that CATV services are utilized by faculty for assigning out-of-class viewing by students.

2010-2011

Outcome/Evaluation: Distribution and use of LIBSAT Customer Service Satisfaction Survey, in collaboration with Counting Opinions Corporation

Outcome/Evaluation: The Media Resource Center staff will ensure that CATV services are utilized by faculty for assigning out-of-class viewing by students

2011-2012

Outcome/Evaluation: The Bibliographic and Digital Services department will provide resources and services to meet the needs of the faculty, students, and staff who are currently utilizing the Rare Books and Special Collections materials while also working to increase and expand the utilization of these resources. Counts of the number and types (affiliation) of patrons using Rare Books & Special Collections materials, data reflecting when materials are used, data reflecting what types of materials are used, and what subject areas are used.

Outcome/Evaluation: The library interlibrary loan department will ensure speedy delivery of materials and maintain a high level of user satisfaction. The interlibrary loan department will use data to determine how fast materials are obtained for users using statistics from the Voyager interlibrary loan module.

Outcome/Evaluation: The Bibliographic and Digital Services department will provide resources and services to meet the needs of the faculty, students, and staff who are currently utilizing the Rare Books and Special Collections materials while also working to increase and expand the utilization of these resources. Counts of the number and types (affiliation) of patrons using Rare Books & Special Collections materials, data reflecting when materials are used, data reflecting what types of materials are used, and what subject areas are used.

Outcome/Evaluation: The Music Library will increase the utilization of Dance materials (books, DVDs, videos) by faculty and students for research assignments and further study. Circulation statistics from the library's Voyager system will be used to compare use from FY 11-12 to FY 12-13. These years will provide a comparison of use in their previous location in Boatwright to their new location in the Music Library. Data will assist the Head, Music Library to promote the

collection and assess its effectiveness in a new location