



**UNIVERSITY OF ST. AUGUSTINE**

**F O R H E A L T H S C I E N C E S**

**Library**

**Administrative and Educational Support Unit Assessment Plan**

**January 2020**

## **LIBRARY**

### **UNIT MISSION STATEMENT**

The mission of the University of St. Augustine for Health Sciences library is to support the professional development of health care providers by supplying information products and resources relevant to the curricula of the University programs and helping students, faculty, and staff make use of those products and resources. Library staff, made up of professional librarians and trained support staff on each campus of the University, aim to fulfill this mission by discovering, acquiring, organizing, disseminating, interpreting, using, and teaching information and information seeking skills pursuant to the mission of the University. The University library exists to support the University's institutional learning outcomes, especially aiding students in becoming life-long learners through intellectual inquiry, encouraging the utilization of effective skills based on evidence-informed decision-making, and in developing the ability to think logically, critically, creatively, and independently. The library also strives to serve as a meeting place, study center, and intellectual repository within the University.

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**UNIT OUTCOMES**

<b>INSTITUTIONAL STRATEGIC FRAMEWORK</b>		<b>ADMINISTRATIVE UNIT OUTCOMES</b>	
The University of St. Augustine emphasizes the effectiveness of administrative and educational support units and maintains that all units should contribute to the following strategic framework:		In support of the institutional mission and strategic pillars, the unit aims to:	
1	Leadership in Rehabilitation	1	Support faculty research efforts.
		2	Manage and encourage digital publishing efforts across the University.
2	Excellence in the Student Experience	3	Increase access to library resources and services.
		4	Improve and advance the library's online presence.
		5	Build community engagement with the libraries on campus and online.
3	Student Outcomes	6	Support technology innovation.
4	Operational Effectiveness	7	Strengthen library staffing and employee development.
		8	Assess library resources and services for continuous improvement.

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**ASSESSMENT TABLE**  
**Alignment of Unit Outcomes, Performance Indicators, and Assessment Tools**

UNIT OUTCOME(S)		PERFORMANCE INDICATOR(S)	MEASUREMENT TOOL(S) USED	THRESHOLD(S)*	TARGET(S)**	PERIOD(S) OF DATA COLLECTION (Begin and End)	PERSON(S) RESPONSIBLE FOR DATA COLLECTION	PERSON(S) RESPONSIBLE FOR DATA ANALYSIS	EXPECTED USE OF FINDING(S)	
1	Support faculty research efforts.	1a	Number of faculty literature search requests per month	Reference Question Form	5	15	January-December	Librarians	Director of Library Services	Better market services to ensure faculty are aware of them; demonstrate the impact library services have on faculty research
		1b	Number of faculty scholarly communication reference questions per month	Reference Question Form	2	4	January-December	Librarians	Director of Library Services	Better market services to ensure faculty are aware of them; demonstrate the impact library services have on faculty research
		1c	Number of faculty members requesting resources (e.g. article requests, ILLs) per month	Resource Request Spreadsheet	35	50	January-December	Librarians	Director of Library Services	Demonstrate the impact library services have on faculty research
2	Manage and encourage digital publishing efforts across the University.	2a	Number of new works submitted to SOAR@USA per month	Digital Commons	5	10	January-December	Scholarly Communications Librarian	Director of Library Services	Understand the growth of SOAR@USA and better market publishing opportunities
		2b	Number of journal issues published on SOAR@USA per year	Digital Commons	3	8	January-December	Scholarly Communications Librarian	Director of Library Services	Track the progression of this new initiative
3	Increase access to library resources and services.	3a	Number of alumni requesting resources (e.g. article requests, ILLs) per month	Resource Request Spreadsheet	2	5	January-December	Librarians	Director of Library Services	Better understand the demand from alumni for library services
		3b	Percentage of journal titles requested more than ten times per calendar year through interlibrary loan	Resource Request Spreadsheet	5%	2%	January-December	Librarians	Director of Library Services	Acquire new journal subscriptions relevant to user needs

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4	Improve and advance the library's online presence.	4a	Unique library homepage visits per month	Google Analytics	20,000	25,000	January-December	Director of Library Services/Online Engagement Librarian	Director of Library Services	Make changes to the library website and marketing of it.
		4b	Total SOAR@USA downloads per month	Digital Commons	1,000	2,000	January-December	Scholarly Communications Librarian	Director of Library Services	Understand the impact of SOAR@USA publications, using that information to demonstrate the benefits of SOAR publication
5	Build community engagement with the libraries on campus and online.	5a	Total overall score on the Events/Programs survey per month	ACRL Project Outcome – Events/Program Survey	3.5	4.5	January-December	All library staff	Director of Library Services	Track the impact on students and faculty as a result of library events and programs
		5b	Average weekly page engaged users on the library's Facebook account	Facebook	10	20	January-December	Online Engagement Librarian	Director of Library Services	Grow the library's community and engagement on social media
		5c	Percentage of patrons rating their online library consultation experience as "Excellent" (5) per academic term	Online Library Consultation Survey	95%	100%	January-December	Librarians	Director of Library Services	Track the success of one on one support to remote students and faculty; make changes as necessary
6	Support technology innovation.	6a	Number of combined, unique page views per month of both the Student Tech Tools guide and the Faculty Tech Tools guide	Google Analytics	150	300	January-December	Director of Library Services/Online Engagement Librarian	Director of Library Services	Better market these pages/resources to benefit more students and faculty
		6b	Number of multi-function printer (Konica Minolta or EFI) malfunctions per month across all campuses	Printer Log	6	4	January-December	All campus-based library staff	Director of Library Services	Ensure printing/scanning/copying capabilities are running smoothly for the student experience
7	Strengthen library staffing and employee development.	7a	Number of students per library staff member (total)	Student Enrollment	400:1	300:1	January-December	Director of Library Services	Director of Library Services	Gauge workload of library employees and determine when additional staff needs to be hired
		7b	Percentage of library staff attending a professional conference per year.	Count	50%	72%	January-December	Director of Library Services	Director of Library Services	Ensure library staff have the opportunities they need to stay professionally relevant and informed

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8	Assess library resources and services for continuous improvement.	8a	Number of changes made per year as the result of formal student or faculty feedback	Feedback/Improvement Log	5	8	January-December	All library staff	Director of Library Services	Demonstrate responsiveness to student and faculty needs
		8b	Number of Long Range Plan projects/goals accomplished per year	Long Range Plan Annual Update Report	15	25	January-December	Director of Library Services	Director of Library Services	Demonstrate relevancy of the Long Range Plan and track progress toward these goals