Sustaining Feedback:

Assessment in the Liberal Arts College Library

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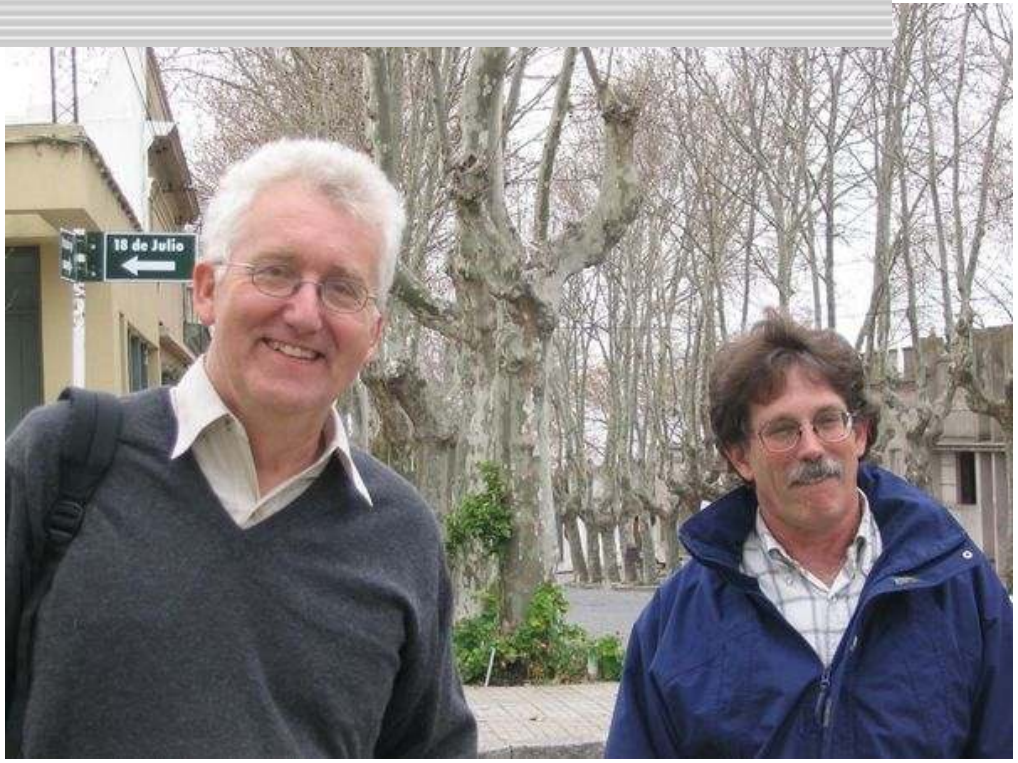


Effective, Sustainable, Practical Assessment

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**

Boatwright Memorial Library
Strategic Plan 2010 - 2015

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:

1) Spaces to inspire…	**1) Resources to promote…**	**1) Communication and education to accelerate…**

