

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**

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

The screenshot shows the Boatwright Memorial Library website. At the top left is the library's logo and name. To the right are navigation links for Catalog, Journals, Databases, Subject Guides, and Library Site, along with a 'MY ACCOUNT' link. A search bar is prominently displayed in the center. Below the search bar is a dark navigation bar with categories: FINDING INFORMATION, LIBRARY SERVICES, GETTING HELP, DIGITAL INITIATIVES, and ABOUT. The main content area is titled 'Library Assessment Dashboard' and features six large, colorful buttons: 'Top 20 Databases', 'Top 10 Webpages', 'Instruction Sessions', 'Total ? Reference Questions', 'Total # Checkouts', and 'Volume Totals'. To the right of the dashboard is a sidebar titled 'Additional Library Assessment Information' containing links to various documents and reports. At the bottom right, there is a 'Library Stats Graphic' which includes a table of 'Library Entry Gate Count' and 'Circulation Stats'.

Boatwright Memorial Library

MY ACCOUNT >

Catalog Journals Databases Subject Guides Library Site

Search for books, videos, audio, reference materials and more

Ask a librarian! Live chat

FINDING INFORMATION LIBRARY SERVICES GETTING HELP DIGITAL INITIATIVES ABOUT

Library Assessment Dashboard

- Top 20 Databases
- Top 10 Webpages
- Instruction Sessions
- Total ? Reference Questions
- Total # Checkouts
- Volume Totals

Additional Library Assessment Information

- [Assessment Plan \(PDF\)](#)
- [Library Strategic Plan 2010 - 2015](#)
- [2010-2011 Library Goals \(PDF\)](#)
- [SACS \(Southern Association of Colleges and Schools\) Assessment Plans](#)
- [Reports & Studies](#)
- [Detailed Statistics \(2009-2010\) \(PDF\)](#)

Library Stats Graphic

Boatwright library - at a glance

Library Entry Gate Count				Circulation Stats			
2009	2010	2011	2012	2009	2010	2011	2012
14,100	148,400	147,000	173,400	10,000	110,000	110,000	110,000

Interlibrary Loan		2009	2010	2011	2012
Materials Loaned		101	184	88	874
Materials Returned		652	648	545	658

Group Study Room Uses		2009	2010	2011	2012
Group Study Room		4928	3781	5074	

Favorites Database 2009
Academic Search Complete - 14,474
Research Library - 36,516 - 40,241
Research - 41,521
Total Page Downloads - 18,249

Office of Institutional Effectiveness



Counting Opinions

Customer Portal Partner Portal

SEARCH Go

HOME CONTACT US

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Partners
Products
News
FAQ
Customers
Demo

Counting Opinions

... committed to your excellence

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.

studentvoice

username password Sign In

New to StudentVoice? Sign Up Now!

Home About Community Help

SV USA SV CAN

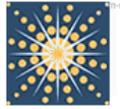
Overview Programs Services Technology Partnerships Membership Company Contact Us

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**



Case Studies:

Improving Students' Information Literacy

[Case Studies Archive](#)

[Community Contribution Award](#)

[Community-Based Projects](#)

[Home](#) » [Case Studies](#) » [Community-Based Projects](#) » [Improving Students' Information Literacy](#)

Project Name: *Improving Students' Information Literacy: Analyzing and Using Results from the Spring 2007 Research*

Director of Evaluation and

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



**Boatwright
Memorial Library**

© Rectangular Ship

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.

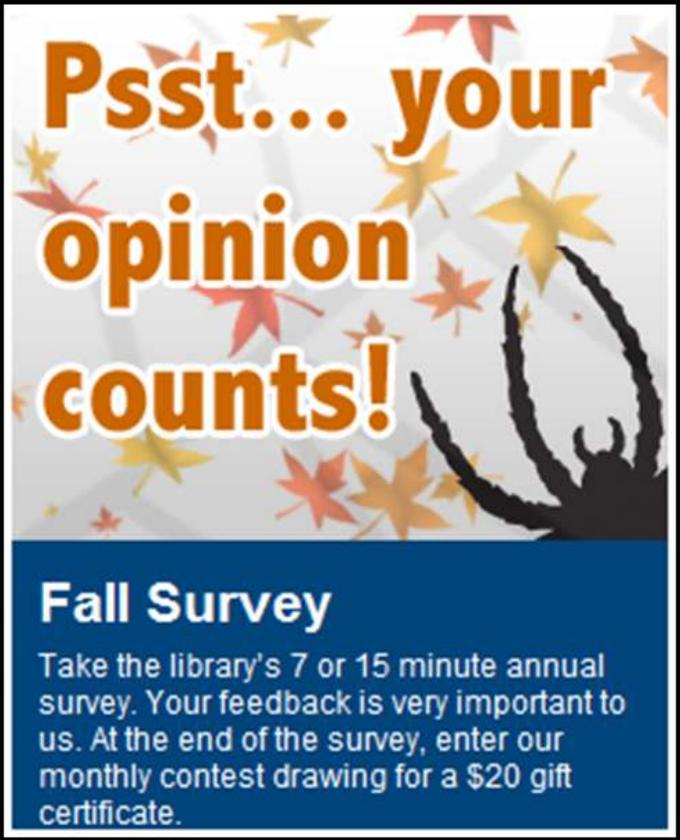
To participate, select either the long or the short survey then click the BEGIN SURVEY button (bottom right).

