

# University of North Carolina Wilmington

Educational Program Assessment Plan and Report

William Madison Randall Library

Assessment Plan for 2010 - 2011

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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. LibQUAL+® 1. Information Literacy Instruction evaluations and statistics	1. Associate University Librarian for Public Services, Instructional Services Librarian	1. Evaluations of instruction indicated research skills of students and areas of confusion 1. Google analytics indicate use of research guides and tutorials	1. Developed standardized presentations and student learning outcomes that are progressively complex in content and skills for our basic course-related instruction 1. Staff created a new design for online research guides for academic disciplines
	2. Public service statistics (in person/F2F, email, phone, chat, text)	2. Associate University Librarian for Public Services, Coordinator of Research and Information	2. Library staff fielded 9,969 transactions at the Learning Commons Help Desk and through the Liaison Librarian Program 2. Analysis of reference desk statistics indicated times of highest demand	2. Staffing pattern altered to include another person during times of highest demand

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PO2: Improve search and discovery for students, faculty and staff.  Goal 1	1.LibQUAL+® comments about library website (enhancements, interfaces etc.)	1. Associate University Librarian (Computing Services)	1.Enhancements and upgrades were available to improve search and discovery	1.Completely upgraded the Library web site using the Drupal content management system 1. Implemented mobile device interfaces for the library's web site (Drupal-based) and online catalog (AirPAC)
	2. Interlibrary Loan and Document Delivery statistics	2. Associate University Librarian for Computing Services, Information Systems Librarian, Assistant University Librarian/ Coordinator of Access Services	2. Users were frequently requesting password assistance 2. Staff could provide articles more easily with ILLiad add-ons	2.Implemented LDAP authentication for ILLiad and Library online catalog, including off-campus access to licensed Library resources 2.Investigated and implemented ILLiad add-ons to improve services

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PO 3: Provide a safe,	1.Facility enhancements	1.University Librarian,	1.Graduate students needs	1.Repurposed and

<p>attractive and inspiring learning environment in which users, regardless of location or information, have the opportunity to access and use diverse resources and services.</p> <p>Goal 6</p>	(repurposed spaces, new spaces)	Associate University Librarians (Computing Services, Public Services, Technical and Collection Management Services), Assistant University Librarian/Coordinator of Access Services, Facility and Events Coordinator)	for dedicated space weren't met	refurnished two spaces for Graduate Students 1.Purchased and installed additional seats and computers 1.New carpeting installed in public spaces
	2.Gate count	2. University Librarian, Assistant University Librarian/Coordinator of Access Services, Coordinator of Research and Information	2. Additional seating spaces were needed	2. Additional tables and chairs were purchased and added to the Learning Commons
	3.Academic and cultural activities and events in the Library	3. University Librarian, Associate University Librarian for Public Services, Facility and Events Coordinator	3. Several Library events were well attended but there was no individual in charge	3. Repurposed Special Projects Manager SPA position and hired Facility and Events Coordinator 3. Public Programming events offered: Literacy Live (monthly); Flash Fiction (writing contest and art exhibit w/ publication); Synergy Common Reading Coffee Conversation; Thirsty Tome (reading); Seahawk Moonlight Breakfast offered during final exam period