



Evaluation Plan for Administrative Departments

Program Information	
Department	Boatwright Library
Reporting Vice President	Kathy Monday
Fiscal Year (<i>in which data will be collected</i>)	2008-2009
Contact Person	
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Department	Boatwright Library
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Department Mission Statement	
<p>The mission of Boatwright Memorial Library is to provide University of Richmond students, faculty and staff with information resources and services that enable them to excel in their academic and intellectual pursuits. The library will achieve its mission by 1) maintaining a broad range of quality collections and resources in all relevant media; 2) assisting students in developing the skills necessary to critically evaluate information sources as well as to access needed information effectively and efficiently; 3) creating an environment where instruction and research can flourish and 4) making information easily accessible to the University community. The library is committed to innovation, research, and development for the continuing and future information needs of the University of Richmond Community.</p>	

Means of Evaluation and Targets		
Outcome 1		
Outcome Description	<p>Goal: The Library will assist learners in developing the skills needed to locate, select, acquire, and apply the information and knowledge needed to achieve goals and complete tasks related to scholarship.</p> <p>Outcome: Students will be able to retrieve information efficiently and effectively.</p>	
1st Means of Evaluation	Means of Evaluation	HEDS/NITLE Research Practices Survey Students will be assessed using the Research Practices Survey. As part of the survey students are assessed on their ability to effectively locate and retrieve information.
	Target	80% of all students taking the survey will answer at least 7 out of the 11 questions correctly (at least 70%) on the Research Terms and Strategies Section of the Research Practices Survey.
	Data Source	Freshman, Sophomores, Juniors and Seniors will be identified and recruited to participate in the survey by the Office of Institutional Effectiveness. Students will complete the survey during the spring semester. The target sample size will be approximately n= 100 students.
	Means of Scoring	Data will be compiled and scored by the Higher Education Data Sharing Consortium. Results will be presented at the item level and subscale level in the form of descriptive statistics.
Outcome 2		
Outcome Description	<p>Goal: Distance students will access the library's print research resources (journal articles and books) through the library's document delivery service for distance students.</p> <p>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.</p>	

1st Means of Evaluation	Means of Evaluation	Number of items processed through the Delivery Service for Distance Learners
	Target	Number of items will increase 10% per year.
	Data Source	Statistics kept by ILL/Document Delivery staff. Data collected from 2006-2007 and 2007-2008 will be compared. SCS Instruction Librarian will obtain number of distance students for those years from SCS.
	Means of Scoring	ILL/Document Delivery staff will analyze descriptive data to look for trends in terms of the number of students participating in distance education program and the number of requests processed.

Outcome 3		
Outcome Description	<p>GOAL: The library will make information accessible to the UR community in convenient and understandable ways through a variety of tools and services.</p> <p>OUTCOME: Faculty and staff will be able to receive library books within two working days through the library's document delivery system.</p>	
1st Means of Evaluation	Means of Evaluation	We will track the number of books processed for document delivery and the number of books delivered within two working days.
	Target	80% of materials processed will be delivered within 2 days.
	Data Source	Data collected by interlibrary loan staff from February – April 2009 on delivery time frames..

	Means of Scoring	Data will be presented in terms of the number of books processed and the number of books delivered within two working days.
2nd Means of Evaluation	Means of Evaluation	Internally created on-line satisfaction survey for faculty and staff who use document delivery services (i.e., are books delivered within 2 days, are problems handled quickly by staff, etc.)
	Target	80% of the surveyed participants will score a 3 and above on each of the subscales on the survey. (Using a Likert scale of 1-5.)
	Data Source	Faculty and Staff participating in the document delivery service program will fill out the survey questionnaire during the spring semester. The target sample size will be approximately n= 100 faculty and staff.
	Means of Scoring	Descriptive statistics will be calculated at the subscale and item level for evaluation.
Plan for Use and Dissemination		
How will data be used to make decisions?	<p>Outcome 1: Data from the Research Practices Survey will influence the information literacy program in the library. Changes and improvements will be considered for the Library 100 and 101 class sessions for first year students. Liaison Librarians will use the data to share with faculty to influence library research goals in academic departments.</p> <p>Outcome 2: Data from the Distance Education Document Delivery program will be used to affirm that the service is being used by students. Depending on the information gathered, we may need to educate and promote the service in different ways to students.</p> <p>Outcome 3: Data from the faculty/staff document delivery service will be used to assess turnaround time for delivery. The satisfaction survey data may indicate other suggestions for promoting or explaining the service to faculty/staff.</p>	

How will results be shared?	All results will be shared with the library staff. Outcome 1 results will be shared with university faculty and students. Outcome 2 results will be shared with SCS students and SCS administration. Outcome 3 results will be shared with university faculty and staff.
VP Approval	
Signature of Reporting Vice President	
Date of VP Approval	

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