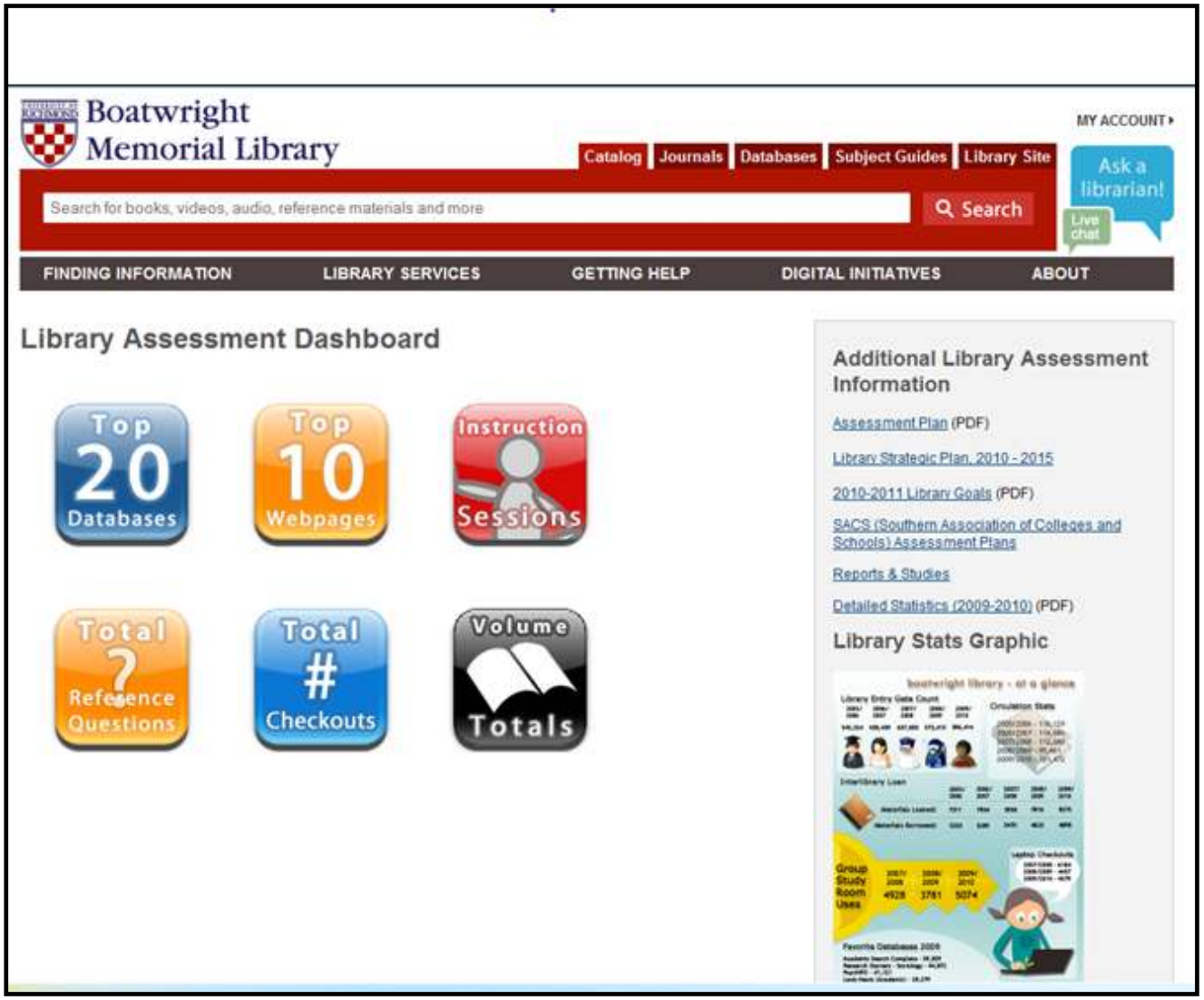
learning, innovation, connections, and discovery