Sincerely,
Lucretia McCulley, Director, Outreach Services
Boatwright Memorial Library, University of Richmond

Location and Version

Boatwright Memorial Library ▼
-- select a survey version -- ▼

Begin Survey



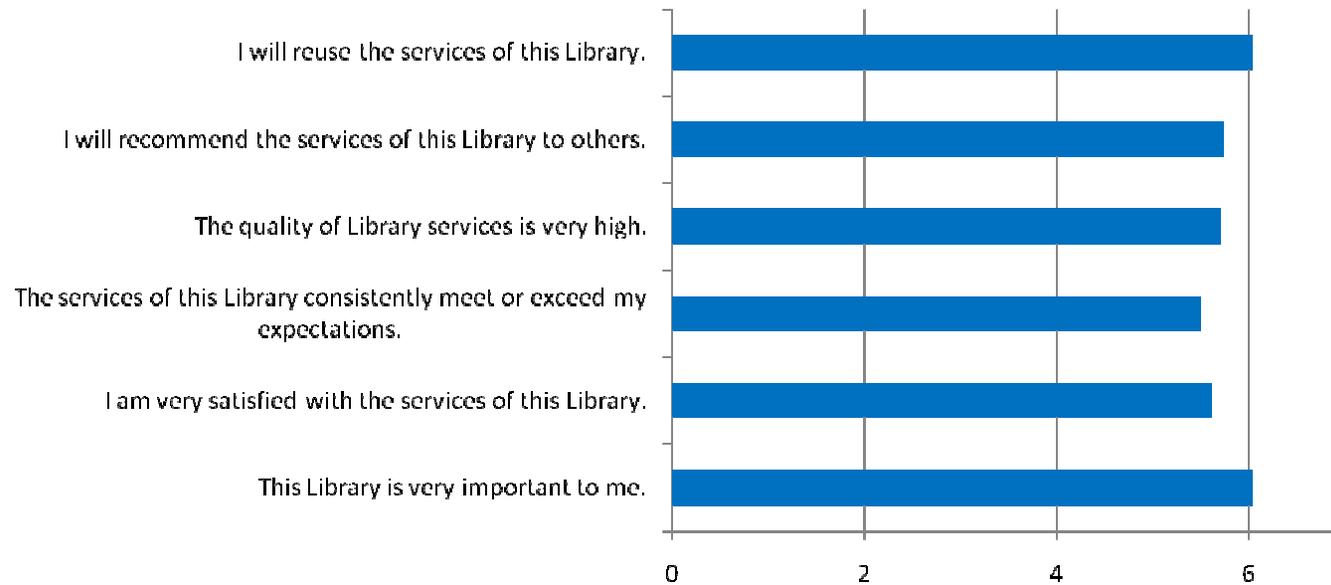
**Psst... your
opinion
counts!**

Fall Survey

Take the library's 7 or 15 minute annual survey. Your feedback is very important to us. At the end of the survey, enter our monthly contest drawing for a \$20 gift certificate.

