Non-Academic Assessment
Workspace

Reynolds Library

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General Information (Non-Academic Assessment Workspace)
Standing Requirements

Mission Statement

The mission of the Library contributes to the College’s mission of graduating academically accomplished students who are grounded as advocates for social justice, determined to change the world for the better. In particular, the Library facilitates the pursuit and access of knowledge and information literacy through user-focused services and collections.

Operational Objective/Outcome

Reynolds Library Outcome Set

1. Information Empowerment
   Develop students’ information competency skills through ready reference and instruction

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Mapping</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Database Search Skills</td>
<td>No Mapping</td>
</tr>
<tr>
<td>Students acquire skills in searching particular finding tools: OPAC, WWW, Specialized Databases— EBSCOhost, Proquest, Jstor Credo Reference, etc.</td>
<td></td>
</tr>
<tr>
<td>1.2 Information Competency</td>
<td>No Mapping</td>
</tr>
<tr>
<td>Students demonstrate information competency through their ability to effectively acquire, and use information for oral and written purposes.</td>
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</table>

2. Access to Information Resources
   Provide Access to Information Resources regardless of Format, Time or Location.

<table>
<thead>
<tr>
<th>Outcome</th>
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</thead>
<tbody>
<tr>
<td>2.1 Library Resources</td>
<td>No Mapping</td>
</tr>
<tr>
<td>Increase access to library resources through online and remote services</td>
<td></td>
</tr>
<tr>
<td>2.2 Outside Library Resources</td>
<td>No Mapping</td>
</tr>
<tr>
<td>Students and faculty obtain information not available at PSC library promptly and with minimum effort.</td>
<td></td>
</tr>
</tbody>
</table>

3. Collections
   Collections that support student learning, and faculty teaching and research.

<table>
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<th>Outcome</th>
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<td>3.1 Curricular Information</td>
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<tr>
<td>Collections support the curricular information needs</td>
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</table>
of students and faculty.

3.2 Research Information
Collections support the research information needs of students and faculty.
Assessment Plan

Mission Statement

The mission of the Library contributes to the College’s mission of graduating academically accomplished students who are grounded as advocates for social justice, determined to change the world for the better. In particular, the Library facilitates the pursuit and access of knowledge and information literacy through user-focused services and collections.

Outcomes and Measures

Reynolds Library Outcome Set

1. Information Empowerment
Develop students’ information competency skills through ready reference and instruction

1.1 Database Search Skills
Students acquire skills in searching particular finding tools: OPAC, WWW, Specialized Databases—EBSCOhost, Proquest, Jstor Credo Reference, etc.

Measure: Develop Handouts and Guides
Program level; Direct - Other
Details/Description: Develop discipline specific Guides for various courses. Create Handouts and online Tutorials for IL Pre and / or post Surveys
Acceptable Target: Increase in number of faculty requested course-specific library instruction. Increase in use of library resources by students to fulfill course assignments Increase in the number of handouts and Tutorials created
Ideal Target:
Implementation Plan (timeline):
Key/Responsible Personnel:

1.2 Information Competency
Students demonstrate information competency through their ability to effectively acquire, and use information for oral and written purposes.

Measure: Quality Papers and Assignments
Institution level; Direct - Student Artifact
Details/Description: Quality research papers & class assignments from students attending IL workshops / tutorials.
Acceptable Target: Citations will be assessed using a rubric scale on citations
Ideal Target:
Implementation Plan (timeline):
Key/Responsible Personnel:

2. Access to Information Resources
Provide Access to Information Resources regardless of Format, Time or Location.

2.1 Library Resources
Increase access to library resources through online

Measure: Ease of Navigation
Institution level; Direct - Other
and remote services

**Details/Description:** Ease of navigation of library website; effectiveness of all links; information accuracy and currency.  
**Acceptable Target:** No more than 3 complaints per year  
**Ideal Target:**

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

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<th>2.2 Outside Library Resources</th>
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<td>Students and faculty obtain information not available at PSC library promptly and with minimum effort.</td>
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**Measure:** Timely Document Delivery  
Institution level; Direct - Other  

**Details/Description:** Provide timely documents delivery and Inter library loan service, including electronic delivery of resources and services to all patrons.  
**Acceptable Target:** 90% of Interlibrary loan lending and borrowing requests are filled within 2 working days  
**Ideal Target:**

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

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**3.1 Curricular Information**  
Collections support the curricular information needs of students and faculty.

**Measure:** Text Book On Reserve Program  
Institution level; Direct - Other  

**Details/Description:** Purchase of recommended Textbooks in selected courses --Develop the Textbook-on Reserve program  
**Acceptable Target:** 85% of recommended Texts are made available to students for in house use.  
**Ideal Target:**

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

<table>
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<th>3.2 Research Information</th>
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**Measure:** On Line Access  
Institution level; Direct - Other  

**Details/Description:** Provide online access to special collections and archival resources through digitization.  
**Acceptable Target:** 10% of archival photographs are digitized. Finding aids are uploaded on the archives website  
**Ideal Target:**

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

**Measure:** Purchase of Subscription Databases  
Institution level; Direct - Other  

**Details/Description:** Increase purchase of subscription databases  
**Acceptable Target:** Increase purchase of licensed...
## Reynolds Library Outcome Set

### 1. Information Empowerment
Develop students’ information competency skills through ready reference and instruction

#### 1.1 Database Search Skills
Students acquire skills in searching particular finding tools: OPAC, WWW, Specialized Databases—EBSCOhost, Proquest, Jstor Credo Reference, etc.

