

# University of North Carolina Wilmington

## Educational Program Assessment Plan and Report

William Madison Randall Library

Assessment Plan for 2009-2010

**Primary Contact Name/Info: Sarah Barbara Watstein, University Librarian, William Madison Randall Library**

Program Outcome UNCW Strategic Goal	Tools	Implementation	Summary of Findings	Actions Taken
What is the intended or desired effect of your programming or services? What Strategic Goal does it link to?	Tools or measures of program outcomes must address the outcome directly	Identify who will be responsible for implementation; what data will be collected.	What was learned from the collection and analysis of data for the program outcome?	What changes were made because of what you learned?
PO 1: Improve direct support for teaching, learning, research and creative inquiry.  Goal I	1.Information Literacy Instruction statistics & evaluations	1.Associate University Librarian for Public Services, Instructional Services Librarian 1.Course related instruction and group orientations	1. Student evaluations indicate increased confidence with library research after information literacy sessions.	1. Created virtual tour of the library 1. Improved integration of information literacy in Freshman Seminar (UNI 101)
	2.Public service statistics (in person, email, phone, chat, text)	2.Associate University Librarian for Public Services, Coordinator of Research and Information	2. Continued increase in chat reference	2. Created additional library tutorials 2.Implemented text messaging for reference assistance
	3. Inventory of DVD collections	3. Assistant University Librarian for Access Services	3. DVD loss was significant	3. Purchased locking cases to increase security of the DVD Collection
	4. Laptop check-out and technology services moved to TAC	4. University Librarian, Assistant Vice Chancellor for IT, Assistant University Librarian for Access Services, Technology Assistance Center (TAC) manager	4. Laptop circulation increased by 65% 4. Help and Circulation desk staff saw an increase in technology questions	4. Added additional laptops to the library's inventory 4. Collaborated with Technology Assistance Center for training librarians and TAC students

Program Outcome UNCW Strategic Goal	Tools	Implementation	Summary of Findings	Actions Taken
What is the intended or desired effect of your programming or services? What Strategic Goal does it link to?	Tools or measures of program outcomes must address the outcome directly	Identify who will be responsible for implementation; what data will be collected.	What was learned from the collection and analysis of data for the program outcome?	What changes were made because of what you learned?
PO 2: Improve search and discovery for students, faculty and staff.  Goal 1	1. LibQUAL+® Survey 1. Upgrades and enhancements to integrated library system	1. Associate University Librarians (Computing Services and Technical and Collection Management Services)	1. System needed customization and add-ons implemented to allow search and discovery functionality	1. Customized Millennium WebPAC Pro catalog interface 1. Planned implementation of Ebsco Integrated Search product 1. Integrated WorldCat Plus to provide a web interface the OCLC database 1. Switched Millennium's SSL certificate to a Multi-Domain SSL to provide more seamless secure connections to licensed resources
	2. Usability and Web analytics	2. Associate University Librarian for Computing Services, Information Systems Librarian, Library Web Development Committee	2. Website navigation needed improvement	2. Fully integrated Drupal as the library's web content management system 2. Completed conversion of Research Guides to Drupal
	3. Interlibrary Loan and Document Delivery statistics	3. Associate University Librarian for Computing Services, Assistant University Librarian/Access Services	3.Improvement needed in resource sharing functionality	3. Updated ILLiad interlibrary loan software to version 7.4 and associated BScanscanner software 3. Implemented UNC Express WorldCat Local

				catalog, with UPS contract for 48 hour delivery
--	--	--	--	---

<b>Program Outcome UNCW Strategic Goal</b>	<b>Tools</b>	<b>Implementation</b>	<b>Summary of Findings</b>	<b>Actions Taken</b>
What is the intended or desired effect of your programming or services? What Strategic Goal does it link to?	Tools or measures of program outcomes must address the outcome directly	Identify who will be responsible for implementation; what data will be collected.	What was learned from the collection and analysis of data for the program outcome?	What changes were made because of what you learned?
PO 3: Provide a safe, attractive and inspiring learning environment in which users, regardless of location or information, have the opportunity to access and use diverse resources and services.  Goal 6	1.LibQUAL+® Survey results about facility 1. Facility enhancements	1.University Librarian, Associate University Librarians (Computing Services, Public Services, Technical and Collection Management Services), Assistant University Librarian/Coordinator of Access Services, Special Projects Manager	1.Evaluated Learning Commons facilities at other academic libraries 1. Needed significant infrastructure upgrade to facility for student use	1.Repurposed spaces formerly used as study rooms for TAC 1. Repurposed librarian office space for TAC manager 1.Renovated 10,000 sq. ft. on first floor for Learning Commons 1. Implemented a network upgrade to hard-wired computer network connections for RL 1022 as part of the Learning Commons project
	2. 24/5 service schedule 2. Gate count increases	2.University Librarian, Associate University Librarian for Public Services, Assistant University Librarian/Coordinator of Access Services	2. Greater availability to Library caused some safety concerns	2. Card swipe access for late-night hours limited facility for use by UNCW clientele only; security cameras installed 2. Scheduled additional security guard duty hours
	3. Academic and cultural	3. Associate University	3. New mission statement	3. Improved quality of

	activities and events were sporadic	Librarian for Public Services, First Year Experience and Public Programming Librarian, Programming and Exhibits Committee	and guidelines for exhibits and programs developed	exhibits and cultural events 3. Nine academic and cultural events planned and carried out. One new event "Moonlight Breakfast" created during exams
	4. Began planning for major energy saving improvements throughout the building.	4. University Librarian, Associate University Librarians, Physical Plant, Brady Company	4. Library needed major energy plant replacements and energy efficient lighting	4. Performance contract project awarded to improve energy conservation