Sustaining Feedback: Assessment in the Liberal Arts College Library
Effective, Sustainable, Practical Assessment
University of Richmond

- Private, highly selective liberal arts university founded in 1830
- 60 undergraduate majors
- 379 full-time faculty
- 4,344 total university enrollment
- 2,826 undergraduates from 47 states
### Mission
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.

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

### Values
- Collaboration
- Creativity
- Diversity
- Integrity
- Leadership
- Learning
- Service

### Strategic Priorities:

<table>
<thead>
<tr>
<th>1) Spaces to inspire...</th>
<th>1) Resources to promote...</th>
<th>1) Communication and education to accelerate...</th>
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<tbody>
<tr>
<td>learning, innovation, connections, and discovery</td>
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Library Assessment Committee
Assessment Committee Goals

• To respond to the needs of our users.
• To maintain and improve our programs, collections, and services.
• To assist all library staff in “taking action” to monitor and improve services.
• To assist staff in using data, not assumptions, to make decisions.
• To identify library services that relate to the library goals and the university’s strategic plan.
Library Assessment Webpage
Office of Institutional Effectiveness
Counting Opinions

CONTINUOUS IMPROVEMENT for LIBRARIES...

Comprehensive, cost-effective, real-time solutions designed for libraries, in support of customer insight, operational improvements and advocacy efforts.

LibSat™

... the means to measure customer satisfaction

At last, an instantaneous, continuous customer feedback system that puts meaningful, actionable data at your fingertips.

LibSat is a powerful new tool enabling libraries to continuously measure Customer Satisfaction and the impacts and outcomes of various improvements, over time. And, it’s cost-effective too.

Contact us at info@countingopinions.com for an online demonstration.

LibPAS™

Library Performance Assessment

Perform. Measure. Improve.

LibPAS enables libraries and library systems to collect, review, approve and report on the quantitative aspects (performance metrics) of Library performance. LibPAS provides real-time and on-demand access to data for operational and advocacy purposes. The system features seamless integration with all Counting Opinions services and enables peer benchmarking that incorporates qualitative (LibSat) and quantitative (LibPAS) results.

Contact us at info@countingopinions.com for an online demonstration.

What is your campus, division, or department looking to accomplish?

While your campus is welcome to utilize StudentVoice to accomplish just a few of the tasks listed below – a full StudentVoice Institutional Membership allows faculty and staff across the campus to benefit from an integrated, coordinated, and comprehensive approach to assessment.
Assessment Emphasis and Findings

- Student Learning
- User Services
- Building Facilities
Summary Report of HEDS/NITLE Research Practices Survey
Boatwright Library
University of Richmond

The 15-minute survey explores the experiences and opinions of college students concerning academic research in order to:

1) study students’ research habits
2) use these findings to improve the ways we help students develop their research skills
3) determine what changes occur in research abilities as students progress through their academic careers
What We Learned
HEDS/NITLE Research Practices Survey

• 473 students (15% response rate) completed the survey (98 – Freshmen; 114 – Sophomores; 122 – Juniors; 139 – Seniors)

• 45% of these students indicated that they use the library at least once a week or more.

• 71.2% had used library books; 90.1% had used Google; and 90.7% had used online journals.

• The most frequent reason for using the library is to do a variety of academic work (studying, doing homework, group projects, etc.).

In terms of library research skills, the results showed that students need further assistance or instruction in understanding Boolean operators; how to truncate a term; how to use subject headings; and how to distinguish between academic journals and popular magazines.
Counting Opinions Satisfaction Survey

Welcome,

Thank you for participating in our on-line Customer Satisfaction survey.

Your feedback is very important to us. It will help us to identify areas where we can improve and better understand the needs in our community.

We offer a regular length and a more in-depth version of the survey. Please note that there is no need to answer any questions that do not apply to you.

To participate, select either the long or the short survey then click the BEGIN SURVEY button (below).

Sincerely,

Lucretia McCutney, Director, Outreach Services
Boatwright Memorial Library, University of Richmond

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Location and Version

- Boatwright Memorial Library
- select a survey version

Begin Survey
What We Learned Counting Opinions Survey

Overall Impressions

I will reuse the services of this Library.
I will recommend the services of this Library to others.
The quality of Library services is very high.
The services of this Library consistently meet or exceed my expectations.
I am very satisfied with the services of this Library.
This Library is very important to me.
Document Delivery Study
Document Delivery Study Results

Document Delivery Service Satisfaction Survey
Boatwright Library

- Very Satisfied: 86.08%
- Moderately Satisfied: 11.39%
- Moderately Dissatisfied: 2.53%
- Very Dissatisfied: 0.00%
Quiet and Group Study
Observations and Survey
What We Learned
Quiet/Group Study Survey

Does the current number of Quiet Study Spaces meet your needs?

Yes - 63.88%
No - 36.12%
Boatwright Library Course Reserves Satisfaction Survey

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
<th>Count</th>
<th>Percent</th>
</tr>
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<tbody>
<tr>
<td>Q1. Do you use the library's course reserve service?</td>
<td>Yes</td>
<td>35</td>
<td>74.47%</td>
</tr>
<tr>
<td></td>
<td>No (please share the reasons why you do not use this service)</td>
<td>12</td>
<td>25.53%</td>
</tr>
</tbody>
</table>

Total Respondents: 47

Q2. How satisfied are you with the course reserves service?

![Bar graph showing satisfaction levels with the course reserves service.]

- Very satisfied: 35.71%
- Moderately satisfied: 46.91%
- Moderately dissatisfied: 12.91%
- Very dissatisfied: 0%

Change Graph Settings
Small Steps...
Commitment, Persistence, Enthusiasm...
Telling the library’s story and sharing its value...

Boatwright Library News

September 10, 2010

FIRST YEAR SEMINARS AND INFORMATION LITERACY

As the university launches the new First Year Seminars (FYS), librarians are enthusiastically offering support for the goals of the curriculum. The purpose of the seminars is to provide an introduction to academic inquiry and the modes of expression that lie at the heart of a liberal arts education, including critical reading and thinking, sharing ideas and research through discussion, and the ability to write and think clearly and effectively. All First Year Seminars have the same five common goals, including the “development of the fundamentals of information literacy and library research.”

To accomplish this goal, librarians have worked closely with faculty members throughout the summer to plan and integrate introductory library research skills into each FYS course. The overall goal of the FYS Information Literacy sessions is to introduce students to fundamental library resources and services, and to develop students’ critical inquiry in the context of library research. Research competencies acquired during their first year will help students identify information resources for course assignments. To accomplish this, students will 1) attend an information literacy/library research lab session as part of the students’ FYS course and 2) participate in at least one library research activity or assignment in their FYS, building on the information covered in the library lab course and tied specifically to the subject matter of the course.

Boatwright Memorial Library

UPCOMING EVENTS AND LIBRARY WORKSHOPS


Latino-Hispanic Heritage Month Exhibit Boatwright Library Research Commons, 1st Floor September 15 - October 15, 2010

In Common: A Collaboration between Boatwright Library and Common Ground “Latino Students Share Their Stories” Tuesday, September 28, 12-1, THC 305 Registration Required