



Everett L. Cattell Library

Assessed by Rebecca Fort

Date July, 2016-June, 2017

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

Expected Performance Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
<p>G1-2. All first year students will receive at least a basic library orientation.</p> <p>G1-3. Liaisons will work with department faculty to present subject-specific information literacy instruction.</p> <p>G1-4. Library staff will provide individual instructional assistance in information literacy skills</p>	<p>G1-2. The library staff will work with communication arts professors to present basic library instruction to all Comm 110 classes. All GEN 100 classes will complete a self-guided tour during orientation</p> <p>G1-3. Each academic discipline will have a subject-specific orientation, LibGuide, or tutorial.</p> <p>G1-4. The number of questions/sessions will meet or exceed last year's number Reference statistics will be collected by Reference, Circulation, and Archives staff.</p>	<p>G1-2. All Comm 110 classes included a library orientation either online or in person and all included an in-library session All classes completed the tour</p> <p>G1-3. Librarians presented 16 subject-specific class sessions; 34 of the LibGuides present subject-specific academic information</p> <p>G1-4. 2015-2016 = 657 2016-2017 = 811</p>	<p>G1-2. Online tutorials for Comm 110 were too in-depth. In-class sessions were generally rated as helpful. We will streamline the online portion We will continue to provide a tour that allows first years to see various library resources</p> <p>G1-3. We will continue to reach out to faculty and students to become more involved in the education process.</p> <p>G1-4. The increase was good. We can still connect more with faculty to discover what students need. Then find ways to help and to advertise</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. A Resources Review will be held each spring; each department will be contacted regarding current and future needs for standing orders and periodicals. Responses will be</p>	<p>G2-1a. Switched several periodical titles from an aggregator to the publisher to lower cost. Discovered a few standing orders that</p>	<p>G2-1a We will continue to check cost per use as a major factor in renewal decisions.</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>used to determine ongoing subscription needs. All departments will respond.</p> <p>G2-1b. The library liaisons will complete all departmental collection development policies by June, 2017. Departmental policies will be used to create a plan for weeding and priority spending</p> <p>G2-2a. The library's gifts and cataloging backlogs will be cleared by May, 2017 and a new gifts procedure will be developed and put into practice by March, 2017 to prevent future gifts backlogs.</p> <p>G2-2b. Library items will be re-shelved within 2 days. 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</p>	<p>were not being used. Total savings = \$5000</p> <p>G2-1b. All are completed except</p> <ul style="list-style-type: none"> • Communication Arts, • Math, Computer Science, Natural Sciences • Psychology • Theology <p>G2-2a. Backlogged gifts that we are not keeping have been discarded. Gifts that we are retaining have almost all been cataloged.</p> <p>G2-2b. No official testing occurred, but supervisors observed that shelving trucks were regularly cleared. Turnaround time = less than 1 day.</p> <p>G2-2c. 2015/2016 Circulation = 3969 Equipment = 636 Directional = 417 2016/2017 Circulation = 5063</p>	<p>G2-1b. All will be completed by May, 2018</p> <p>G2-2a. The goal for new gift receipts will be 2 months from door to floor</p> <p>G2-2b. Student workers are instructed to check shelving during each shift. We will continue that procedure.</p> <p>G2-2c We believe the self-guided tour during orientation week and the orientations for COMM 110 are helping students become aware of library assistance. We will continue to find ways to</p>
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<p>G2-3. The Archives Collection will be organized, preserved, promoted, and made accessible.</p>	<p>assistance, and directional statistics.</p> <p>G2-3a. The archivist will process at least one collection by June 2017</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>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>Equipment = 874 Directional = 422</p> <p>G2-3a. Added 2 boxes to the Pat Klick papers; Completed the Springfield Friends Church Collection; Began the Anderson-Hoopers Collection; continued work on the Cattell papers.</p> <p>G2-3b. EFC-ER restructured their organization and eliminated the historical committee. Despite that, we had 6 interactions.</p> <p>G2-3c. The archivist had 2 classes use the archives. Additionally, 1 history class completed a digitization project of old <i>Aviso</i> newspapers and the honors students received an orientation</p> <p>G2-3d. Archives was used by: 63 people in person 17 phone calls 8 emails 10 in-depth researcher</p>	<p>connect with students so that they feel comfortable asking for assistance.</p> <p>G2-3a. We will continue to focus on one collection at a time to make the accession process more focused.</p> <p>G2-3b. Malone's archives committee will discuss plans to implement some kind of formal connection with EFC-ER to replace the historical committee.</p> <p>G2-3c. We will continue to work with at least 2 classes each year.</p> <p>G2-3d. We will continue to expect at least 100 visitors or inquiries each year.</p>
