Library

Academic Affairs
Administrative Unit Assessment
FY 19 (July 2018-July 2019)

Department and Assessment Report Information

Prepared on:7/31/2019 4:37:29 PM	By:tamatha.lambert@mga.edu
For which department or area are you reporting?	**Library**
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Departmental Mission and Goals
The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	It is the mission of the Middle Georgia State University Libraries to provide resources and services that reflect, support, and enhance the mission of the University.

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1. Provide quality library services and resources for a 21st century multi-campus environment. 2. Support MGA's distance learning by providing maximized library distance services.

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	MGA Library will increase the percentage of students reporting via an online survey that they have used a library ebook to 35% of total respondents.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Spring 2019 online survey was conducted.
Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	At least 35% of student respondents will have accessed a Library ebook within the past 12 months.
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Of the 442 students who voluntarily responded to our library survey in the Spring of 2019, 31.45% responded that they had accessed a library ebook within the past 12 months. This caused us to narrowly miss our goal of 35%, and was surprising given the trend of increased usage statistics of our ebook collections over the past few years.
Objective 1: Did your department meet this objective?	The department did not meet this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	In spite of our marketing campaign to increase awareness and knowledge of our ebooks, we narrowly missed our goal of 35% of surveyed students reporting they had accessed an ebook. We know that students are accessing and using our ebooks because their usage has increased by 44% since last year. We have anecdotal evidence to suggest that students cannot readily identify the difference between an online article and an ebook.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	MGA Library will maintain the same level of 90% satisfaction with students reporting they were able to effectively access and use ebooks.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Spring 2019 online survey was conducted.
Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Of those students who report they have used an ebook, 90% will report they were able to use, download, and/or read the book as needed.
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Of those who did report using an ebook, 91.27% reported being able to use an ebook, 90.48% reported being able to read an ebook, and 73.01% reported being able to download or print and ebook as needed. Combine only 84.92% reported being able to use, read, and download or print an ebook.
Objective 2: Did your department meet this objective?	The department did not meet this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We narrowly missed our goal of 90% of students who have used ebooks reporting they were able to effectively access and use them. We learned that asking a question about downloading and printing was dependent on technology, that is often outside of the library's control, being available to students and/or that it is functioning properly, i.e. Internet connectivity, Adobe reader, functional printing, etc. We advocated for the technology, that is within the library's influence, to be updated to support downloading and printing of ebooks. We also learned that we need to better communicate with students the technology they need to successfully download and print ebooks.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	MGA Library presence in online classes will increase by 10% over the previous year, either through Librarian involvement or Library tools (for example: Curriculum Builder, Films on Demand widget, etc.).
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Instances of librarians teaching online library instruction sessions, embedded in online classes, or otherwise assisting with a class in an online environment were counted for Fall 2018 and Spring 2019 semesters. AY 2019 totals were then compared to AY 2018 totals.
Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Instances will increase by 10% from AY 2018 to AY 2019.
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	1376% inccrease
Objective 3: Did your department meet this objective?	The department exceeded this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	This area continues to grow exponentially for MGA Library. We increased from 17 in AY2018 to 251 in AY 2019. We attribute this growth to the fact that we have a full-time librarian that is dedicated to support online learning, but also to the fact that many of our other librarians have been embedded via D2L to support face-to-face, hybrid and partially online course. Our librarians have experimented with and launched numerous new online tools to provide seamless online library support. These new tools include: embedded librarian contact widget, LibWizard tutorials, Camtasia created video tutorials, LibCal online appointments, and Blackboard Ultra virtual reference rooms.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	MGA Libraries will increase the number of Library online learning objects (tutorials, instructional videos, etc.) available to students and faculty by 10% over the previous year.
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The number of learning objects available on the Library website, YouTube channel, or subject guides were counted at the end of AY 2019 and compared to the previous year's number.
Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Number of learning objects will increase 10% over previous year.
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Overall, the Library count of online learning objects provided in D2L, through subject guides and/or our YouTube Channel increased from 230 to 287, an increase of 24.78%.
Objective 4: Did your department meet this objective?	The department exceeded this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Our goal of a 10% increase was exceeded. We increased the number of librarian-made learning objects to provide shorter, targeted learning objects for specific classes and assignments. We anticipated these learning objects would be primarily used by faculty and students in online courses. We have, however, been pleasantly surprised to learn that in addition to faculty and staff from online courses utilizing our library objects students and faculty from our face-to-face, hybrid and partially online courses have also been using library created learning objects from our website, subject guides, YouTube channel and via our learning management system.

Future Plans

Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.	1. MGA Library will increase the number of individual appointments librarians have with faculty by comparing the number of appointments from the previous year (Imperative 3: Build Shared Culture). 2. MGA Library will increase the number of events and/or trainings offered by librarians to faculty by comparing the number of events and/or trainings offered from the previous year (Imperative 3: Build Shared Culture). 3. MGA Library will increase the number of individual appointments librarians have with students by comparing the number of appointments from the previous year (Imperative 2: Own Student Success). 4. MGA Library will increase the number of online and face-to-face library instruction sessions by comparing the number of online and face-to-face library instruction sessions from the previous year (Imperative 2: Own Student Success).
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	Assessing the access and usability of one particular library resource (ebooks) did not add significant value to impact the workflows and/or future of the MGA Library. Assessing the use of our library created learning objects and our presence in online courses continues to impact our workflows, the allocation of resources, and it informs the future of how, when and where librarians are engaging with faculty and students.