



**Everett L. Cattell Library**

**Assessed by Rebecca Fort**

**Date July, 2019-June, 2020**

**Mission Statement:** The mission of the Malone University Library is to provide curricular materials, research information, and Christian spiritual development resources for Malone students, faculty, staff and other library patrons, and to provide instruction in the use of those resources and in general information literacy skills.

**Unit Goals:**

1. To equip students with information retrieval and evaluation skills
2. To provide and promote access to curricular materials, research information, and Christian spiritual development resources for Malone University students, faculty, and staff
3. To provide and maintain a web site and physical facilities that are conducive to study and research
4. To promote professional development and personal Christian spiritual growth for librarians, support staff, and student employees

<b>Expected Performance Outcomes</b>	<b>Means of Assessment &amp; Criteria for Success</b>	<b>Summary of Data Collected</b>	<b>Use of Results</b>
<p>G1-1. All first year students will receive at least a basic library orientation.</p>	<p>G1-1. The library staff will work with communication arts professors to present basic library instruction to all Comm 110 classes.</p> <p>All GEN 100 classes will complete a self-guided tour during orientation</p>	<p>G1-1. All fall semester Comm 110 classes visited the library and had opportunity for individualized instruction with librarians. Spring was disrupted first by the renovation and then by COVID-19. Only 2 classes visited</p> <p>All fall GEN 100 classes completed the tour.</p> <p>One of the instruction librarians also presented as part of the CSS Expo series</p>	<p>G1-1. We will continue both practices.</p> <p>We need to improve our online instruction possibilities. We will create more tutorials and update the ones we currently have.</p>
<p>G1-2. Liaisons will work with department faculty to present subject-specific information literacy instruction.</p>	<p>G1-2. Each academic discipline will have a subject-specific orientation, LibGuide, or tutorial.</p>	<p>G1-2. Librarians presented 8 subject-specific class sessions; 26 of the LibGuides offer subject-specific academic information</p>	<p>G1-2. Students do not use the guides or even the library's resources unless their professors direct and encourage them to do so. We will find more ways to reach out to faculty.</p>

<p>G1-3. Library staff will provide individual instructional assistance in information literacy skills</p>	<p>G1-3. The number of questions/sessions will meet or exceed last year's number. Service statistics will be collected by Reference, Circulation, and Archives staff.</p>	<p>G1-3. Individual instruction 2018-2019 = 1151 2019-2020 = 438 Far fewer students contacted us for help after COVID-19 sent them home, but numbers were down by at least 25% even before that. We suspect it was due to the renovation.</p>	<p>G1-3. Library use was impacted by renovation: moving half of the collection off site, Closing the 2<sup>nd</sup> and 3<sup>rd</sup> floors for fall semester, construction noise and activity, and closing the entire library for 3 months due to COVID-19. Numbers for this year were atypical in all respects.</p>
<p>G2-1. The library will provide a relevant collection of current and classic materials that will satisfy the resource needs of faculty and students</p>	<p>G2-1a. Each journal title and standing order will be evaluated according to use. Departments may also be contacted regarding current and future needs for specific titles</p> <p>G2-1b. Library staff will do an in-depth weeding of all collections involved in the renovation. Goals: to eliminate old, outdated, damaged materials and to create sufficient space for the collection after the renovation.</p>	<p>G2-1a. Usage statistics were used to evaluate all periodical and standing order titles. Unused titles were not generally renewed—some leeway was used this year for a few print titles because of the renovation and COVID-19 barriers.</p> <p>G2-1b. We discarded more than 14,000 items (books, cassettes, and periodicals)</p>	<p>G2-1a We will continue to use usage statistics to eliminate unnecessary titles to make space and leave funds for increasing costs of current subscriptions and future additions.</p> <p>G2-1b. The renovation is complete and so we will spend most of this year returning books to the shelves. Periodicals will be the priority for weeding this year as we create space to return those items to the shelves. Print journals that are also available online will be removed.</p>

