Assessment Plan FY2013-2014

Mission

The mission of the assessment program at the University of Tennessee Libraries is to facilitate continual improvement in the Libraries’ services and resources and to illustrate the value of the Libraries to the University and the community we serve.

Goals

The priorities of the assessment program are determined each year in accordance with the priorities of the Libraries as defined by the Libraries’ Strategic Plan.

Major goals for assessment for FY2013-2014 are as follows:

• Conduct one large-scale assessment to collect meaningful, big-picture user feedback each year. For 2013, this was the LibQUAL+ Lite survey. For 2014, it will be an in-library user survey.
  Metrics: Surveys conducted. Results presented.

• Engage our library staff in evaluating and acting on assessment data through a series of assessment summits.
  Metrics: Summits held on a quarterly basis. Action steps drafted after each summit and circulated.

• Improve assessment data management and presentation throughout the Libraries.
  Metrics: Data inventory completed. Data management plan drafted.
Assessment Timeline

- **LibQual+ Lite Survey**
  - May
- **Instructor Focus Groups**
  - July
- **Data Inventory**
  - July through October
- **Disability Services Assessment**
  - October
- **Multiple Workshop Library Instruction Study**
  - July
- **ARL Stats collection and reporting**
  - July through October
- **Website Usability Study**
  - September
- **In-Library User Survey**
  - Spring

Blue = Major goals activities
Purple = Other on-going/planned assessment activities
Green = Data reporting activities
Projects

On-going and planned assessment projects for FY13-14 are listed below. Other projects/activities may be implemented as need/time allows.

**LibQUAL+ Lite Survey**
LibQUAL+ Lite is an internationally known survey administered by ARL that measures service quality perception among library users. The survey was deployed at UTK Libraries in the spring of 2013.

**Multiple Workshop Library Instruction Study**
Originating out of the IMLS funded Lib-Value Study, this study examines the impact of multiple library instruction workshops on an at-risk student population. Data collection began in summer 2012 and continued in summer 2013.

**Instructor Focus Groups**
Focus groups with adjunct instructors examining how the Libraries support their teaching began in summer 2013.

**ARL Annual Survey**
Collecting and reporting data for the ARL Annual Survey requires coordinating efforts among numerous UTK Libraries’ staff, as well as four partner libraries. The stats reported to this survey are used in multiple ways throughout the year.

**Data Inventory**
An inventory of currently collected assessment related data began in summer 2013 as a first step in drafting an assessment data management plan.

**Website Usability Study**
A usability study of the Libraries’ newly re-designed homepage will begin in fall 2013.

**Disability Services Assessment**
An audit of the Libraries’ disability services and accommodations will be conducted with the guidance of the Office of Disability Services. This may include focus groups.

**In-Library User Survey**
This survey will be conducted at Hodges and all branch libraries in spring of 2014. It allows us to determine how to deploy resources, based on users actual use of library facilities.