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

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At last, an instantaneous, continuous customer feedback system that puts meaningful, actionable data at your fingertips.
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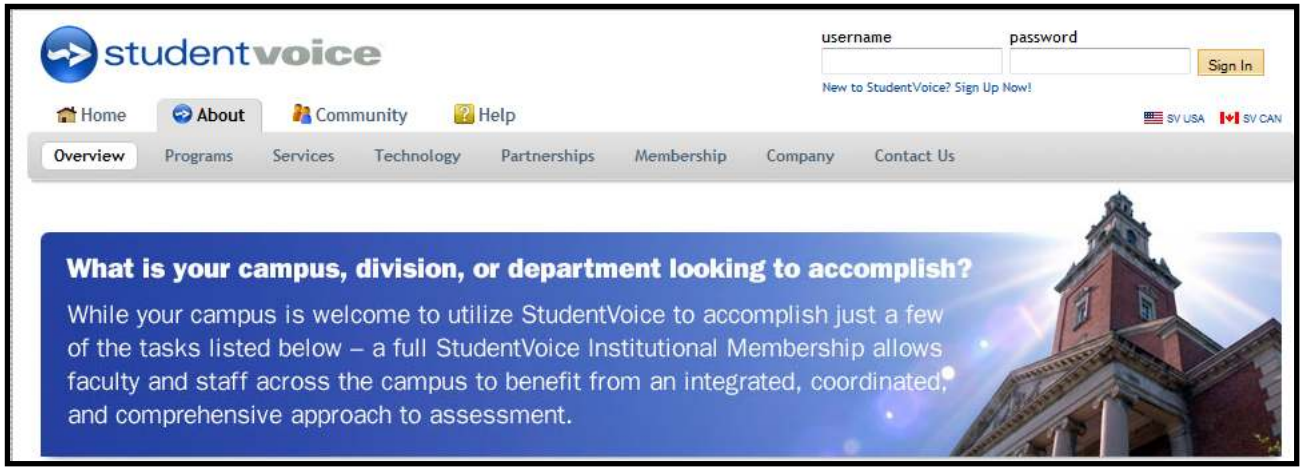
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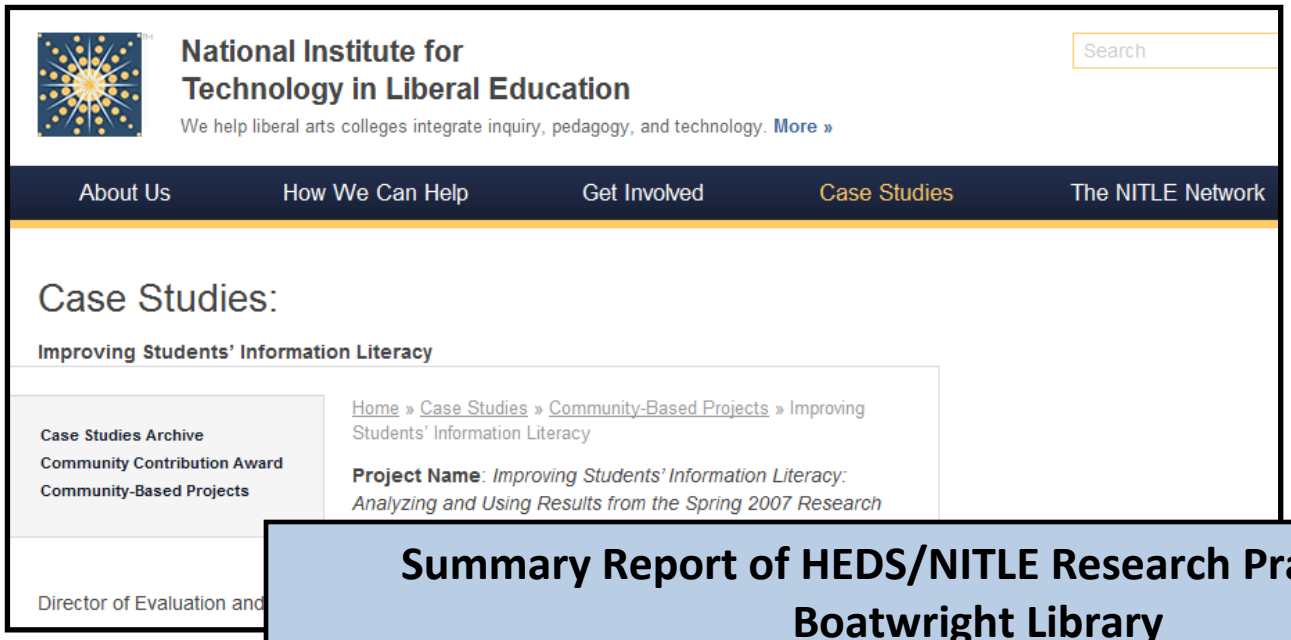
What is your campus, division, or department looking to accomplish?
While your campus is welcome to utilize StudentVoice to accomplish just a few of the tasks listed below – a full StudentVoice Institutional Membership allows faculty and staff across the campus to benefit from an integrated, coordinated, 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.