<p>G2-2. The library will provide convenient access to the research materials and information needed by the Malone community and will promote the use of library resources</p>	<p>G2-2a. 400s-- 900s, records, Friends Library, bound periodicals will be packed and moved for the renovation. They will be returned to newly renovated areas.</p> <p>G2-2b. Library items will be re-shelved within 2 days and will be shelved correctly. Team Leaders will conduct random tests at least once each semester.</p> <p>G2-2c. Library staff will assist library visitors in accessing and utilizing the library's resources at a level that matches or exceeds last year's service. Service level will be determined by circulation, equipment assistance, and directional statistics.</p>	<p>G2-2a. All necessary items were moved. We found ways to shift items so that the 400s and most of the periodicals stayed in the library so they remained accessible along with 000-300s, scores, curriculum, juvenile, and DVDs (library staff retrieved from hard hat area)</p> <p>G2-2b. No official testing occurred, but supervisors observed that shelving trucks were regularly cleared for the areas that were accessible throughout renovation. Turnaround time = less than 1 day. Renovation and COVID-19 disrupted this, too.</p> <p>G2-2c.  <b>2018-2019</b>                  Service = 4000                  Information = 780                  Instruction = 1631    <b>2019-2020</b>                  Service = 2128                  Information = 301                  Instruction = 438</p>	<p>G2-2a. Next year we will return items to the shelves the items will be checked for proper order on the shelves. We will improve signage to help students locate materials and will create better signage to help students find what they need.</p> <p>G2-2b. Student workers are instructed to check shelving during each shift. We will continue that procedure.</p> <p>G2-2c We updated the way we collect statistics in the middle of last year. This year we dealt with renovation and COVID-19 so statistics do not reflect normal year. However, we did maintain online service through chat and email. Students rarely</p>
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<p>G2-3. The Archives Collection will be organized, preserved, promoted, and made accessible.</p>	<p>G2-2d. Gift items will be added to the collection or removed from the library within 4 months of receipt.</p> <p>G2-3a. The archivist will process at least one collection each year</p> <p>G2-3b. Maintain and build connections with EFC-ER: demonstrated by at least 4 interactions each year.</p> <p>G2-3c. The archivist will work with at least 2 classes each year to provide students with hands-on experience with archival materials</p>	<p>In-person service and borrowing levels were impacted by renovation and COVID</p> <p>G2-2d. Gifts were moved to the bottom of the list while we worked on weeding and renovation.</p> <p>G2-3a. We moved the entire archives collection from 3<sup>rd</sup> floor to the Lower Level. The collections are now better labeled and better organized</p> <p>G2-3b. Statistics were not maintained through the changes of this year.</p> <p>G2-3c. The archivist facilitated 5 courses and assisted with a history class project before she left in February.</p>	<p>used those methods to ask for help.</p> <p>G2-2d. After the renovation is completed, we will reorganize the technical services area to facilitate better work flow.</p> <p>G2-3a. With the loss of our archivist, progress will slow, but we will continue to try to process at least one collection/year</p> <p>G2-3b. We will continue to highlight our Friends collections, including display and use space in the renovation.</p> <p>G2-3c. We will continue to work with at least 2 classes each year.</p>
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<p>G2-4. The library will cooperate with other libraries to provide necessary resources for our students and faculty</p> <p>G2-5. The library will improve access and training for online users.</p>	<p>G2-3d. The archives will be used at least 100 times for inquiries, classes or individual research sessions. Statistics will be kept by the archivist</p> <p>G2-4a. Library users will meet or increase the number of checkouts and ebook usage as compared to the amount performed last year. Numbers will be gathered from Sierra statistics, OhioLINK database usage statistics, individual database statistics functions and Google Analytics reports.</p> <p>G2-5a. The library will create and maintain useful LibGuides and tutorials. Usefulness will be measured by usage statistics.</p>	<p>G2-3d. Despite the crazy year, we had 197 users. We continued to receive chat and email requests throughout the year.</p> <p>G2-4.  <b>2018-2019</b>                  Checkouts = 8363                  ILL incoming = 1835                  Ebook usage = 22,019                  Ejournal usage = 48,829</p> <p><b>2019-2020</b>                  Checkouts = 6541                  ILL incoming = 1166                  Ebook usage = 12,649                  Ejournal usage = 41,825</p> <p>G2-5a.                  # of guides = 107                  Usage = 17,169 views</p>	<p>G2-3d. We will continue to expect at least 100 visitors or inquiries each year.</p> <p>G2-4. Because of renovation and COVID, we expected reduced checkouts. ILL borrowing was atypical; we didn't have as many available books due to renovation (= increased borrowing), but we closed for several months (= decreased numbers). The real surprise was that ebook usage decreased so much. One possible explanation is that most statistics changed from COUNTER4 to COUNTER5 and so the comparison is not exact.</p> <p>G2-5a. Professors have mentioned that although the guides are useful, they are difficult for students to find. We will continue to work on simplifying language and access.</p>
