



Everett L. Cattell Library

Assessed by Rebecca Fort

Date July, 2017-June, 2018

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>NSSE expectation under <i>Support Environment</i>: Library will encourage students to use “learning support services” – esp. library reference assistance</p> <p>G1-3. Liaisons will work with department faculty to present subject-specific information literacy instruction.</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>NSSE Survey Data</p> <p>Malone’s first-year NSSE response for 14c “learning support services” will increase from 81% to 82%.</p> <p>G1-3. Each academic discipline will have a subject-specific orientation, LibGuide, or tutorial.</p>	<p>G1-2. All Comm 110 classes visited the library and had opportunity for individualized instruction with librarians</p> <p>All fall GEN 100 classes completed the tour.</p> <p>Data will be collected by the Office of Institutional Effectiveness & Assessment (OIEA) 2018 FY score on 14c is 75%, which is less than 82% by about 7% points.</p> <p>G1-3. Librarians presented 19 subject-specific class sessions; 29 of the LibGuides present subject-specific academic information</p>	<p>G1-2. We will continue both practices. Because most students are now receiving at least a basic introduction to the library and its collections, reference librarians will be able to focus on more subject-specific research skills and on other types of information literacy instruction (evaluation, citing, etc.) when visiting upper level classes.</p> <p>The services in the Center for Student Success will move to the library. Staff from both areas will be available in one building to better offer holistic assistance.</p> <p>G1-3. We will continue to reach out to faculty and students to become more involved in the education process.</p>

<p>NSSE expectation under <i>Effective Teaching Practices</i>: Librarians will “teach course sessions in an organized way”</p> <p>G1-4. Library staff will provide individual instructional assistance in information literacy skills</p> <p>NSSE expectation under <i>Higher-Order Learning</i>: Librarians will reinforce in-class teaching about evaluating ... information sources</p>	<p>Malone’s senior NSSE response for 5b Faculty “Taught course sessions in an organized way” will increase from 84% to 85%.</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>Malone’s senior NSSE response for 4d “Evaluating a point of view, decision, or information source” will increase from 79% to 80%.</p>	<p>Data will be collected by the OIEA *2018 SY score on 5b is 76% which is less than 85%</p> <p>G1-4. 2015-2016 = 657 2016-2017 = 811 2017-2018 = 627</p> <p>Data will be collected by the OIEA. 2018 SY score on 4d is 71%, which is less than 80% by about 9% points.</p>	<p>Librarians will be intentional about articulating learning objectives to each class at the beginning of the session so students know what to listen for.</p> <p>G1-4. We will update the tally form to better assess the types of assistance given</p> <p>Now that most first year students are offered at least a basic introduction to the library’s web page, librarians will have the time to begin to include more instruction on evaluating sources in their library sessions and online tutorials.</p>
<p>G2 NSSE expectation under <i>Supportive Environment</i>: The library collection will provide support to help students succeed academically</p>	<p>G2 Malone’s senior NSSE response for 14b “Providing support to help students succeed academically” will increase from 78% to 79%..</p>	<p>Data will be collected by the OIEA 2018 SY score on 14b is 76%, which is less than 79% by about 3% points.</p>	<p>The library renovation will be a visible demonstration that the university is committed to providing academic support. Preparation will be ongoing throughout this school year and construction will hopefully begin next summer.</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 used to determine ongoing subscription needs.</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>G2-1a. All departments that have periodicals and/or standing orders were contacted.</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>G2-1a Now that professors are aware of the standing orders and periodicals in each department, we will depend more on usage statistics to initiate discussions with faculty about individual titles.</p> <p>G2-1b. All will be completed by May, 2018</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. Gifts policy will be finalized and implemented so that new gifts will move from door to floor within 2 months of receipt. Large gifts may require a bit longer depending on number of items</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>G2-2a. Gifts and duplicate exchange backup was cleared by end of summer 2018. New policy/procedure has been finalized to use more student staff help.</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>G2-2a. The new procedure should free up librarian's time and automatically move gifts through processing more quickly. A method for assessing progress will be instated.</p> <p>G2-2b. Student workers are instructed to check shelving during each shift. We will continue that procedure.</p>