**Measure:** Develop Handouts and Guides
Program level; Direct - Other

**Details/Description:** Develop discipline specific Guides for various courses. Create Handouts and online Tutorials for IL
Pre and / or post Surveys

**Acceptable Target:** Increase in number of faculty requested course-specific library instruction. Increase in use of library resources by students to fulfill course assignments Increase in the number of handouts and Tutorials created

**Ideal Target:**

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

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### Assessment Findings

#### Finding per Measure

**Finding for Develop Handouts and Guides**

**Summary of Findings:** Thirteen classes were conducted at the request of eight Faculty and 146 students attended. Eleven Information literacy online tutorials were created. Various Survey instruments were given to students at the end of each library instruction session.

**Results:** Acceptable Target Achievement: Met

**Recommendations:** Increase outreach to faculty about library workshops, and online databases. Improve communication with students by investigating ways to showcase services via email and the library website.

**Reflections/Notes:**

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**Measure:** Quality Papers and Assignments
Institution level; Direct - Student Artifact

**Details/Description:** Quality research papers & class assignments from students attending IL workshops / tutorials.

**Acceptable Target:** Citations will be assessed using a rubric scale on citations

**Ideal Target:**

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**
Findings for Quality Papers and Assignments

**Summary of Findings:** 80% of the students who attended IL tutorials received proficiency level or higher on Rubric.

**Results:** Acceptable Target Achievement: Met

**Recommendations:** Include the Citation Rubric as part of Assignment instruction.

**Reflections/Notes:**

2. **Access to Information Resources**

Provide Access to Information Resources regardless of Format, Time or Location.

### 2.1 Library Resources

**Increase access to library resources through online and remote services**

**Measure:** Ease of Navigation

**Institution level:** Direct - Other

**Details/Description:** Ease of navigation of library website; effectiveness of all links; information accuracy and currency.

**Acceptable Target:** No more than 3 complaints per year

**Ideal Target:**

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

**Findings for Ease of Navigation**

**Summary of Findings:** Survey to measure satisfaction / adequacy of website

**Results:** Acceptable Target Achievement: Not Met

**Recommendations:** Ensure New acquisitions are promptly listed in OPAC and the Website

**Reflections/Notes:**

### 2.2 Outside Library Resources

**Students and faculty obtain information not available at PSC library promptly and with minimum effort.**

**Measure:** Timely Document Delivery

**Institution level:** Direct - Other

**Details/Description:** Provide timely documents delivery and Inter library loan service, including electronic delivery of resources and services to all patrons.

**Acceptable Target:** 90% of Interlibrary loan lending and borrowing requests are filled within 2 working days

**Ideal Target:**

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

**Findings for Timely Document Delivery**

**Summary of Findings:** Usage statistics Survey of students and faculty to determine satisfaction with the ILL service.

**Results:** Acceptable Target Achievement: Met

**Recommendations:** Advertise the ILL service to faculty and students (print and virtual)

**Reflections/Notes:**
3. Collections
Collections that support student learning, and faculty teaching and research.

### 3.1 Curricular Information
Collections support the curricular information needs of students and faculty.

**Measure:** Text Book On Reserve Program  
Institution level; Direct - Other

- **Details/Description:** Purchase of recommended Textbooks in selected courses --Develop the Textbook-on Reserve program.  
- **Acceptable Target:** 85% of recommended Texts are made available to students for in house use.  
- **Ideal Target:**
- **Implementation Plan (timeline):**
- **Key/Responsible Personnel:**

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Findings for Text Book On Reserve Program

**Summary of Findings:** One hundred and twenty five Textbooks were purchased in support of academic programs and research. Circulation statistics increased by over 90% due to the use of the textbooks by students. Students commented favorably about the availability of textbooks for use in the library.

**Results:** Acceptable Target Achievement: Met

**Recommendations:** More contact with Faculty by Liaison librarians to get input about their library resource needs.

**Reflections/Notes:**

### 3.2 Research Information
Collections support the research information needs of students and faculty.

**Measure:** On Line Access  
Institution level; Direct - Other

- **Details/Description:** Provide online access to special collections and archival resources through digitization.  
- **Acceptable Target:** 10% of archival photographs are digitized. Finding aids are uploaded on the archives website.

**Ideal Target:**
**Implementation Plan (timeline):**
**Key/Responsible Personnel:**

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Findings for On Line Access

**Summary of Findings:** Data from digitization and preservation activities. The number of requests for special collections and archives material has increased.

**Results:** Acceptable Target Achievement: Not Met

**Recommendations:** Need for extra help to speed up the scanning of materials.

**Reflections/Notes:**

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**Measure:** Purchase of Subscription Databases  
Institution level; Direct - Other

**Details/Description:** Increase purchase of subscription databases
**Acceptable Target:** Increase purchase of licensed databases by 10%.

**Ideal Target:**

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

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**Findings** for Purchase of Subscription Databases

**Summary of Findings:** Usage data and number of hits on individual databases increased by over 35%.
**Results:** Acceptable Target Achievement: Met
**Recommendations:**
**Reflections/Notes:**

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**Overall Recommendations**

_No text specified_

**Overall Reflection**

_No text specified_

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**Operational Plan**

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**Status Report**

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2014-2015 Assessment Cycle

- Assessment Plan
- Assessment Findings
- Operational Plan
- Status Report