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<p>G2-4. The library will cooperate with other libraries to mutually augment available collections</p> <p>G2-5. The library will improve access and training for online users.</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. Usefulness will be measured by usage statistics.</p>	<p>With 6 people who donated the total is 104</p> <p>G2-4. 2015-2016 Checkouts = 10,064 ILL incoming = 154 Renewals = 3480 eBook usage = 12,692</p> <p>2016-2017 Checkouts = 10,400 ILL incoming = 76 Renewals = 2869 eBook usage = 16,661</p> <p>G2-5a. 2016-2017 = 38 guides Views = 17,544</p> <ul style="list-style-type: none"> • Library tutorials + access links = 11,545 • Subject content = 5,999 	<p>G2-4. Both print and electronic books are in demand by our students. We will continue to purchase items in both formats and work with OPAL and OhioLINK to expand our collection.</p> <p>G2-5a. Several professors, mentioned that although the guides are useful, they are difficult for students to find. We will work on simplifying language and access.</p>
<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. We will weed and shift the entire curriculum library.</p> <p>G3-1b. Headcounts performed every 2 hours will demonstrate that all library spaces are being used.</p>	<p>G3-1a. Weeding was started, the process is not yet complete.</p> <p>G3-1b. Areas with highest use First floor = computers 1-14, center and East side open areas Second floor = Seminar rooms, curriculum area, SW corner</p>	<p>G3-1a. We will finish the entire collection by June, 2018</p> <p>G3-1b. We are working on discarding government documents fiche and preparing to move the rest of the microform collection to off-site storage to free that area for other things; we are weeding the</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>G3-1d. 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 (esp. questions 2, 3, 5).</p>	<p>Third floor = honors suite, East and North side tables</p> <p>Least used areas: First floor = reference/fiche/film; New books; meeting room Second floor = individual carrels; juvenile area; stacks/vending Third floor = archives; Friends Library</p> <p>G3-1c. 2015/2016 = 70,185 2016/2017 = 56,173</p> <p>G3-1d. All students responded. Suggestions for improving user access #2: more orientations, esp. for first years Easier instructions for online resources Suggestions for improving circulation #3: More than 1 student worker at a time (award amount was cut this year) Training #5: Can be overwhelming</p>	<p>circulating collection to be able to move the reference collection upstairs; individual carrels will be improved with the renovation; the juvenile area doesn't have much seating space, but what is available is being used.</p> <p>G3-1c. We did not have any guest speakers in the library this year. We will look at workshops and tutoring possibilities.</p> <p>G3-1d #2. We are working with Comm 110 classes #3 Can't really do anything about their work time, but we will try to plan more ways for student workers to connect with each other #5 All supervisors have agreed to focus on basic training rather than giving so much detail</p>
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<p>G4-1. The library will provide opportunities for continuing education for its staff.</p>	<p>G4-1a. 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.</p>	<p>G4-1a. All full time staff attended multiple training sessions</p>	<p>G4-1a. 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.</p>
<p>G4-2. The library will encourage staff involvement in campus ministries and student outreach activities.</p>	<p>G4-2a. 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.</p>	<p>G4-2a. Each full time staff member attended at least 2 events</p>	<p>G4-2a. We 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.</p>
<p>G4-3. Student staff workers will learn library duties and will gain an understanding of Christian work ethics.</p>	<p>G4-3a. Student circulation desk workers will be tested on shelf reading accuracy; practical tests will be administered by team leaders</p> <p>G4-3b. Student team leaders will complete leadership training with circulation supervisors to develop their leadership skills. * All team leaders will receive satisfactory or higher in the leadership section of student worker evaluations.</p>	<p>G4-3a. Tests showed several students were confused about some shelving rules and some students were not being attentive.</p> <p>G4-3b. One team leader was not able to complete the year on the library staff. The others completed their leadership training</p>	<p>G4-3a. We added some specific training to clarify the process and all circulation assistants had to demonstrate proficiency. We implemented a new procedure to help students be more attentive. We will continue the tests next year.</p> <p>G4-3b. We will continue to help students develop leadership skills.</p>