<p>G2-3. The Archives Collection will be organized, preserved, promoted, and made accessible.</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>G2-3a. 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>G2-2c.</p> <p>2015/2016 Circulation = 3969 Equipment = 636 Directional = 417</p> <p>2016/2017 Circulation = 5063 Equipment = 874 Directional = 422</p> <p>2017/2018 Circulation = 3766 Equipment = 980 Directional = 365</p> <p>G2-3a. Completed the Little Saints Collection and made progress on Alliance Friends Church and Clark Hoopes collections.</p> <p>G2-3b. We had 16 EFC-ER users (in person, by phone, and via email)</p> <p>G2-3c. The archives hosted 7 classes this year</p>	<p>G2-2c We will update the tally form to better assess general assistance provided</p> <p>G2-3a. We will continue to complete at least one collection each year and to make progress on selected large collections</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 mutually augment available collections</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. Usefulness will be measured by usage statistics.</p>	<p>G2-3d. The archives/MHC/Rare/fragile was used 161 times</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>2017-2018 Checkouts = 8048 ILL incoming = 250 Renewals = 1981 eBook usage = 21001</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>2017 - 2018 = 39 Views: Library info/tutorials, etc. = 13655</p>	<p>G2-3d. We will continue to expect at least 100 visitors or inquiries each year.</p> <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 continue to work on simplifying language and access.</p>
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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.	G3-1a. We will develop plans for short- and long-term space needs	<p>G3-1a.</p> <ul style="list-style-type: none"> • Need= space and preservation of materials: Archives short-term capital requests were submitted and EFC-ER leadership contributed to the cause. • Need= improved usefulness of curriculum area and materials: Curriculum section was weeded and shifted and the Education department was consulted for plans to improve use (will move puppets, costumes to library) • Need= area and materials for students to create bulletin boards and practice with technology: The library will be included in campus MakerSpace discussions. • Need= to protect staff from lighting that causes medical problems and increase visibility of help desk: Currently we are working on plans for updated reference and circulation areas 	G3-1a. We will continue to determine library space updates based on current and emerging campus needs

<p>G3 NSSE expectation under <i>Collaborative Learning</i>: The library will provide spaces and materials that encourage group learning</p>	<p>G3 Malone’s senior NSSE response for 1h: “Worked with other students on course projects or assignments” will increase from 63% to 64%</p>	<p>G3 The NSSE 2018 percentage score for seniors on item 1h is 61% which is less than 64%</p>	<p>G3 One of the main goals for the library renovation is the promotion of collaborative learning. This project is expected to increase the opportunities for collaborative learning.</p>
<p>G4-1. The library will provide opportunities for continuing education for its staff.</p> <p>G4-2. The library will encourage staff involvement in campus ministries and student outreach activities.</p> <p>G4-2b NSSE expectation under <i>Quality of Interactions</i>: students will have the opportunity to interact with library staff at other campus events.</p> <p>G4-3. Student staff workers will learn library duties and will gain an understanding of Christian work ethics.</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>G4-2a. 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>G4-2b Malone’s senior response for 13e “Other administrative staff and offices” will increase from 47% to 48%.</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>G4-1a. All full time staff members attended a minimum of 5 training opportunities</p> <p>G4-2a. All full time library staff members participated in or attended at least 6 campus events or student activities</p> <p>G4-2b The 2018 NSSE senior-year response on item 13e is 52%, which is greater than 47%.</p> <p>G4-3a. Most student workers had trouble passing the testing.</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>G4-2a 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.</p> <p>G4-2b Library staff will continue to be involved in campus life to improve connection with the Malone community.</p> <p>G4-3a. Students will be trained to pull all books from the shelves for reading to ensure that they focus on the task.</p>

<p>G4-3c. NSSE expectation under <i>Higher-Order Learning</i>: student workers will have the opportunity to apply facts, theories, or methods to practical problems and new situations</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>G4-3c Malone’s first-year response for 4b “applying facts, theories, or methods to practical problems or new situations” will increase from 68% to 69%.</p>	<p>G4-3b. All team leaders attended special training throughout the year</p> <p>G4-3c First-Year response on 4b is 77%. This is greater than 69%.</p>	<p>G4-3b. We will continue to help students develop leadership skills.</p> <p>G4-3c We will continue to encourage student staff in the successful practical application of what they have learned</p>
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