Library

Office or Department of Academic Affairs
Administrative Unit Assessment
Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

Prepared on: 7/30/2020 3:10:45 PM	Prepared by: tamatha.lambert@mga.edu
For which department or area are you reporting?	**Library**
What is the name and MGA email address of the person responsible for this report?	**Tamatha Lambert, tamatha.lambert@mga.edu**

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 Library 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 University. 2. Support MGA's online campus (MGA Direct) by growing and expanding our services and resources to support distant learning.

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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

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 number of individual appointments librarians have with faculty (Imperative 3: Build Shared Culture).
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	By comparing the number of appointments from the previous year.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Our target outcome was an increase.
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)	In FY 2019 librarians held 209 individual appointments with faculty. In FY 2020 we held 538 appointments with faculty. This represents a 157% increase.
Objective 1: Did your department meet this objective?	The department exceeded 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?	For FY 2019, we did not begin collecting this information until January 2019. We also did not correctly tag and classify our chat interactions with faculty as appointments until November of 2019. We have made the appropriate changes to our portals so that we can fully gather all of this information for next year. Had these changes been made earlier our numbers, no doubt, would have been even more impressive.

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 increase the number of events and/or trainings offered by librarians to faculty (Imperative 3: Build Shared Culture).
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	By comparing the number of events and/or trainings offered from the previous year.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Our target outcome was an increase.
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)	Because of an error in capturing this data, and because of confusion about interpreting the difference between events and/or trainings offered by librarians to faculty versus appointments librarians held with faculty this objective was not met.
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?	The Library will clarify our processes and delineate between appointments and events/trainings so that we can collect this information for the next assessment cycle.

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 will increase the number of individual appointments librarians have with students (Imperative 2: Own Student Success).
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	By comparing the number of appointments from the previous year.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Our target outcome was an increase.
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)	In FY 2019 librarians held 108 individual appointments with students. In FY 2020 librarians held 242 appointments with students. This represents a 124% increase.
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?	We attribute the 124% increase to an additional/upgraded software that we purchased called LibCal. LibCal allows students to schedule in-person or online appointments with librarians using our website, their phone, and/or a widget we embed in D2L. Also, the appointments are populated in an individual librarian's Outlook calendar automatically. This significantly decreased the back-and-forth confusion and/or delay of a librarian responding to each individual students' request(s) for appointment(s).

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.	4. MGA Library will increase the number of online and face-to-face library instruction sessions (Imperative 2: Own Student Success).
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	By comparing the number of online and face-to-face library instruction sessions from the previous year.
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Our target outcome was an increase.
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)	In FY 2019 we taught 250 online library instruction classes. In FY 2020 we taught 298 online library instruction classes. This represents a 19% increase. In FY 2019 we taught 155 face-to-face library instruction classes. In FY 2020 we taught 103 face-to-face library instruction classes. This represents a 33% decrease.
Objective 4: Did your department meet this objective?	The department met 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?	The Library attributes both the decrease in face-to-face library instruction and the increase in our online library instruction to teleworking because of COVID. I suspect that both numbers would have experienced a slight increase if we had not moved both our 2020 Spring and Summer semesters online.

Future Plans

Please identify and detail three to 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 of 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. The Library will increase these appointments by 10% by comparing the number of appointments from the previous year (Imperative 3: Build Shared Culture). 2. MGA Library will calculate the number of events and/or trainings offered by librarians to faculty. This will be a baseline year for us because this data/information was not collected last year (Imperative 3: Build Shared Culture). 3. MGA Library will increase the number of individual appointments librarians have with students. The Library will increase student appointments with librarians by 20% 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. The Library will increase the number of online and the number of face-to-face library instructions sessions by 5% 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.	We are working to build a culture within the MGA Library that is data driven. We have made progress by streamlining where, when, what, and how we collect data. Several new data portals will be used in FY 2021.

Open Box for Additional Comments

Open Text Box For Assessment Comments:	In spite of very specific directions, I failed to include target outcomes that represented a specific percentage increase and/or a specify number in the Library assessment for last year. I have remedied that error with our new FY 2021 objectives.
If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	The Library attributes both the decrease in face-to-face library instruction and the increase in our online library instruction to teleworking because of COVID. I suspect that both numbers would have experienced a slight increase if we had not moved both our 2020 Spring and Summer semesters online.