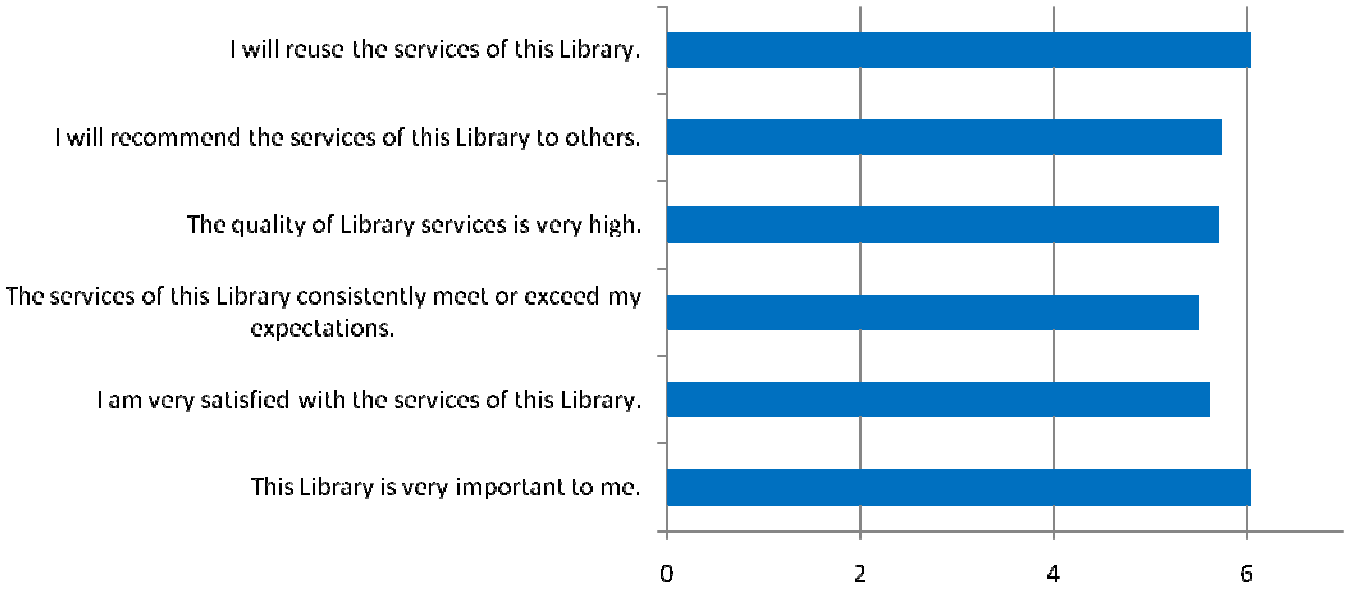
- The most frequent reason for using the library is to do a variety of academic work (studying, doing homework, group projects, etc.).

