

**Service Outcomes Assessment Follow-Up
2022-2023 Service Outcome (SO) Year End Reporting Form**

In response to SACSCOC 8.2, “The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”

Name of Service: Library

Outcome #1: The Library will increase utilization of library resources via group Library Sessions.

Action Items from Service Review:

Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Maintain the online information literacy aids and expand their offerings to address other identified classroom projects. (Assessed by: Number of information literacy aids available.)	Due to recent changes in staff, the information to accurately assess the results of this action item is not available.
2	Contact instructors, possibly by an email from the Library Director, to send an email reply with an attachment containing the most recent library research or general knowledge assignment. (Assessed by: Contacts with faculty.)	Due to recent changes in staff, the information to accurately assess the results of this action item is not available.

Baseline: 1,354 Library Session Attendance (2019-20)

Standard: 1,381 (2% Increase in attendance annually)

Target: 1,395 (3% Increase in attendance annually)

Number of Library Group Sessions

	FY 2019- 20	FY 2020- 21	FY 2021- 22	FY 2022- 23	*FY 2023- 24	Percent Increase/Decrease 2022-23 - 2023-24	Percent Increase/Decrease 2019 - 2024
Librarian-led sessions (total)	1	19	0	0	0	No change	Down 100%
Instructor-led group study (total)	53	38	61	21	24	Up 15%	Down 54%
Student-led group study (total)	82	48	308	176	211	Up 20%	Up 157%
Total Sessions	136	105	369	197	235	Up 20%	Up 72%

Attendance for Library Group Sessions

	FY 2019- 20	FY 2020- 21	FY 2021- 22	FY 2022- 23	*FY 2023- 24	Percent Increase/Decrease 2021-22 - 2022-23	Percent Increase/Decrease 2019 - 2023
Attendance (total for Librarian-led)	2	391	0	0	0	No change	Down 100%
Attendance (total for Instructor-led)	224	782	800	306	280	Down 8%	Up 25%
Attendance (total for Student-led)	150	181	807	541	594	Up 10%	Up 296%
Total Attendance	376	1354	1607	847	874	Up 4%	Up 132%

*FY2023-24 statistics are all incomplete, representing only those for the period of 1 July 2023 – 31 October 2023

Provide narrative for analysis of (increase utilization of library resources). (How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)

Due to recent staff changes, the information to accurately assess the results of this action item is not available. However, to accurately evaluate the increase in utilization of library resources in the future, the focus needs to shift from using the number of group library sessions as the metric for determination of success. Additionally, the current action items are not relevant for assessing the utilization of library resources as written because of the "via group Library Sessions." Moving forward, the library will utilize several different awareness products to increase the utilization of library resources (e.g., monthly newsletter, discipline-specific faculty emails, creating/updating online subject guides).

2023-2025 Action Items:

Item	Action Items (What actions can be taken to increase the success of the outcome in your service unit?)	Assessment of Action Items (How will you assess the results of action items?)
1	Create, maintain, and distribute information awareness products.	- Library newsletter usage statistics - Library subject guide usage statistics
2	Develop, host, and conduct library events and programs.	- Event/Program attendance - Collect and evaluate attendee survey responses utilizing the ACRL Project Outcome toolkit.

Approvals

- Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
- Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: Dorothy Moore 11/14/2023

Department Chair, Dean, Director, and/or AVP / Date: Joanna Morrisette 11/15/2023