

Assessment of Non-Academic Outcomes (Fall 2003 and Spring 2004)

Please provide the information below about how your unit assesses the extent to which it meets its expected outcomes. If you need assistance, please contact Dr. John Todd at 565-2085 or on Groupwise email. This information is due in the Planning Office no later than February 2, 2004 and will be updated annually.

Unit: University of North Texas Libraries

Date: April 14, 2004

Person Completing the Information: Melody Kelly, Associate Dean

Email: mkelly@library.unt.edu

Head of the Unit: Dr. B. Donald Grose, Dean of Libraries

Email: dgrose@library.unt.edu

Mission: *Provide the mission of the unit and a statement about how it relates to the university's mission.*

The mission of the University of North Texas Libraries is to acquire, preserve, provide access to, and disseminate recorded knowledge in all its forms. Access will be provided increasingly through electronic networks and consortial arrangements. The Libraries, through traditional methods and through digital information resources, provide bibliographic, reference, and instructional support to assist the university's programs of teaching, research, scholarly and creative production, and public service.

Achieving the UNT Mission and Vision, FY04 and Beyond:

The UNT Libraries are a critical element in any strategy developed to achieve the overall UNT Mission and Vision. The quality of the collections and services developed and delivered by the Libraries' faculty and staff directly affects the University's ability –

- To support high quality learning experiences in residential and technology dependent distance education programs;
- To support the innovative research/discovery activities of faculty and students; and
- To take advantage of new technologies and instructional delivery systems.

The UNT Libraries provide a positive cultural benefit to the University Community by ensuring that information is readily available –

- To support the free exchange of ideas;
- To preserve and make available our cultural heritage;
- To serve as an important source for lifelong learning, professional education and outreach activities; and
- To nurture an environment where all views are welcomed equally and all members of the community share a mutual respect for differences.

Previous Evaluations of the Unit: *Provide a description of the evaluations/assessments conducted in your unit over the last 5 years and changes that have been made based on the results of these assessments.*

The UNT Libraries' conducted surveys of Academic Units regarding library services and use of the collections. These surveys were performed on a cyclical schedule. The results were used by each of the Libraries' departments to assist in planning additional services or improvement of existing services.

Each of the Libraries' departments includes an annual assessment component for each of its goals/objectives and special projects. These are included in the departments' annual reports to the Dean of Libraries.

Currently, the Libraries' new Assessment Work Group is reviewing the current literature on assessment methods for academic libraries and will determine how a "culture of assessment" can be better incorporated within each of the Libraries' departments and Work Groups.

Assessment methods will be incorporated into the planning and budgeting cycles.

Statement of Expected Outcomes: *Provide a brief list of the expected outcomes for your unit for 2002-03 or 2003-04 as of this date. Each outcome listed must be capable of being measured by the means noted in IV below. Please number the outcomes (1 to x). After each outcome, describe how the outcome supports student learning and student development.*

Library Goals (Outcomes) to Meet President's Budgeting Themes for FY04

President's Theme - Salaries

1. Libraries' Goal: Continue to raise salaries of librarians to equal levels with ARL national salary averages and to increase staff salaries to be competitive within the Metroplex.

Objectives:

- a. Use available variance/excellence funds to adjust salary ranges for librarians;
- b. Develop a multi-year market adjustment plan for librarian salary ranges to begin meeting ARL national salary averages. Review with VPAA's Office appropriate use of funds.
- c. Use reclassification and merit funds to adjust salary levels of staff.

President's Theme - Research:

1. Libraries' Goal: Continue to increase the development of library collections, with an emphasis on those areas targeted for external funding for R & D, while also maintaining the current level of informational and service support for all types of scholarship.

Objectives:

- a. Expand the availability of electronic resources.
- b. Assist faculty in the research for grant possibilities and the preparation of grant applications.
- c. With available funds and in accord with consortial agreements, strengthen the Libraries' undergraduate and research collections to support the missions of the Libraries and the University.
- d. Review collections to determine their continued support of the educational and research mission of the University Libraries.
- e. Continue to expand the approval plans.
- f. Continue retrospective into machine-readable form those records still existing only in catalog card format so as to make the collections electronically accessible on and off campus.
- g. Purchase equipment and software for ongoing digitization projects involving unique or scarce resources.

President's Theme - Distributed Learning:

1. Libraries' Goal: Increase external and internal user access to resources through technological enhancement of electronic information and services.

