

Library Assessment Plan

San Jose State University Library

Updated: May 30, 2017

PURPOSE OF LIBRARY ASSESSMENT

Specific assessment goals encompass these three (3) key areas:

1. *Services* – Evaluating the library’s services for the highest value and impact to our researchers and learners
2. *Spaces* – Assessing the library’s physical and digital spaces for ways to support evolving learning and research behaviors
3. *Collections* – Evaluating the library’s collection in support of the University community’s teaching and learning goals, information needs, and return on investment

IMPORTANCE OF THE LIBRARY ASSESSMENT

At SJSU Library, it is important to conduct assessment in order to:

- Measure library contributions to the University’s mission, goals, and strategies (including SJSU’s Four Pillars of Student Success: College Readiness, Advising, Student Engagement, and Clearing Bottlenecks)
- Identify actionable recommendations for improvement of library resources, services, and spaces to ensure that we are providing what students and other users need
- Identify new resources and services for faculty, students, administration, staff and community partners.
- Identify whether existing resources and services that require considerable manpower and financial resources should be enhanced or continued.

STRUCTURE AND RESOURCES

The library administration, librarians, and staff are responsible for collecting, maintaining, and evaluating library statistics and ensuring that necessary information is disseminated to stakeholders. Including:

- Collaborate with other library units and university departments (as necessary) to recommend protocols, establish methodologies, gather and analyze data, and communicate the results to stakeholders
- Create and manage instruments for collecting quantitative and qualitative data
- Recommend and oversee the technologies related to collecting library data
- Make recommendations on modifying and enhancing use of underutilized services
- Update the assessment plan at least every 2 years to align with library missions, goals, and aspirations

- Oversee ad hoc task forces charged with small-scale assessment projects related to user experience and utilizing physical and online library spaces.

DATA POLICIES

The SJSU Library will take all possible measures to ensure the data gathered, stored, accessed, and reported by the library does not violate the rights and privacy of our users and employees. The SJSU Library will publicly disclose what data is collected and how it is used on the library’s website.

PRIORITIES / ASSESSMENT SCHEDULED

The university library offers many services that align with high impact practices. Sometimes the library works with other campus departments who engage in high impact practices. As such it is important that the library proactively conducts one-time and ongoing assessment activities that reflect the role of the library in advancing the University’s mission, goals, and strategies. Below is the assessment schedule, presented in priority order: These priorities are subject to change and modification as needed.

Assessment Activities

Assessment Activity#1:

Assessment activity: Creating Student Learning Outcomes (SLO) for Information Literacy Classes	
Connection to university or library goals: Developing intellectual skills, library use of resources, providing context to IL instructions affecting graduation and retention	
Time period / frequency of assessment	<ul style="list-style-type: none"> • Continuous collection of data • Assessment report created every two year
Instrument(s) of measurement	<ul style="list-style-type: none"> • Student surveys created by IL instructors reflecting the SLOs • Student surveys administered by IL instructors
Required resources (staff, money, software, etc.)	<ul style="list-style-type: none"> • Survey tools • Statistically normed surveys • Data analysis software
Unit(s) or position(s)	<ul style="list-style-type: none"> • IL instructors

responsible	
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Assessment Activity#2:

Assessment activity: Developing standards and definitions for reference transaction data	
Connection to university or library goals: Developing intellectual skills, library use of resources and services, providing context to reference services, research consultations, as well as writing and tutoring services affecting graduation and retention	
Time period / frequency of assessment	<ul style="list-style-type: none"> • Continuous collection of data • Assessment report created every two years
Instrument(s) of measurement	<ul style="list-style-type: none"> • Standardized format for tags • Standardized categories reflecting the SLOs
Required resources (staff, money, software, etc.)	<ul style="list-style-type: none"> • Reference transaction software • Data analysis software
Unit(s) or position(s) responsible	<ul style="list-style-type: none"> • Librarians providing reference service

Assessment Activity#3:

Assessment activity: Developing Library Service Outcomes (LSOs); Creating rubric for measurement	
Connection to university or library goals: Student engagement, library use of resources, providing context to orientation, outreach, CHC events, fun events, exhibitions, and workshops affecting graduation and retention	
Time period / frequency of assessment	<ul style="list-style-type: none"> • Continuous collection of data • Assessment report created every two year
Instrument(s) of measurement	<ul style="list-style-type: none"> • Surveys reflecting LSOs
Required resources (staff, money, software, etc.)	<ul style="list-style-type: none"> • Survey tools • Data analysis software

Unit(s) or position(s) responsible	<ul style="list-style-type: none"> • Librarians conducting orientation, outreach, CHC events, Special Collections, fun events, and workshops
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Assessment Activity #4:

