



Writing the library's story, three outcomes at a time

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Setting the Stage: Hollins in 2013

- Southern Association of Colleges & Schools re-accreditation report due in 2016
- Library assessment program consisted of:
 - Campus-wide survey conducted every 5 years
 - Instruction satisfaction surveys conducted after each library session
- I had just attended the College Library Director Mentoring Program workshop, which placed an emphasis on assessment

Because of SACCS...

- “We need proof of institutional effectiveness!”
- Every department must assess three desired outcomes each year
 - Academic departments must assess student learning outcomes

So how do we create a meaningful,
ongoing assessment model?

Involve all library staff



Address the ACRL Standards

Institutional Effectiveness: Libraries define, develop, and measure outcomes that contribute to institutional effectiveness and apply findings for purposes of continuous improvement.

Professional Values: Libraries advance professional values of intellectual freedom, intellectual property rights and values, user privacy and confidentiality, collaboration, and user-centered service.

Educational Role: Libraries partner in the educational mission of the institution to develop and support information-literate learners who can discover, access, and use information effectively for academic success, research, and lifelong learning.

Discovery: Libraries enable users to discover information in all formats through effective use of technology and organization of knowledge.

Collections: Libraries provide access to collections sufficient in quality, depth, diversity, format, and currency to support the research and teaching missions of the institution.

Space: Libraries are the intellectual commons where users interact with ideas in both physical and virtual environments to expand learning and facilitate the creation of new knowledge.

Management/Administration: Libraries engage in continuous planning and assessment to inform resource allocation and to meet their mission effectively and efficiently.

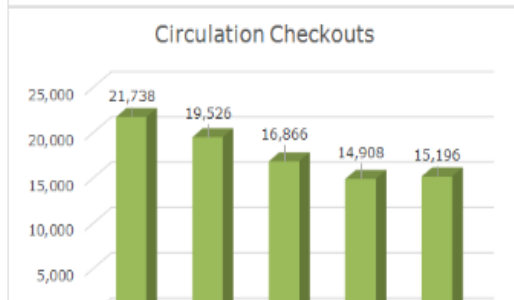
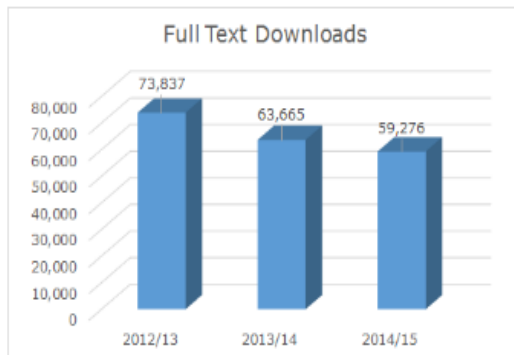
Personnel: Libraries provide sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change.

External Relations: Libraries engage the campus and broader community through multiple strategies in order to advocate, educate, and promote their value.

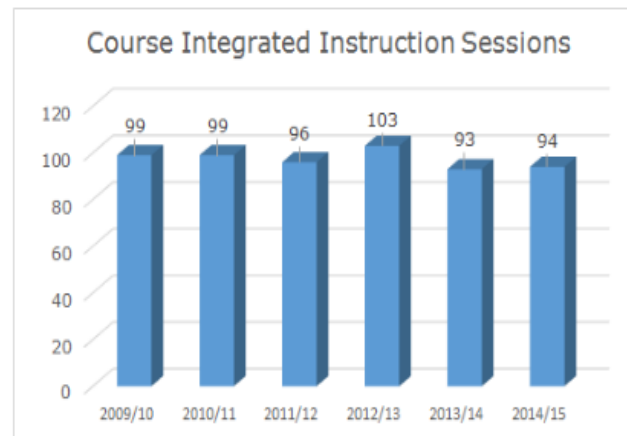
Increase Awareness of Library Work

Library Stats – Quick Glance

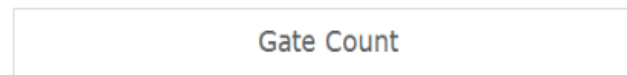
Connecting Faculty and Students to Resources



Teaching Students



Strengthening the Intellectual Community



Outcomes Assessment Reports

- [Assessment 2014-15](#)
- [Assessment 2013-14](#)

Library Survey Results

- [Survey 2016](#)
- [★ Responses to 2016 Survey](#)
- [Survey 2011](#)

Suggestion Box (messages and replies)

- [2015 Messages and Replies](#)
- [2014 Messages and Replies](#)

Additional Assessment

Most Important...

- Make, and talk about, improvements to library based on feedback gained through outcomes assessments

Outcomes Assessment

- Often means: “can library users achieve desired outcomes?”
- The definition for Hollins expands a bit beyond that, to encompass the assessment of any work related to a departmental mission that helps the HU community achieve a desired goal.

The Process

http://prezi.com/2lvyiocvhuzz/?utm_campaign=share&utm_medium=copy

Examples of Improvements

- Table lamps with outlets and USB port
- “Assessment Dashboard” web page
- Redesigned website
- Streamlined new book processing
- More targeted student learning outcomes
(improvements in our assessment process!)

What's Next

- Seek better integration with academic department student learning outcomes
 - First step this year: Faculty will help us assess our student learning outcome.

THANK YOU!

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