



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
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 Memorial Library Goals for FY2009-2010

1. The Library will teach the UR Community how to locate, select, acquire and apply information and knowledge related to scholarship, citizenship, and self-development.
2. The Library will make information accessible and visible to the UR community in convenient and understandable ways through a variety of tools and services.
3. The Library will provide secure and comfortable physical environments that enhance learning experiences, creativity, efficiency and innovation.
4. The Library will create, acquire, organize, manage, assess, and preserve collections and resources in all relevant media for the UR community.
5. The Library will be innovative in anticipating, developing and evaluating resources, programs and processes for the information needs of our communities.
6. The Library will create an environment for library staff that fosters supportive, transparent, and collaborative work.

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 be innovative in anticipating, developing and evaluating resources, programs and processes for the information needs of our communities	
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 baseline data on satisfaction with library services and sources.
	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 2009-2010 academic year.
	Means of Scoring	Data will be analyzed in the aggregate as well as broken down by key stakeholder groupings.
2nd 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		Library staff will ensure the quiet study and group study spaces within Boatwright Library are allocated appropriately to meet the changing needs of students.
<i>Principles and Goals Addressed by This Outcome</i>		Strategic Plan Principles: <input type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> IV <input checked="" type="checkbox"/> V
		Dept Goals: The Library will provide secure and comfortable physical environments that enhance learning experiences, creativity, efficiency and innovation.
1 st Means of Evaluation	Means of Evaluation	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.
	Target	70% of space use observations will show that students will use the quiet and group study spaces as designed.
	Data Source	An observer (staff or student assistant) will record behaviors in quiet and group study spaces. The observation study will cover a 4-week time frame in the fall and spring semester. Observations will rotate between morning, afternoon and evening log times. A variety of designated spaces in the library

		will be observed. The journal behavior sheets will ask for specific area data, but the observer may also record a description of various behaviors – talking, walking, reading, computer use, etc.
	Means of Scoring	Observational data will be compiled by the Stacks, Building and Interlibrary Loan Supervisor and the Director of Outreach Services.
2 nd Means of Evaluation	Means of Evaluation	A survey will be distributed through the StudentVoice survey software to all undergraduate students to find out how they are currently using quiet and group study areas in Boatwright Library. Questions will focus on what space they regularly use in the library and if they current quiet and group study areas are adequate for their needs.
	Target	70% of respondents will be satisfied with current group study space. 70% of respondents will be satisfied with current quiet study space.
	Data Source	Undergraduate students (1 st , 2 nd , 3 rd and 4 th year students), including School of Continuing Studies undergraduate students.
	Means of Scoring	StudentVoice Survey software will provide results for all respondents, including a data analysis by year (1 st , 2 nd , 3 rd , 4 th year students.)
3 rd Means of Evaluation	Means of Evaluation	
	Target	
	Data Source	

	Means of Scoring	
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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 be innovative in anticipating, developing and evaluating resources, programs and processes for the information needs of our communities.	
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 year (08-09) and the upcoming year (09-10) 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 study space data will be used by various groups in the library that are currently studying space problems. It will also be helpful for our future building renovation/addition proposal, which we hope will be funded by the university in future years.</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>	
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>	
VP Approval		
<p>Please send copy of this plan to the reporting VP for review before sending it to the Assessment Specialist.</p>		

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