Wright State University Libraries
Assessment Report
July 1, 2009 – June 30, 2010

Program Assessed: Wright State University Libraries

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Year 2 of a 2 Year Cycle

ASSESSMENT MEASURES EMPLOYED
The University Libraries employed multiple formal and informal assessment measures throughout the year to evaluate its effectiveness in achieving its mission. Measures used this year included student course evaluations, faculty orientation evaluations, faculty and staff workshop evaluations, email feedback from faculty and staff, patrons’ open comment books and library usage statistics. These measures provided input from all levels and types of WSU faculty, students and staff. For example, 10 faculty members completed an online evaluation of the Libraries’ “New Faculty Orientation” program, and over 100 suggestions and opinions were received through our open comment books and our online and print suggestion “boxes.” Input was also gathered from the Libraries’ external customers, such as area teachers participating in WSU-sponsored programs and practicum students completing Kent State University’s MLIS program.

These assessment activities were conducted as planned, and no special challenges or difficulties were encountered in administering them or in interpreting their results.

ASSESSMENT FINDINGS
The various measures indicated users’ satisfaction with the Libraries’ services and resources and with the “library as place.” They enabled us to assess the following service outcomes defined in our assessment plan:

- To provide facilities and space that create a setting conducive to learning
- To provide efficient, competent, dependable service through employees who are committed to meeting users’ needs
- To provide a variety of instructional opportunities to assist users in accessing resources and using new technologies
- To provide a library website that enables users to locate and use information on their own
- To provide timely document delivery and interlibrary loan service, including electronic delivery of resources and services to the user’s desktop

In general, users indicated overall satisfaction with facilities and space that create a setting conducive to learning, as indicated by increasing use of the library physical facilities and technology. Computer usage statistics showed a 43% increase in use of the
libraries’ public workstations. There was also an 3% increase in the number of users in the STAC (Student Technology Assistance Center). Input from our open comment books and suggestion boxes indicate ongoing concerns with building temperatures, noise, and parking. Concerns outside our scope of control, such as parking, heating, and air conditioning, were immediately reported to the appropriate units within the university. Requests for individual study rooms and additional comfortable seating were received.

Users continued to indicate a high level of satisfaction with the Libraries’ numerous instructional activities. These included orientations for groups such as new faculty and international students; course-specific instruction, such as UVC/LA/UH 101, ENG 102, EDT 110, CHM319, NURS 755, and ABS 788; and WSU-sponsored programs, such as the Upward Bound, Horizons in Medicine, Exploring STEMM, and Summer Bridge programs for area middle and high school students. Altogether, the library conducted 549 instruction sessions, reaching 11,416 users. Instruction in UVC/LA/UH 101 classes alone increased 69%. There were 441 requests for patent and trademark research assistance this fiscal year, with service to the community as well as Wright State. Formal and informal evaluations from these initiatives consistently described library instructors as service-oriented, knowledgeable, resourceful, well-organized, caring, enthusiastic, helpful, kind, and patient. Attendees typically indicated that they received useful information for completing future research and writing assignments. Both students and faculty expressed appreciation for learning about the Libraries’ many resources and how to access and utilize them.

Users also consistently expressed satisfaction with the Libraries’ efforts to provide timely document delivery, interlibrary loan, and course reserve service. All interlibrary loan requests to borrow materials for our patrons were processed within one day and 90% of those requests were filled within 5 days. Course reserve use includes print and electronic reserve items and there were 289,007 accesses in this reporting period, an increase of 7%.

All of the collective assessment findings indicate that the Libraries successfully provided efficient, competent, dependable service through employees who recognize and understand users’ needs and who are committed to meeting those needs. Findings also indicate an ongoing need to address space issues and concerns, such as providing sufficient quiet and group study space and maintaining consistently comfortable environmental temperatures.

**PROGRAM IMPROVEMENTS**

In response to our assessment findings, the following changes were made:

- Newly formatted online library research guides were developed to assist users with the research process. Nearly 57,000 visits were tracked in the last 6 months of the fiscal year on over 75 guides.
- Room 315 was opened to students as a “silent” study room from 6pm until closing.
- An “XIT” poll system was purchased and use has just begun.
ASSESSMENT PLAN COMPLIANCE
The Libraries are in compliance with and did not deviate from the 2008-10 assessment plan.

NEW ASSESSMENT DEVELOPMENTS
The Libraries have had no new assessment developments in this reporting cycle.