

## Analysis of Learning and Teaching (ALT) Report

### Duggan Library 2007-2008

#### Goals and Objectives

In 2006-07 the Duggan Library formulated its first comprehensive (continuous) assessment plan. This plan included goals and objectives for that year. During 2007-08 the assessment plan was revised, including the addition of goals covering all areas of the ACRL/CLS standards for library assessment. A copy of the plan is on permanent reserve and available for view in the library.

Following are all of the stated goals and objectives included in the plan. Please note: Italicized goals and objectives are those assessed during the 2007-08 year, while those underlined are goals not yet assessed. Goals that are highlighted are those assessed during the previous year.

- *The Library will support the curriculum by indentifying those classes of materials most frequently circulated to target monographic areas of need.*
- The Library will support the Hanover College Curriculum by providing adequate materials for the LADR program.
- The Library will support the curriculum by ensuring monographic acquisitions meets our stated collection principles for academic departments.
- The Library will support the curriculum by providing appropriate databases benefiting upper division courses.
- *The Library will meet the programmatic and service needs of our primary users by providing a sufficiently compensated staff that is satisfactory in size (quantity) and training.*
- *The Library will support student research by providing relevant (in scope, quantity, and currency) monographic materials.*
- *The Library will support the curriculum through monitoring ILL items borrowed in targeting potential items/areas for collection development.*
- *The Library will support the curriculum through monitoring ILL item requests to improve patron understanding of locally held items.*
- The Library will nurture users by providing reference during hours most needed by students.
- *The Library will offer supportive Archives and Special collections as evidenced by increased patron usage of materials and interaction with exhibits.*
- Librarians will provide appropriate library and information literacy instruction for incoming students by introducing research skills through the Great Works curriculum.
- *The Library will provide off-campus access to databases via authentication to proxy server.*
- The Library will provide suitable facilities by targeting areas in the library facility requiring improvement for the overall safety of staff and patrons as well of library materials.

- *The Library will capitalize on natural synergies beneficial to common user groups by collaborating with campus constituents.*
- *The library will be administered in a manner that permits proper use of resources through appropriate implementation of policies and procedures.*
- *Duggan Library will support the Hanover College curriculum evidenced by adequate instruction of ACRL information literacy principles and standards.*
- *The Library will support Independent Study research by providing sufficient information and research tools along with adequate facilities.*
- *Duggan Library will prepare, justify, and administer a budget appropriate to its objectives through review of financial and planning documents, as well as statistics.*

### Methodology used

The methodology used depends on the goal being assessed. Methodologies employed this year included a comprehensive online user survey (customized to user types: students, faculty, staff, and community user), examination of Independent Study student bibliographies, data analysis of our ALEPH integrated library system reports, focused survey tools including a standardized SAILS information literacy test as well as a survey specifically designed for Independent Study students, statistical analysis from the National Center for Education Statistics (NCES) and the Private Academic Library Network of Indiana (PALNI), review of meeting notes and suggestion box comments, historical budget data, and personal observation.

### 2007-08 Assessment Results and Implemented Changes

Following are brief results (and changes implemented, where applicable) for each of the goals assessed in the library this year. For complete results please consult the library's assessment plan placed on reserve at the Circulation desk.

*The Library will support the curriculum by indentifying those classes of materials most frequently circulated to target monographic areas of need.*

Results: Data was collected for each call number area of the library's monographic collections and compared to its overall circulation which can be used as part of a more detailed analysis for collection development purposes.

Summary of Change(s): Results are shared with appropriate departments as well as lists of actual titles so that these may be considered for purchase to enhance the Duggan collection.

- *The Library will meet the programmatic and service needs of our primary users by providing a sufficiently compensated staff that is satisfactory in size (quantity) and training.*

Results: Relative to the comparison group the library staff size appears adequate though the library provides more open hours than the comparison group which may indicate a “stretching thin” of existing staff. Evidence show that students wish for expanded reference desk hours. Additionally, the library isn’t meeting staffing expectations as a Federal Depository library. Staff are consistently afforded and take advantage of opportunity and funding for development though compared to the control group, state, and national averages, the library staff continues to lag far behind in salary.

- *The Library will support student research by providing relevant (in scope, quantity, and currency) monographic materials.*

Results: Upper-class students who are involved with in-depth research continue to conform to traditional methods to satisfy scholarly needs, including obtaining books. More recently published monographs are used as source materials yet the Duggan Library owns a smaller percentage of these. Duggan Library monographic expenditures have declined significantly over the past seven years and this has had a deleterious effect on the number of new volumes added resulting in a weakening collection.

- *The Library will support the curriculum through monitoring ILL items borrowed in targeting potential items/areas for collection development.*

Results: In reviewing ILL books borrowed data two major classifications stood out: *Language and Literature* and *History – General; Europe*, accounting for 23% of total monograph requests. These results are consistent with last year’s assessment of this goal and may be used as basis for future collection development.

- *The Library will support the curriculum through monitoring ILL item requests to improve patron understanding of locally held items.*

Results: Though this goal/objective was an admirable one, data produced has proven to be too erratic to draw any useful conclusions.

