



Evaluation Plan for Administrative Departments

Program Information	
Department	Boatwright Memorial Library
Reporting Vice President	Kathy Monday
Fiscal Year (<i>in which data will be collected</i>)	2010-2011
Contact Person	
Name	Lucretia McCulley
Title	Director, Outreach Services
Department	Boatwright Memorial Library
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Department Mission Statement	
<p>Mission Statement: Boatwright Memorial Library empowers University of Richmond community members to excel in their academic, intellectual, and individual pursuits by providing diverse information resources, personalized services, and creative learning spaces.</p> <p>Vision Statement: As stewards of knowledge, we will inspire growth of personal and academic potential, cultivate diversity, and foster joy in lifelong learning.</p>	

Strategic Plan Principles

- I. Integrated Academic Enterprise**
- II. Diversity and Inclusivity**
- III. Access and Affordability**
- IV. Community Engagement**
- V. Student Experience**

Department Goals

Boatwright Library Strategic Priorities and Objectives

1) Spaces to inspire learning, innovation, connections, and discovery

- a. Transform space to more fully address needs of the University's students, faculty and staff
- b. Create spaces to engage the greater Richmond community
- c. Adapt to changing student learning preferences
- d. Cultivate opportunities for additional space

2) Resources to promote learning, innovation, connections, and discovery

- a. Align curriculum and collections
- b. Provide easy access to all collections
- c. Assure collection reflects the needs of the University's diverse and inclusive community
- d. Capitalize on potential of new technologies
- e. Support continuous development of staff knowledge and commitment to service
- f. Ensure reliable access for library users to state-of-the-art equipment
- g. Adapt services and resources to the changing needs of the University community
- h. Pursue opportunities for collaboration with internal and external partners

3) Communication and education to accelerate learning, innovation, connections, and discovery

- a. Strengthen information literacy of library users
- b. Communicate the opportunities offered by existing library resources and services
- c. Educate the University community on the value and potential of expanded library services and resources

May 2010

Means of Evaluation and Targets		
Outcome 1		
Outcome Description	The library staff will ensure that patrons are satisfied with the services provided by Boatwright Library.	
<i>Principles and Goals Addressed by This Outcome</i>	Strategic Plan Principles: <input checked="" type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> IV <input type="checkbox"/> V	
	Dept Goals: The Library will provide resources to promote learning, innovation, connections, and discovery and adapt services and resources to the changing needs of the University community.	
1st Means of Evaluation	Means of Evaluation	Distribution and use of LIBSAT Customer Service Satisfaction Survey, in collaboration with Counting Opinions Corporation.
	Target	To gather comparative data on satisfaction with library services and sources with FY 2009-2010 survey results. Targets for Overall Service categories is 6.0, based on a 7.0 scale. Targets for specific library services , based on “satisfaction with and importance of” a particular service will be the following: Borrowing library materials: 6.0 Using library equipment: 6.0 Accessing the library’s website: 6.0 Using the library’s facilities: 6.0
	Data Source	All library users will be asked to complete the survey. The survey will be available on the library’s website on a continuing basis throughout the 2010-2011 academic year.
	Means of Scoring	Data will be analyzed through the results compilation provided by Counting Opinions. The Library Assessment Committee will be reviewing the results for the overall library service rankings and the results of the specific library service categories listed in the target information box. We will also share information on all aspects of the survey in a detailed survey results report.
2nd Means	Means of Evaluation	

	Target	
	Data Source	
	Means of Scoring	
3 rd Means of Evaluation	Means of Evaluation	
	Target	
	Data Source	
	Means of Scoring	
Outcome 2		
Outcome Description	First Year Seminar students will be able to effectively access and utilize information from a variety of sources.	
<i>Principles and Goals Addressed by This Outcome</i>	Strategic Plan Principles: <input checked="" type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> IV <input type="checkbox"/> V	
	The library will provide communication and education to accelerate learning, innovation, connections, and discovery in order to strengthen information literacy of library users	
1 st Means of Evaluation	Means of Evaluation	Students' achievement of this outcome will be assessed using a writing assignment selected by the instructor as appropriate for the learning outcome.

	Target	70% of students will be rated as “meets expectations” or “exceeds expectations” for each criterion on the rubric.
	Data Source	All students enrolled in a First Year Seminar in the spring semester will be assessed on this outcome by the seminar instructor.
	Means of Scoring	Student work will be scored using a standardized rubric by faculty members teaching the courses. Scores will be reported for each criterion on the rubric in raw numbers for each scale point category. Librarians will receive results for further analysis and review.
2nd Means of Evaluation	Means of Evaluation	
	Target	
	Data Source	
	Means of Scoring	
3rd Means of Evaluation	Means of Evaluation	
	Target	

	Data Source	
	Means of Scoring	

Outcome 3		
Outcome Description	The Media Resource Center staff will ensure that CATV services are utilized by faculty for assigning out-of-class viewing by students.	
<i>Principles and Goals Addressed by This Outcome</i>	Strategic Plan Principles: <input checked="" type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> IV <input type="checkbox"/> V	
	Dept Goals: The Library will provide resources to promote learning, innovation, connections, and discovery and adapt services and resources to the changing needs of the University community.	
1st Means of Evaluation	Means of Evaluation	Counts of the number of faculty using the service, number of videos used in the service, number of bookings for video showings will be collected.
	Target	The past two years (08-09 and 09-10) and the upcoming year (10-11) will provide baseline data on the 1) number of faculty using CATV 2) number of video titles acquired through licensing agreements. We anticipate a 10% increase in use by the end of the 2010/2011 academic year.
	Data Source	Statistics kept by Media Resource Center staff.
	Means of Scoring	Data will be analyzed for the years 2008/2009, 2009/2010 and 2010/2011.
2nd Means of Evaluation	Means of Evaluation	
	Target	
	Data Source	
	Means of Scoring	

3rd Means of Evaluation	Means of Evaluation	
	Target	
	Data Source	
	Means of Scoring	

Plan for Use and Dissemination

How will data be used to make decisions?	<p>The Counting Opinions survey data will provide information to make changes and improvements in a variety of library services that are reflected in the survey data and user comments. Recommendations will be discussed in the University Librarian’s Advisory group meetings and that entity will decide how to implement suggestions or changes.</p> <p>The First Year Seminar rubric data will inform librarians on the information literacy component of the FYS classes. This data will assist us in working more effectively with faculty during the second year of the seminars and it may also identify area of improvement for student learning and information literacy.</p> <p>CATV data will be reviewed and used by Media Resource Center staff to make further decisions on provision of the service, in collaboration with affected faculty.</p>
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How will results be shared?	<p>The results of all studies and surveys will be shared with the entire library staff, University Librarian and Vice-President of Information Services. These results will be shared and discussed via email, internal library meetings and through an annual library assessment forum. We will post final reports on our results on the Library Assessment webpage for the entire university community.</p>
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VP Approval

Please send copy of this plan to the reporting VP for review before sending it to the Assessment Specialist.

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**WHEN COMPLETED, SEND AS E-MAIL ATTACHMENT TO:
ASSESSMENT@RICHMOND.EDU.**