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<p>G3-1. The library will improve the functionality of library facilities to better meet user needs: educational and research support, individual and group study spaces, access to technology and research resources.</p>	<p>G3-1a. The library will undergo a major renovation to bring the CSS to the library, to move archives to a new space in the lower level, to update 2<sup>nd</sup> and 3<sup>rd</sup> floors with new paint, carpeting, and some new furniture, to add accessible restrooms to 1<sup>st</sup> and 2<sup>nd</sup> floors. All books from 400s through 900s will be weeded and relocated in a way that is easy for students to find and use what they need. 3<sup>rd</sup> floor offices will be demolished so that the books can be moved to the 3<sup>rd</sup> floor (more aesthetically pleasing and a sensible flow for the collection). Elevator will be repaired and updated.</p> <p>G3-1b. Headcounts performed every 2 hours will indicate which library spaces are being used and which could be more useful</p> <p>G3-1c. The number of visitors to the library will meet or exceed last year's number. Results will be determined by counter statistics</p>	<p>G3-1a.</p> <ul style="list-style-type: none"> <li>• The CSS has been relocated to the library</li> <li>• Archives is relocated to Lower Level</li> <li>• Restrooms are completed</li> <li>• 2<sup>nd</sup> and 3<sup>rd</sup> floor painted and mostly carpeted</li> </ul> <p>Still to do</p> <ul style="list-style-type: none"> <li>• Return books to shelves from off-site storage and in-house shifting</li> <li>• Finish carpeting 2<sup>nd</sup> floor</li> <li>• Elevator upgrades</li> </ul> <p>Some students have expressed concern about the loss of group study spaces.</p> <p>G3-1b. Renovation limited users to restricted portions of the first floor and then we closed our doors due to COVID-19</p> <p>G3-1c.</p> <p>2018/2019 = 49,403 2019/2020 = 34,479</p> <p>During fall semester the 2<sup>nd</sup> and 3<sup>rd</sup> floors were closed for the renovation. The entire library closed March-June due to COVID so the usage stats for this year mostly reflect construction crews.</p>	<p>G3-1a. We will complete the renovation and monitor usage to determine which areas and features are most useful and which could be improved</p> <p>It is difficult to evaluate the effectiveness of the new space since it is not yet completed.</p> <p>G3-1b. We will return to collecting this information when the library reopens</p> <p>G3-1c. We expect that the renovation will increase the number of students who come for CSS services and to enjoy the updated space. Door counter statistics will no longer be as accurate, however, as more people will be able to enter/exit through the Bailey Room or via elevator to lower level.</p>
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	G3-1d. 100% of the library’s circulation department student staff will be asked for feedback on library service and facility improvements during their individual evaluation interviews	G3-1d. All students were asked: A few mentioned problems with the card swipe door. A couple mentioned that signage has improved, but could still be better	G3-1d The card swipe door access was fixed over the summer by Physical Plant and IT. After renovation we will work on signage
G4-1. The library will encourage continuing education for its staff.	G4-1 Each full time library staff member will attend at least one job-related workshop or training session. Each staff member will keep a list of his or her sessions.	G4-1 All full time staff members attended multiple online sessions, especially during COVID	G4-1 We will continue to stay current in new procedures and we will be more intentional about sharing if the information pertains to other staff members.
G4-2. The library will encourage staff involvement in campus ministries and student outreach activities.	G4-2. Each library staff member will attend at least two student activities or campus events to connect with and support the larger campus community. Staff members will record their own involvement.	G4-2. Not collected	G4-2 Library staff will continue to be involved in campus life to support the students and mission of Malone as well as to form connections with the Malone community.
G4-3. Student staff workers will learn library duties and general positive work behaviors.	G4-3a. Student circulation desk workers will be tested on shelf reading accuracy  G4-3b. Student workers will be able to handle all circulation functions with the help of the online circulation guide	G4-3a. Students had to pass 3 tests perfectly before being allowed to shelve books  G4-3b. Several students did not remember to use the guide for assistance (as self-reported in the student feedback form)	G4-3a. We will continue to require shelving tests before allowing shelving.  G4-3b. We will streamline our processes so that students do not have so many procedures to learn.



