

**2007-2008 Assessment Report  
August 31, 2008**

College/School or Administrative Unit: **University Library**

*The University Library (John B. Coleman Library) collects assessment data related to student learning and service delivery in the following Departments: 1) Reference & Information Services; 2) Technical Services (including Acquisitions, Cataloging, and Periodicals) ; and 3) Circulation (including Access Services, Audio/Visual Media, and the Information Desk). Each of these units develops annual goals, objectives, and means of assessment, based on their unique activities within the overall mission of the library.*

**1. What does your assessment data (surveys, interviews, focus groups, etc.) tell you about student learning and/or service delivery?**

**Reference & Information Services - *The Reference & Information Services Department provides an organized collection of print and online resources and teaches Information Literacy skills on the access and usage of information resources and services.***

**Student Learning Results:**

Over 50% ( 53.8%) of the students surveyed at the end of a Research Instruction class reported a desire to have a follow-up class on either identical or similar material. There was a 16% (15.98%) increase in the number of “hands-on” reference interviews at the Reference Desk over the previous year. Over 90% (93.05%) of the students surveyed at the end of a Research Instruction class reported that the “effectiveness of the Instruction Librarian” was either “excellent” or “good.”

**Service Delivery Results:**

The User Satisfaction Survey indicated that close to 30% (29.05%) of the students surveyed reported the “information is sometimes easy to find when needed.” There was a 18% increase in the use of Reference Materials, and a 10% increase in Ready Reference Usage, over the previous year. Database usage increased by 70%.

**Technical Services – *The Technical Services Department provides users with timely and accurate access to resources by acquiring, cataloging, and producing bibliographic records for learning & teaching library resources of all types and formats, including print and non-print monographs and periodicals.***

**Service Delivery Results:**

The Technical Services Department maintained an average processing time of less than “one-week or within 6-days” for monographic materials received by the library; and was able to process all “current print periodicals” received, within a “24-hour period” during academic year 2006-2007.

Assessment data for the Technical Services Department for FY07 indicate that of the total number of items received, close to 50% (49%) were processed and sent to service areas on the same day that they were received by the Library; 36% were processed within 2-days; 1% were processed within 3-days; 10% of items were processed within 4-days; 2% of items were processed within 5-days; and 2% of items received were processed and sent to service areas within 6-days.

There was a 10% “increase” in the total number of volumes added to the library collection during FY07, above the previous year. Cataloging data further indicates that subject area disciplines offering advanced study and new graduate programs showed substantial growth; i.e., 158% increase in the number of volumes added to the Educational Leadership collection; 101% increase in number of volumes added to the Juvenile Justice collection; and a 17% increase in the number of volumes added to the Electrical Engineering collection in FY07.

***Circulation – The Circulation Department provides access to library resources in the General Collection, Reserves, and the Audio/Visual Media center. Services are also provided for borrowing and lending of material through Interlibrary Loan (ILL). The Circulation Department is also responsible for monitoring overall library use and attendance; distributing Tex-Share and HARLIC cards; shelving new materials for public use; maintaining the book-stacks; managing the Information Desk; and for opening and closing the library building.***

**Service Delivery Results:**

Overall library use or number of user visits (attendance) was found to be 20% higher than the previous year. The number of Reserve items charged during FY07 were 7% higher than the previous year; while the number of regular charge-outs decreased by 4%. However, as mentioned above, use of online resources increased by 70%. Even though the data indicated a slight decrease (less than 1% or 0.80%) in the number of Interlibrary Loan (ILL) items PVAMU loaned to other institutions and a decrease (12%) in the number of items that PVAMU borrowed through the ILL system, the Library continued to provide more items (47%) to other institutions, than it borrows from other consortia libraries in FY07; a 5% increase over the previous year’s percentage of 42%. Tex-Share and HARLIC cards requests increased by 92% and 16% respectively, over the previous year.

The Information Desk and Welcome Center (Info-Desk) opened during FY07, in October 2006. Assessment data is recorded as the number of “student contacts” for questions or referrals. Of the total number of questions recorded in academic year 2006-2007, 44% of the student contacts occurred during Fall 2006 and 56% contacts in the Spring 2007 semester. The Info-Desk opened for the FY08 academic year the day following the “freshmen & new students” Library Orientation sessions. Student contacts recorded for August 2007 have already exceeded the highest number of questions recorded for FY07 by 59%.

Results of the Library User Satisfaction Survey indicated that 97% of the students surveyed “strongly agreed” and “agreed” that “overall the library is helpful;” and 86% of the students surveyed “strongly agreed” and “agreed” that “overall they are satisfied with library services.

**2. How will the assessment data (surveys, interviews, focus groups, etc.) be used to improve student learning and/or service delivery.**

**Reference & Information Services Department:**

**Student Learning** - Reference Librarians will continue to practice “roving” reference services to ensure that patrons remain comfortable approaching the staff with questions. Goals for the coming academic year will include a 10% increase in the number of Research Instruction classes. The Reference Department plans to develop several “on-going” instructional workshops on “library use” that will be offered throughout the academic year on a “walk-in” basis, and advertised around the campus and on the website. These workshops will supplement the Research Instruction classes that are currently offered on a more formal basis as requested or arranged with a faculty member for a particular class. The “high acceptance and satisfaction rate” of the Instructional Program is continually laying the foundation for the development of a campus-wide Information Literacy Program in partnership with other “undergraduate and first-year” teaching and learning services, i.e., learning communities.

**Service Delivery** – Reference Librarians will place more information online, including online tutorials explaining how to find and access information; and evaluate these programs twice annually. The User Survey will be reviewed to determine if it should be modified or revised to identify specific rather than general areas of improvement. The Survey will also be conducted near the end of the Fall 2007 semester, and compared with previous results. Researching the formation of a Learning Commons.

**Technical Services Department:**

**Service Delivery** – Continue to enhance collection by adding key resources to the collections, especially in programs offering advanced studies. Use the results of the World-Cat Collection Analysis program to identify and assess the strengths and weaknesses of the collection. Continue to maintain the 24-hour processing of current periodicals, and the “one-week” maximum for delivering new acquisitions to library service areas.

**Circulation Department:**

**Service Delivery** – Continue to conduct User Satisfaction Surveys on a regular basis. These surveys will be used to obtain subjective data from library users charging materials at the Circulation, Reserve, and Information Desks; as well as Faculty & Staff who place materials on Reserve, and use other Circulation and Access Services, including Audio/Visual Media. Goals and objectives are being developed to increase the borrowing and lending rates of library materials through Interlibrary Loan (ILL). New programs are planned for the coming academic year to promote this service. Due to the success of the “new” Information Desk & Welcome Center, located between the Circulation Desk and the Reference Desk, the Library is now giving some consideration to increasing the service hours for the Information Desk, as new staff are hired.

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