- *The Library will offer supportive Archives and Special collections as evidenced by increased patron usage of materials and interaction with exhibits.*

Results: Patron forms and survey results indicate an overall steady increase of patron use of the Archives much of which can be attributed to an increased awareness brought on by exhibits and related activities such as the public lecture series.

- *The Library will provide off-campus access to databases via authentication to proxy server.*

Results: Proxy sessions accounted for an average of 21.27% of sessions during the first summer of evaluation (June-August 2007). Proxy sessions accounted for 3.49% of total sessions during the 2007-2008 academic year (3.35% for Fall 2007 and 3.63% for Winter/Spring 2008), representing a 44% overall increase from the first term of evaluation. Requests for account sign up show a steady and consistent pattern of an average of 2-3 requests per month, with increases showing during the November-December and February-March periods of both years measured.

Summary of Change(s): The systems librarian noticed that many of the account login requests in Summer 2007 were from CBP students working on their internships. As a result, during the 2007-8 academic year, sign-up sheets were distributed during all CBP library instruction sessions, and those students were given their login information in preparation for Summer 2008.

- *The Library will capitalize on natural synergies beneficial to common user groups by collaborating with campus constituents.*

Results: The following groups [Library, Career Center, Learning Center, Study Abroad, Information Technology, and Counseling Services] collectively known as “Information Commons” meet each term to explore greater efficiencies through collaboration in serving Hanover College Students. The group’s premise is “to inform each other’s planning and initiatives, and seek solutions to common concerns and issues. From these meetings the library identified three department-specific goals; (1)include Career Center materials in the library’s PantherCAT catalog, (2) develop a library-specific FAQ (Frequently Asked Questions), and (3) provide a trial for Learning Center tutors in the library.

Summary of Change(s): The Library has included the Career Center monographic collection in PantherCAT. The Library also developed an F.A.Q. which is listed on the Library’s web site. In addition, the F.A.Q. was shared with I.T. for inclusion on the intranet F.A.Q. site. Finally, the Library collaborated with the Learning Center on a trial basis to incorporate tutors in the library during the Winter term. Anecdotal evidence suggests this collaborative effort was utilized and appreciated.

- *The library will be administered in a manner that permits proper use of resources through appropriate implementation of policies and procedures.*

Results: Due, in part to community user (unattended minors) behavior, a conduct policy was developed. The library's computer use policy was also reviewed and as a result a community user computer use policy was implemented, including the establishment of two dedicated computers for community users. In conjunction with this policy the public research computers were equipped with a log-in screensaver to ensure their availability for Hanover College students, faculty and staff.

Summary of Change(s): A conduct policy and a community user computer use policy were developed and implemented.

- *Duggan Library will support the Hanover College curriculum evidenced by adequate instruction of ACRL information literacy principles and standards.*

Results: In Winter term 2008 the Duggan Library began an administration of the Project SAILS test, a standardized assessment tool developed by Kent State aimed at measuring the proficiency of undergraduate students in the ACRL Information Literacy Standards. In spite of the effort to attain the minimum number of testers required (50), we fell short, with only 34 students completing the test. As a result, there is no data to report.

- *The Library will support Independent Study research by providing sufficient information and research tools along with adequate facilities.*

Results: 96 students initially registered for a fall term I.S. and emails were sent to each requesting their time to complete a brief online survey. In addition to self-reported satisfaction of the 47 respondents (85% were generally satisfied with the level of support provided by Duggan Library), this conclusion is (independently) measureable and (externally) validated through faculty-assigned grades (91% of respondents received an A or B grade on their Independent Study). It is possible to conclude that there is a constructive relationship between library use (resources, services, programs, and personnel) and positive Independent Study outcomes.

Summary of Change(s): The Library will reiterate its librarian (I.S.) consultation service with faculty advisors and students via emails reminders.

- *Duggan Library will prepare, justify, and administer a budget appropriate to its objectives through review of financial and planning documents, as well as statistics.*

Results: Budget data was compared to three other PALNI institutions, Earlham College, Wabash College, and Taylor University Upland. This data indicates that 2003/04 through the 2005/06 year, we compared very favorably with respect to library expenditures and expenditures per student. However, as our library budgets have recently decreased, so has our ability to keep pace with certain peers, reflected by the decrease in acquisition expenditures per student. Another indicator is book acquisitions. For example, in the 2003/04 budget year faculty received \$1,200 to purchase books. 3,114 books were added to the collection during that time. The most recently available data shows that in 2006/07 when faculty allocations were reduced to \$600 the number of books added by purchase declined to 776 volumes.

### Future Assessment Tasks

During the upcoming year, the Library will contribute to the institution's self-study report.

The Library is also planning in the coming year to reduce the number of goals being assessed. Instead, it is the director's hope to do a comprehensive follow up to the following goal initially assessed this year:

*The Library will support student research by providing relevant (in scope, quantity, and currency) monographic materials.*

During 2007-08, this particular assessment (based on sixteen Independent Study bibliographies) served as a test case to see how time intensive and practical further studies would be. Involving all librarians assisted by student workers in this bibliometric study would make feasible a comprehensive review of 2007-08 Independent Study bibliographies. It would be useful to see if a larger sample yielded similar results to the initial assessment and the potential impact of those results on collection development.