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

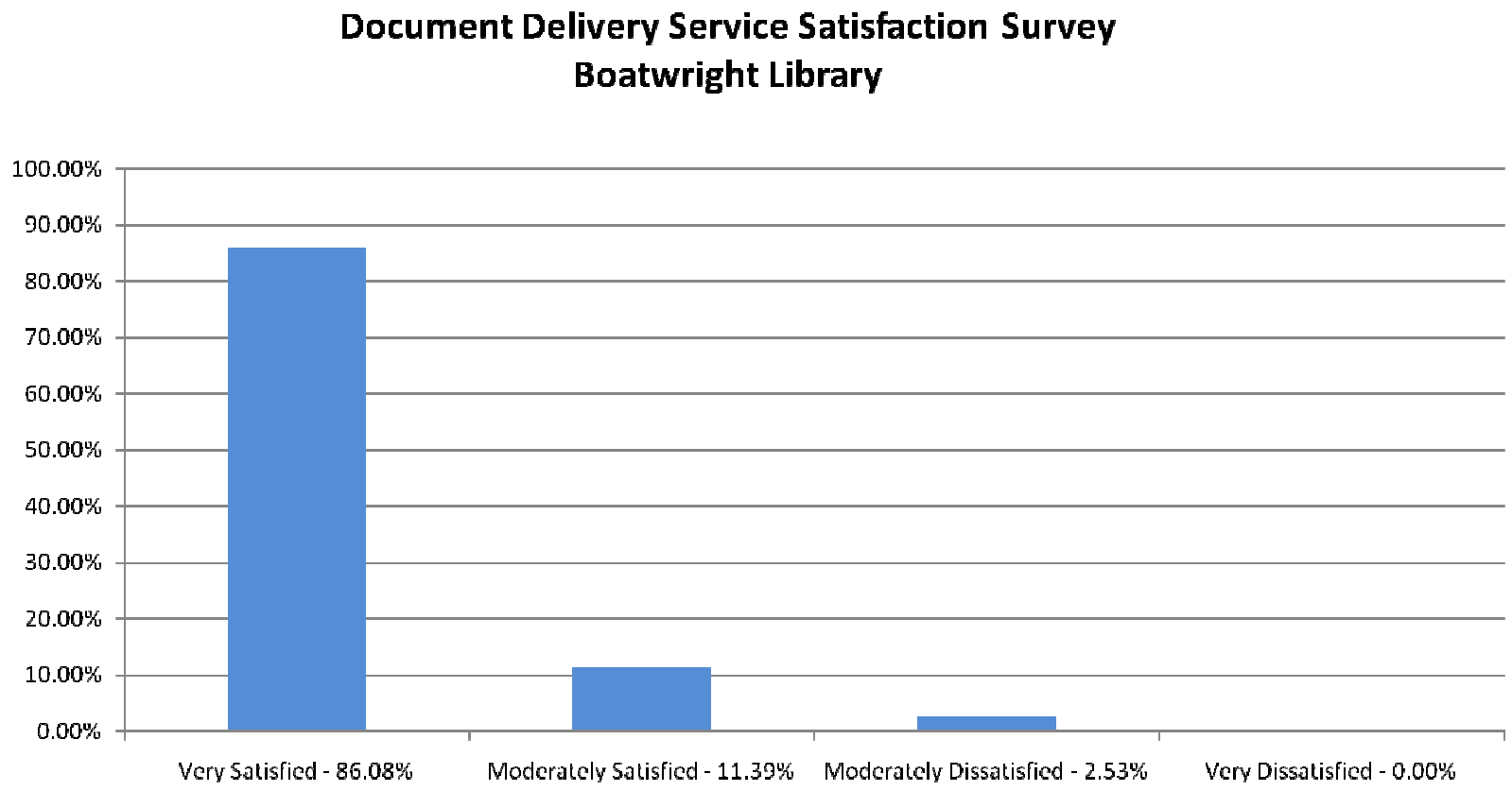
What We Learned
Counting Opinions Survey

