Assessment Plan
Boatwright Memorial Library
University of Richmond
(revised 11/12)

Mission Statement for Boatwright Library
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 is committed to innovation, research, and development for the continuing and future information needs of the University of Richmond Community.

Vision Statement: As stewards of knowledge, we will inspire growth of personal and academic potential, cultivate diversity, and foster joy in lifelong learning.

PURPOSE OF LIBRARY ASSESSMENT

What is Library Assessment?
Library assessment is a structured, ongoing process used to better understand and serve our communities by responding to the needs of our users through maintaining and improving beneficial programs and services. Examples of assessment tools include surveys, focus groups, statistical data, interviews, reports, etc. which are then analyzed for interpretation for both library staff and the university community.

Why is library assessment important to Boatwright Library?
Ongoing assessment helps all library staff take action, monitor and improve our services, and identify changing patterns in users' needs and information usage. Assessment also assists with marketing and promoting library collections and services.

Goals of Library Assessment
-- To respond to the needs of our users.
-- To maintain and improve our programs, collections, and services.
-- To assist and encourage all library staff in "taking action" to monitor and improve services.
-- To assist staff in using qualitative and quantitative data, not assumptions, to make decisions.
-- To identify library services that relate to the library goals and the university's current strategic plan.

Library Assessment Advisory Committee

The Library Assessment Advisory Committee is responsible for promoting a culture of assessment that is user-focused by coordinating and providing oversight of various assessment activities in Boatwright Memorial Library such as:

-Determining areas of library services, programs, and collections in need of assessment.
-Publishing and promoting library assessment results to the UR Community.
-Educating staff on the benefits and techniques of library assessment.
-Collaborating with the UR Office of Institutional Effectiveness to share in the culture of assessment at the university level.

Definition of membership: Appointed by chair, staggered 2-year terms
Membership includes a balance of library employees (librarians, exempt and non-exempt staff) and representatives from different parts of the library. The committee meets monthly.

2012-2013 Membership: Lucretia McCulley, Tom Campagnoli, Katherine Hoffman, Lynda Kachurek, Olivia Reinauer

The Library Assessment Advisory Committee also oversees the work of various assessment teams, such as the Ethnographic Methods Team, Student Learning Team, etc.

ASSESSMENT GOALS AND PRIORITIES

Based on the mission and vision of Boatwright Library and its role in supporting the liberal arts curriculum at the University of Richmond, the three areas of assessment emphasis are as follows:

TEACHING AND LEARNING
As a small liberal arts university, teaching and learning are of utmost importance. How does Boatwright contribute to teaching and learning? How are our collections supporting faculty and student research? How do our efforts with information literacy impact students? What is our value in the educational process?

LIBRARY AS PLACE
Boatwright Library and Parsons Music Library are popular gathering places on campus, serving as a "third space" for students, staff and faculty.   Library space is used for a variety of activities, including silent study, collaborative study, classrooms, group study, individual study, meetings and social/food gatherings. How can we communicate with users about space needs? What are their priorities for space? How can the environment encourage teaching and learning?

EVALUATING SERVICES AND USER SATISFACTION
The library provides many services, both in person and virtually. How are our users interacting with library staff and with the library's website? Can we make virtual access more intuitive and useful? Are users receiving good customer service through all of our modes of communication?

SACS Requirements for Library Assessment
The University of Richmond is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools (SACS) to award associate, baccalaureate, masters, and juris doctor degrees. The university was most recently re-accredited in 2007-2008, and as a part of that accreditation, the university has implemented new assessment procedures for both academic and administrative departments. The library falls into both realms, so we measure process outcomes, satisfaction outcomes and student learning outcomes. The Office of Institutional Effectiveness requires us to provide an annual assessment plan (measuring at least three outcomes each year) that is due on July 1 of each year.

All library SACS plans are available on the library assessment webpage at:
http://library.richmond.edu/about/assessment/library-statistics.html#SACS

Library Assessment Webpage

The Library Assessment Advisory Committee develops and maintains assessment data on the library assessment webpage. Our goal is to share statistics, survey results, reports and studies with the library, the university community and with other libraries. We strive to use attractive graphics and display our information for effective use. The Director of Outreach Services has primary responsibility for updating

http://library.richmond.edu/about/assessment/index.html

COMMUNICATION

The Library Assessment Committee will keep the library staff and the university community informed of assessment activities and plans through the following:

Minutes of Library Assessment Committee
Assessment Webpage
Assessment Forums for library and information services staff
Library Annual Report
Participation with the annual library goals process
University Librarian meetings and forums

Boatwright Library Strategic Priorities and Objectives
May 2010

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

Boatwright Memorial Library Organizational Values

COLLABORATION

· We combine complementary knowledge and abilities to develop programs, complete projects, and improve services.

CREATIVITY

· We experiment with new technologies and services for the benefit of the university community.

· We seek new solutions to old problems.

DIVERSITY

· We embrace diversity by including in our collections divergent points of view and the records of various human experiences.

· We affirm the goals of the University of Richmond's Common Ground initiative.

INTEGRITY

· We adhere to the highest standards of professional ethics.

· We uphold the principles of intellectual freedom.

· We respect intellectual property rights while encouraging the university community to exercise their fair use rights to the fullest extent.

· We protect the privacy of the library's users.

LEADERSHIP

· We all participate in developing and enacting a coherent vision that addresses our users' evolving needs.

· We take risks in the absence of certainty. We learn from our mistakes.

LEARNING

· We take personal responsibility for keeping our job-related knowledge up to date.

· We support out colleagues' pursuit of continuing education and professional development.

· We avail ourselves of the varied learning opportunities that the University offers.

SERVICE

· We treat our colleagues and those whom we serve with courtesy and respect.

· We teach the university community to use information to support their academic work and enrich their lives.