What We Learned Counting Opinions Survey

Overall Impressions

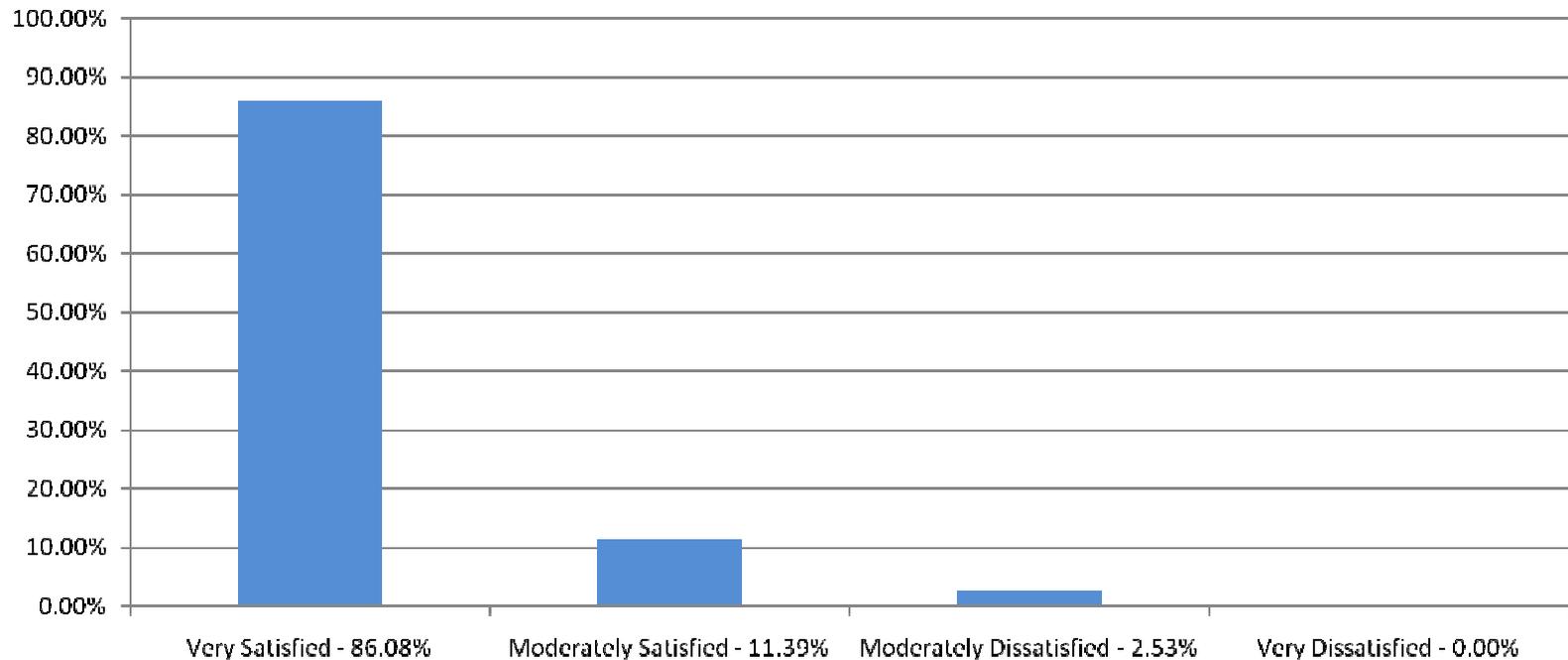


Document Delivery Study



Document Delivery Study Results

**Document Delivery Service Satisfaction Survey
Boatwright Library**



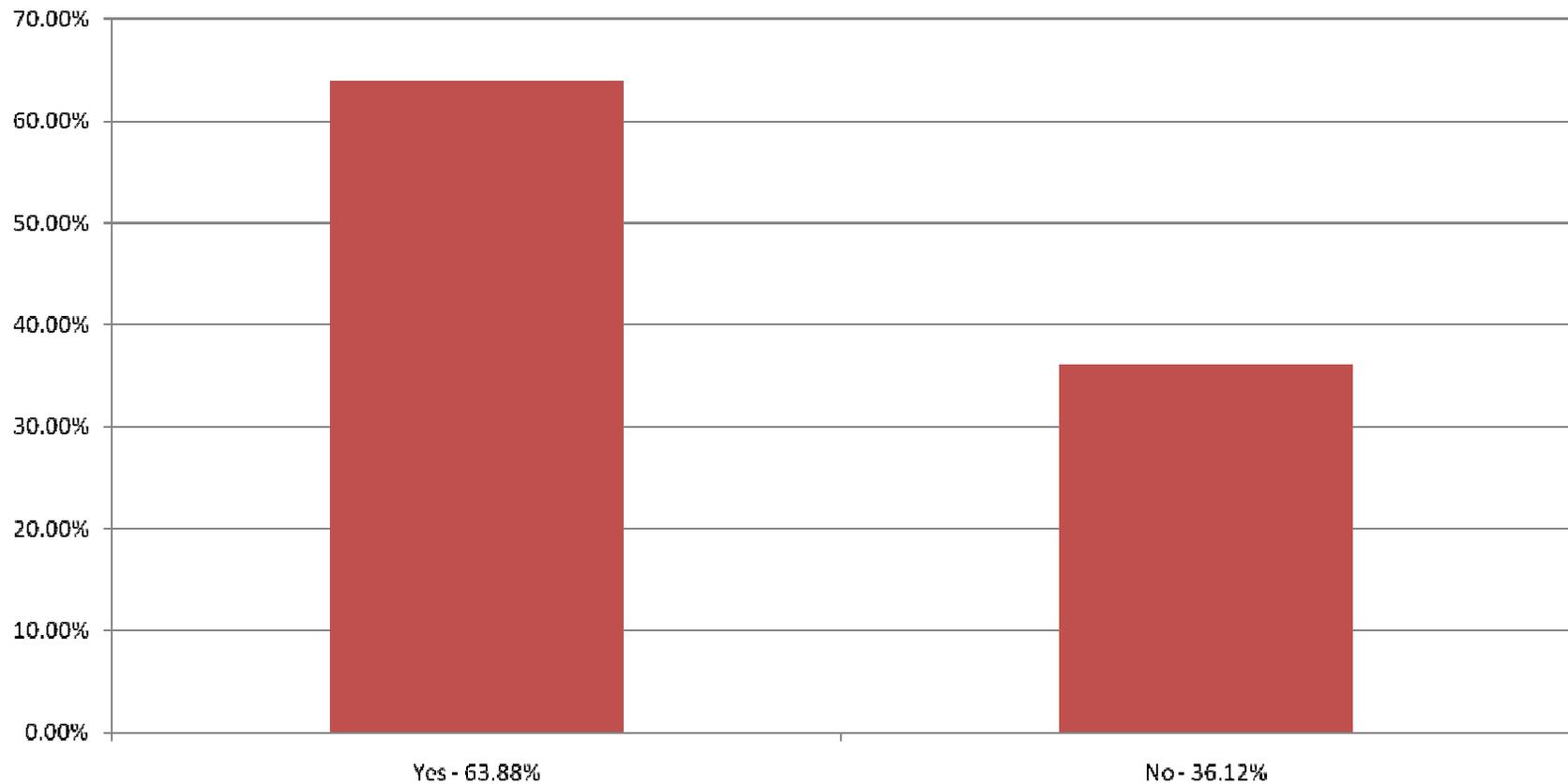
Quiet and Group Study Observations and Survey