Overall Impressions



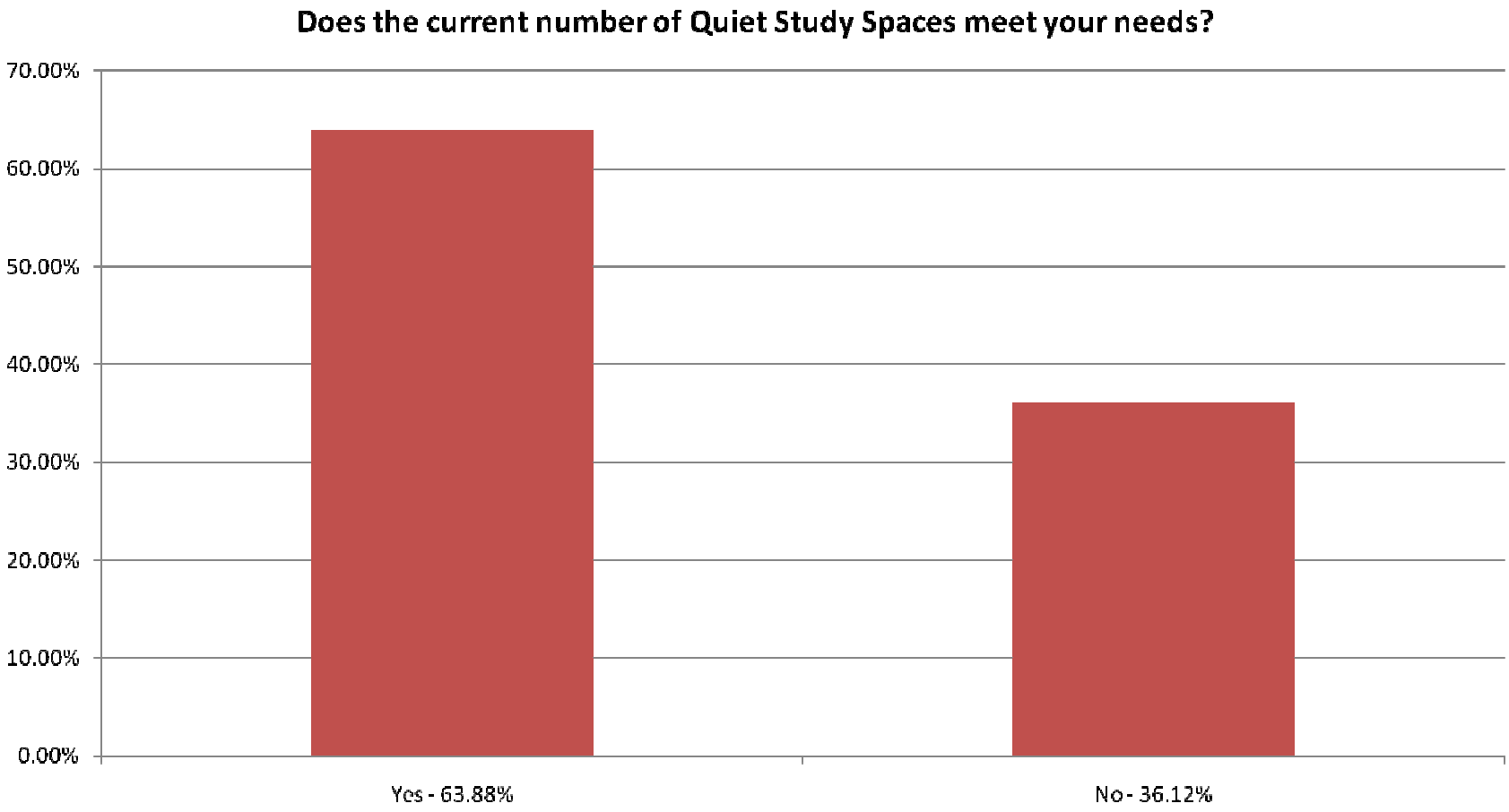
Document Delivery Study

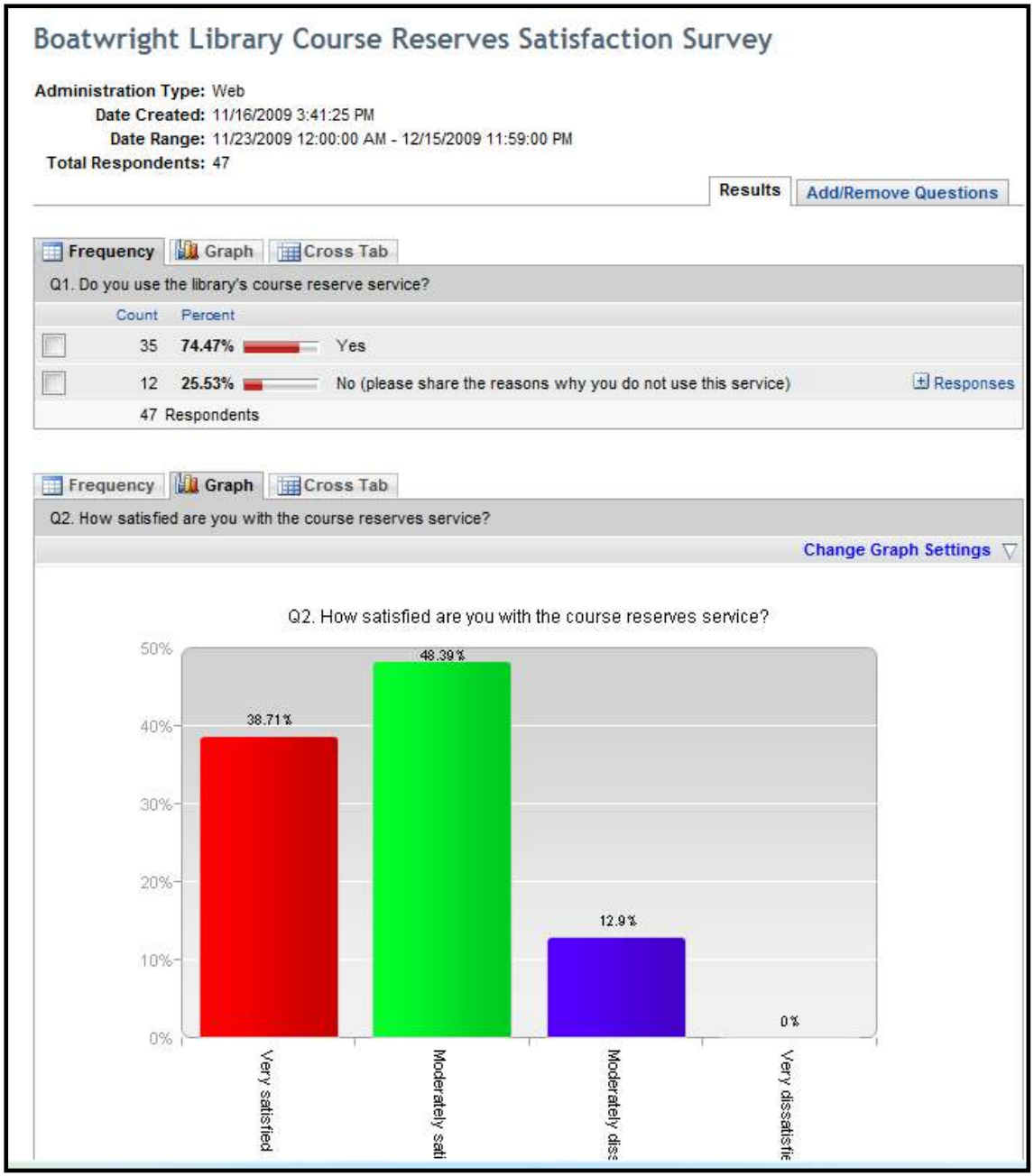
Document Delivery Study Results



Quiet and Group Study Observations and Survey

What We Learned
Quiet/Group Study Survey





Course Reserves Satisfaction Survey

Small Steps…

Commitment, Persistence, Enthusiasm…

Telling the library's story and sharing its value…

News and Events at Boatwright Library

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

"UR Football Comes Home"
Archival Exhibit in Boatwright Library, 2nd Floor
August 23, 2010 - January 28, 2011

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

Boatwright Library Assessment WebPage

tiny.cc/boatwrightassess

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