

Service Outcomes Assessment Follow-Up 2023-2024 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 2022-23 Service Outcome Year-End Report:

Item #	Action Items: (Action item identified in the 2022-23 service outcome year-end report.)	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 2024-2025 action items table below.)
1	Create, maintain, and distribute information awareness products. (Assessed by: Library newsletter usage statistics; Library subject guide usage statistics)	A total of 188,653 newsletters including library program and resource awareness were sent with a 49% open rate. Library subject guide usage has also increased compared to the same period last year (+425%).
2	Develop, host, and conduct library events and programs. (Assessed by: Event/Program attendance; Collect and evaluate attendee survey responses utilizing the ACRL Project Outcome toolkit.)	Although the library has experienced an increase in utilization across the program, the survey response rate for the various events and programs was insufficient to determine their contribution to success. The library hosted 18 events with 109 attendees but very few survey responses were received.

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	*FY 2024- 2025	Percent Increase /Decrease 2023- 24 - 2024-25	Percent Increase /Decrease 2019 - 2024
Librarian-led sessions (total)	1	19	0	0	0	5	+500%	+400%
Instructor-led group study (total)	53	38	61	21	24	68	+183%	+28%

Student-led group study (total)	82	48	308	176	211	841	+298%	+925%
Total Sessions	136	105	369	197	235	914	Up 20%	Up 72%

Attendance for Library Group Sessions

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	*FY 2023-24	*FY 2024-2025	Percent Increase/Decrease 2021-22 - 2022-23	Percent Increase/Decrease 2019 - 2023
Attendance (total for Librarian-led)	2	391	0	0	0	78	+7800%	+3800%
Attendance (total for Instructor-led)	224	782	800	306	280	451	+61%	+101%
Attendance (total for Student-led)	150	181	807	541	594	2262	+280%	+1408%
Total Attendance	376	1354	1607	847	874	2791	+219%	+642%

*FY2024-25 statistics are all incomplete, representing only those for the period of 1 July 2024 – 31 October 2024

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.)

Customer feedback is vital to adequately assess the utilization of library resources and services. To capture library customer feedback, surveys are distributed following the event, program, space utilization, and other interactions. The responses to the various surveys distributed (e.g., study pod use, library hosted events, etc.) are then used to assess areas for improvement. For example, one comment made on a comment card mentioned “providing more comfortable seating and quiet study space” which led to our creating a seating area.

However, to accurately evaluate and identify trends in utilization of library resources, the current action items need to be continued to provide ample data for further assessment because the previously previous data does not adequately correlate to overall library utilization. Additionally, the current outcome “The Library will increase utilization of library resources via group Library sessions” is not relevant for assessing the utilization of library resources as written because of the "via group Library Sessions." Moving forward, the library will continue to utilize the previously identified awareness products, survey instruments (e.g., monthly newsletter, discipline-specific faculty emails, creating/updating online subject guides, customer comment cards) to assess the utilization of library resources for the immediate future.

2024-2025 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 product	- 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 Springshare Libwizard Surveys developed by the library
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Approvals

1. 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.
2. 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 10/25/2024

Department Chair, Dean, Director, and/or AVP / Date: Joanna Morrisette 10/25/2024