What We Learned

Quiet/Group Study Survey

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



Boatwright Library Course Reserves Satisfaction Survey

Administration Type: Web

Date Created: 11/16/2009 3:41:25 PM

Date Range: 11/23/2009 12:00:00 AM - 12/15/2009 11:59:00 PM

Total Respondents: 47

Results

[Add/Remove Questions](#)

Frequency [Graph](#) [Cross Tab](#)

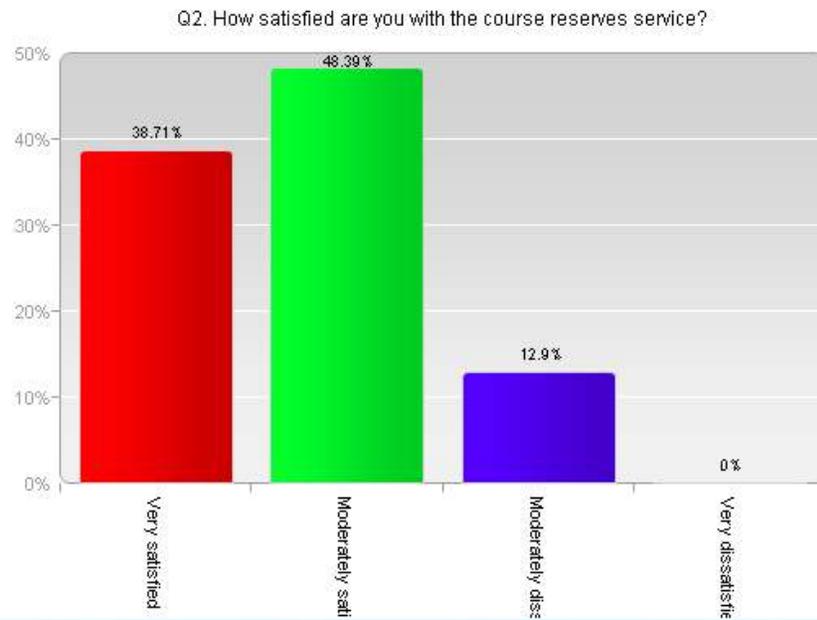
Q1. Do you use the library's course reserve service?

	Count	Percent		
<input type="checkbox"/>	35	74.47%	<div style="width: 74.47%;"><div style="background-color: red; width: 74.47%;"></div></div>	Yes
<input type="checkbox"/>	12	25.53%	<div style="width: 25.53%;"><div style="background-color: red; width: 25.53%;"></div></div>	No (please share the reasons why you do not use this service) + Responses
47 Respondents				

Frequency [Graph](#) [Cross Tab](#)

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

[Change Graph Settings](#) ▾



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

Lucretia McCulley

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