

## Library

Office or Department of Academic Affairs

### Administrative Unit Assessment Report Information

#### Year Reporting: FY21 (July 2020 – June 2021)

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### Department 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.**

6. 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.
7. 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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

### Objective 1

8. 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 (Build Shared Culture).
9. 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.
10. 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 a 10% increase.
11. 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 2020 librarians held 538 individual appointments with faculty. In FY 2021 we held 492 appointments with faculty. This represents an 8.55% decrease.
12. Objective 1: Did your department meet this objective?	The department did not meet this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The MGA Library learned that internally we are not using the same phrasing, nor are we capturing the number of librarian appointments with faculty the same way that we capture the number of librarian appointments with students. We are not using our various data collecting tools like: SpringShare software LibCal for appointments; Springshare software LibInsight for online reference/research transactions; and software Libraryh3lp for online chat interactions to capture both student and faculty appointments. The Library would like to carry this objective into FY22. The Library will clarify our processes and ensure that we are defining and capturing student and faculty appointments in similar ways.

## Objective 2

<p>14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>MGA Library will increase the number of events and/or trainings offered by librarians to faculty (Build Shared Culture).</p>
<p>15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>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 information was not collected in 2019-2020 and has not been collected in previous years. Librarians participated in or led 33 different events or trainings in 2020-2021.</p>
<p>16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>Our target outcome was to collect the number of events and/or trainings offered by librarians to faculty so that we can use the information from FY21 to project a target outcome for this objective for FY22.</p>
<p>17. 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)</p>	<p>This was a neutral objective for the library since this is the first time we collected this data.</p>
<p>18. Objective 2: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>In our effort to "Build a Shared Culture," we learned that we need to alter the overarching language of this objective to include outreach events by librarians to faculty, staff, students and the community. The Library wants to actively build a shared culture by promoting: librarians, library services, library resources, and by increasing our contributions to the University and the greater community.</p>

### Objective 3

<p>20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>MGA Library will increase the number of individual appointments librarians have with students.</p>
<p>21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>By comparing the number of appointments from the previous year.</p>
<p>22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>Our target outcome was to increase student appointments with librarians by 20%.</p>
<p>23. 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)</p>	<p>In FY 2020 librarians held 242 individual appointments with students. In FY 2021 librarians held 223 appointments with students. This represents a 7.85% decrease.</p>
<p>24. Objective 3: Did your department meet this objective?</p>	<p>The department did not meet this objective.</p>
<p>25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>We attribute the huge increase in last year's appointments to a software called LibCal that we purchased which allows students to seamlessly schedule in-person or online appointments with librarians. The timing for launching the software was fortuitous since we started using it in the spring of 2020, just two months before online/teleworking because of COVID. It is difficult to explain the 124% increase in appointments last year compared with a 7.85% decrease this year. We have no data on synchronous vs asynchronous student appointments before 2018 because we didn't have reliable technology to schedule or support bulk asynchronous and synchronous appointments. Anecdotally, we know that MGA students have always preferred in person appointments with librarians. We attributed last year's exponential increase to the LibCal software and to online learning forced upon students because of COVID. Our assumptions may have been incorrect. The Library would like to carry this objective into FY22 with modifications.</p>

#### Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	MGA Library will increase the number of online and face-to-face library instruction sessions.
27. 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.
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The Library will increase the number of online and the number of face-to-face library instructions sessions by 5%.
29. 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 2020 we taught 298 online library instruction classes. In FY 2021 we taught 168 online library instruction classes. This represents a 43.62% decrease. In FY 2020 we taught 103 face-to-face library instruction classes. In FY 2021 we taught 45 face-to-face library instruction classes. This represents a decrease 56.31%.
30. Objective 4: Did your department meet this objective?	The department did not meet this objective.
31. 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 most of the decrease in face-to-face library instruction to COVID precautions. Both of our Macon library instruction lab classrooms were used in the fall and in the spring for in person University classes. Also, the Roberts Library in Cochran was in a temporary location until the spring. When the Roberts Library reopened in January, their single library instruction classroom was not completely outfitted as an instruction lab. Our decrease in online library instruction is more difficult to explain. We suspect three factors influenced the decrease: online instruction was decentralized and delegated from a single librarian to all librarians; online faculty may be using or reusing librarian created learning objects in D2L without embedding the librarian that created the learning object into their course(s); and Faculty Development Days, where librarians normally promote/present online library instruction, were not held.

## Future Plans

<p>32. 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.</p>	<p>1. MGA Library will increase the number of individual appointments librarians have with faculty. The Library will increase these appointments by 8% by comparing the number of appointments from the previous year (Build Shared Culture: Cultivate engagement with its local communities.). 2. MGA Library will increase the number of outreach events by librarians to faculty, staff, students and the community by 10% by comparing the number of events from the previous year (Build Shared Culture: Cultivate engagement with its local communities and Own Student Success: Expand student engagement). 3. MGA Library will increase the number of individual student appointments with librarians. The Library will increase student appointments with librarians by 7% by comparing the number of appointments from the previous year (Own Student Success: Expand student engagement). 4. MGA Library will increase the number of online and face-to-face library instruction sessions. The Library will maintain or exceed by 5% the number of online and the number of face-to-face library instructions sessions to FY21 levels by comparing the number of online and face-to-face library instruction sessions from the previous year (Own Student Success: Expand student engagement).</p>
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### Open Box for Assessment Comments

<p>33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:</p>	<p>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 were used in FY21. In FY22 we will strive to define and collect data in the same way in order to create assessments that accurately inform our decision making.</p>
<p>37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>The COVID pandemic impacted all of our objectives in this assessment cycle. In person appointments with faculty became essentially nonexistent. Because of COVID, in person events were discouraged and in some cases they were prohibited until the spring of 2021. After in person events were permitted, few events were held with minimal attendance. In person student appointments with librarians were not allowed in the fall of 2020. They were allowed in the spring but very few students requested them. In person library instruction was not permitted in the fall. It was allowed in the spring but our library instruction lab classrooms were being used for University classes so the availability of the labs for in person instruction was dramatically reduced.</p>

### MGA's Strategic Plan

<p>34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (<a href="https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf">https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf</a>) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)</p>	<p>Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 7. Cultivate engagement with its local communities</p>
<p>35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)</p>	<p>Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other</p>

**Other**

<p>36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)</p>	
<p>38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.</p>	