



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>	2012
Contact Person	
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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

Means of Evaluation and Targets		
Outcome 1		
Outcome Description	First Year Seminar students will be able to effectively access and utilize information from a variety of sources.	
Principles and Goals Addressed by This Outcome	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 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.
2 nd Means of Evaluation	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	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.	
<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: Dept Goals: Resources to promote learning, innovation, connections, and discovery: <ul style="list-style-type: none"> • Provide easy access to all collections • Assure collection reflects the needs of the University's diverse and inclusive community • Adapt services and resources to the changing needs of the University community 	
1 st Means of Evaluation	Means of Evaluation	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.

	Target	The initial year (2011-2012) will provide baseline data.
	Data Source	Statistics generated by the library's Voyager integrated system and staff-generated statistics.
	Means of Scoring	Data will be analyzed for the years 2011/2012, 2012/2013 and 2013/2014.
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 library interlibrary loan department will ensure speedy delivery of materials and maintain a high level of user satisfaction.
<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: Resources to promote learning, innovation, connections, and discovery and to provide easy access to materials.
1st Means of Evaluation	Means of Evaluation	The interlibrary loan department will use data to determine how fast materials are obtained for users using statistics from the Voyager interlibrary loan module.
	Target	ILL users will receive the materials they request within 3 business days of the initial request 80% of the time.
	Data Source	ILL will use the Voyager ILL module to generate the “materials obtained report”. This report will describe how long it took materials to arrive with the patron from the patron’s time of order. This report will cover the last calendar year from the date of the report (example June 2011-June 2012).
	Means of Scoring	Statistics will be analyzed from Voyager to determine how long, on average, it took to deliver an item to a patron from time of order.
2nd Means of Evaluation	Means of Evaluation	The interlibrary loan department will distribute a customer satisfaction survey through Student Voice to users of the service. This survey will ask 5-6 basic rating questions.
	Target	ILL users will rate their experience with ILL as being 3, 80% of the time on a five (5) point likert scale.
	Data Source	ILL users for the last year (example June 2011-June 2012), from date of survey, will be asked to complete the survey.

	Means of Scoring	Student Voice will provide the results. Results will be put into a form in which they are easy to understand.
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>Data collected for Outcome 1 will influence the information literacy program of the library and it will offer the opportunity for librarians to discuss results with FYS faculty and possibly make changes in assignments and instruction.</p> <p>Data collected for Outcome 2 will help us assess the use of Special Collections and how we might enhance the physical and digital space for the collections in the future.</p> <p>The interlibrary loan study will help us assess how satisfied users are with the service and it will help justify a new software program for interlibrary loan.</p>
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1	All data will be shared with library staff, library administration and Information Services administration. Appropriate data will be shared with segments of the university community.
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VP Approval

Please send copy of this plan to the reporting VP for review.

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