Objectives:

- a. Expand navigational tools and online tutorials for on and off campus users of electronic informational resources.
- b. Provide reference services to distance users.
- c. Increase external and internal user access to UNT departmental, faculty, and informational resources and services through creation and enhancement of electronic resources and solutions.
- d. Improve remote access to electronic resources.

President's Theme - Diversity:

1. Libraries' Goal: Enhance collections and services to support a diverse University community.

Objectives:

- a. Identify and pursue opportunities to provide information literacy component within existing and evolving course offerings.
- b. Support student, faculty, staff, and community users in the discovery and application of knowledge, citizenship, and life long learning.
- c. Identify and pursue opportunities to promote information literacy skills through existing and evolving orientations and workshops.

President's Theme - Administrative and Web-based Systems:

1. Libraries' Goal: Upgrade existing computer systems.

Objectives:

- a. Upgrade current online public access catalog (OPAC)
- b. Upgrade and expand the capacity of the Libraries' web server hardware and software to support complex network operations and electronic library resources.
- c. Investigate and plan implementation of a content management system.
- d. Upgrade and expand the capacity of the Libraries' backup systems for the servers.

President's Theme - Incentives to Encourage Behavior that Maximizes Formula Funding

2. Libraries' Goal: Support students, faculty, staff, and community users in the discovery and application of knowledge, citizenship, and life long learning.

Objectives:

- a. Increase external and internal user access to resources through technological enhancement and improvement of facilities/services in a secure environment.
- b. Continued development of undergraduate collections.
- c. Improvement of educational environment through purchase of new furniture and computer workstations for students.
- d. Work with Student Development in recruitment efforts and orientations.

3. Libraries' Goal: Establish and place into operation a branch library to support the College of Engineering.

Measuring Expected Outcomes: *Describe how the unit measures how the outcomes have been achieved and provide a list of methods and/or tools with the following information:*

1. *Name of assessment method or tool*
2. *If the method/tool is copyrighted, provide the name of the company who "owns" the tool.*
3. *Frequency of use - how often is this tool/method used, e.g., every spring semester students, staff, and faculty are surveyed about parking at UNT; customers are asked to complete evaluation forms when services are rendered; or each fall, the Enrollment Management Committee reviews the results of the Graduating Student Survey produced by the IR&A Office.*

Library Measurement Instruments include:

Annual Texas Academic Library Statistics Survey (TSLAC) – comparative statistics for all state academic libraries

Annual ACRL Statistics Questionnaire - national library comparative statistics for four year degree granting institutions

Association of Research Libraries ARL Salary Survey – annual national and regional ARL salary benchmarks

LibQUAL+(TM) Survey - a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). Provides national benchmarks for services. UNT Libraries will participate in FY05

Individual surveys are conducted as needed to assess bibliographic instruction effectiveness, web site development, etc.

Questions regarding library services are included in the most recent Student Computer Use Survey and the general student survey.

We will be working with the Center for Distributed Learning to develop methods of assessment for distance learning experiences with the Libraries.

Academic Program reviews for accreditation may include standards for specific portions of the Libraries' collections and ability to support degree programs and research.

Each unit within the Libraries provides an assessment method for individual unit objectives. These objectives are tied to the overall Libraries' goals and objectives.

V. Use of Assessment Results: *Describe how the results of the assessments described in IV above are shared with staff in the unit? How are the results used to improve the unit? Help improve student learning? Enhance student development? Meet the university's vision?*

The results of surveys are shared with the Libraries' unit administrators and with all full time staff. Each unit evaluates the information and incorporates the information when planning the next year's objectives and in evaluating existing services/planning new ones. All objectives tied to the University's vision and planning themes are reviewed by the Libraries Budget and Planning Work Group to determine appropriate funding support.

Collection development decisions may be altered due to Academic Program reviews for accreditation.

VI. Changes Made Based on Assessment Results: *Describe how the unit has changed (or why it has not changed) based on the results of the assessment of outcomes. Indicate the year the change was implemented. Please indicate how the expected outcomes have changed if applicable.*

After evaluating user needs, the Libraries now regard all of the University community as "distance learners" and over a 5 year period adapted reference/research services to the online environment. Reference services are now conducted via chat and email as well as face to face and via phone. Book renewal and interlibrary loan/document delivery are provided via the Libraries website. Electronic databases, e-journals, and e-books, e-reserves bring essential services to the scholar desktop.

Timeliness/reliability of electronic access is now an important outcome measure for library services.

Signature of Person Completing the Form:

_____ Date _____

Signature of Unit Head after Reviewing the Form:

_____ Date _____