Assessment activity: Collecting student usage data of library spaces and resources (Circulation, OneSearch, Special Collections, etc.)	
Connection to university or library goals: Student engagement; return on investment, support for academic programs, support for student and faculty RSCA, support for funded research	
Time period / frequency of assessment	<ul style="list-style-type: none"> • Continuous collection of data • Analysis conducted annually
Instrument(s) of measurement	<p>Library Transactional data including:</p> <ul style="list-style-type: none"> • Data from OneSearch logins • Reference Transactions • Library visits • Customer Relations Management data • Special Collections transactions • Circulation transactions <p>Student Success Metrics</p> <ul style="list-style-type: none"> • Student grades • Graduation Rates • URM achievement • Retention Rates • Time to graduation • RSCA Activity • Funded Research Activity
Required resources (staff, money, software, etc.)	<ul style="list-style-type: none"> • Implementation of student Identification collection systems • Library data input into University Data Warehouse • Library queries established in data dashboard • SPSS or other data analysis software • Primo/Alma Analytics Queries
Unit(s) or position(s) responsible	<ul style="list-style-type: none"> • Administration, Librarians, Staff

Assessment Activity #5:

<p>Assessment activity: Collecting student ID numbers during instruction/class attendance, research and reference services, writing and tutoring services, STTC Workshops, and consultations.</p>	
<p>Connection to university or library goals: Student engagement; return on investment, support for academic programs, support for student and faculty RSCA, support for funded research</p>	
<p>Time period / frequency of assessment</p>	<ul style="list-style-type: none"> ● Continuous collection of data ● Analysis conducted annually
<p>Instrument(s) of measurement</p>	<p>Library Transactional data including:</p> <ul style="list-style-type: none"> ● Library instruction participation data ● Reference Transaction data ● Tutoring Transaction Data ● Customer Relations Management (CRM) ● STTC and SCS transaction data <p>Student Success Metrics</p> <ul style="list-style-type: none"> ● Student grades ● Graduation rates ● URM achievement ● Retention rates ● Time to graduation ● RSCA activity ● Funded research activity
<p>Required resources (staff, money, software, etc.)</p>	<ul style="list-style-type: none"> ● Implementation of student Identification collection systems ● Library data input into University Data Warehouse ● Library queries established in data dashboard ● SPSS or other data analysis software ● Primo/Alma Analytics Queries
<p>Unit(s) or position(s) responsible</p>	<ul style="list-style-type: none"> ● Administration, Librarians, Staff providing services and instruction in the above areas

Assessment Activity #6:

<p>Assessment activity: Collecting student ID numbers during orientation or outreach events and Cultural Heritage Center events</p>
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Connection to university or library goals: Student success; student engagement	
Time period / frequency of assessment	<ul style="list-style-type: none"> • Continuous collection of data • Analysis conducted annually
Instrument(s) of measurement	<ul style="list-style-type: none"> • Software and hardware for collecting event participation
Required resources (staff, money, software, etc.)	<ul style="list-style-type: none"> • Implementation of student Identification collection systems for outreach and CHC events • Library data input into University Data Warehouse • Library queries established in data dashboard • SPSS or other data analysis software
Unit(s) or position(s) responsible	<ul style="list-style-type: none"> • All librarians, staff, and administrators giving tours, orientations, and outreach activities

Assessment Activity #7:

Assessment activity: Collecting student ID numbers of those who use library study rooms	
Connection to university or library goals: Student engagement; library use of spaces	
Time period / frequency of assessment	<ul style="list-style-type: none"> • Continuous collection of data • Analysis conducted annually
Instrument(s) of measurement	<ul style="list-style-type: none"> • Study room reservation system data
Required resources (staff, money, software, etc.)	<ul style="list-style-type: none"> • SPSS or other data analysis software
Unit(s) or position(s) responsible	<ul style="list-style-type: none"> • Library Administration

Assessment Activity #8:

Assessment activity: Improve library online spaces/interfaces	
Connection to university or library goals: Student engagement; use and effectiveness of library online spaces/interfaces	
Time period / frequency of assessment	<ul style="list-style-type: none"> ● Assessment conducted every semester with each semester looking at a different interface ● Suggestion: : <ul style="list-style-type: none"> ○ Fall 2017 = OneSearch ○ Spring 2018 = Library Homepage ○ Summer 2018 = Research Guides / Springshare products
Instrument(s) of measurement	<ul style="list-style-type: none"> ● CrazyEgg ● Google Analytics / Springshare Analytics ● Surveys and/or focus groups ● Primo Analytics ● User testing ● Other digital spaces analysis tools
Required resources (staff, money, software, etc.)	<ul style="list-style-type: none"> ● Incentives for participation
Unit(s) or position(s) responsible	<ul style="list-style-type: none"> ● ITS and Web team; Library Administration, Librarians