Writing the library’s story, three outcomes at a time

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Setting the Stage: Hollins in 2013

• Southern Association of Colleges & Schools re-accreditation report due in 2016
• Library assessment program consisted of:
  – Campus-wide survey conducted every 5 years
  – Instruction satisfaction surveys conducted after each library session
• I had just attended the College Library Director Mentoring Program workshop, which placed an emphasis on assessment
Because of SACS...

• “We need proof of institutional effectiveness!”
• Every department must assess three desired outcomes each year
  – Academic departments must assess student learning outcomes
So how do we create a meaningful, ongoing assessment model?
Involve all library staff
Address the ACRL Standards

**Institutional Effectiveness**: Libraries define, develop, and measure outcomes that contribute to institutional effectiveness and apply findings for purposes of continuous improvement.

**Professional Values**: Libraries advance professional values of intellectual freedom, intellectual property rights and values, user privacy and confidentiality, collaboration, and user-centered service.

**Educational Role**: Libraries partner in the educational mission of the institution to develop and support information-literate learners who can discover, access, and use information effectively for academic success, research, and lifelong learning.

**Discovery**: Libraries enable users to discover information in all formats through effective use of technology and organization of knowledge.

**Collections**: Libraries provide access to collections sufficient in quality, depth, diversity, format, and currency to support the research and teaching missions of the institution.

**Space**: Libraries are the intellectual commons where users interact with ideas in both physical and virtual environments to expand learning and facilitate the creation of new knowledge.

**Management/Administration**: Libraries engage in continuous planning and assessment to inform resource allocation and to meet their mission effectively and efficiently.

**Personnel**: Libraries provide sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change.

**External Relations**: Libraries engage the campus and broader community through multiple strategies in order to advocate, educate, and promote their value.
Increase Awareness of Library Work

Library Stats - Quick Glance

Connecting Faculty and Students to Resources

Teaching Students

Strengthening the Intellectual Community

Gate Count
Most Important...

• Make, and talk about, improvements to library based on feedback gained through outcomes assessments
Outcomes Assessment

• Often means: “can library users achieve desired outcomes?”
• The definition for Hollins expands a bit beyond that, to encompass the assessment of any work related to a departmental mission that helps the HU community achieve a desired goal.
The Process

http://prezi.com/2lvyiocvhuzz/?utm_campaign=share&utm_medium=copy
Examples of Improvements

• Table lamps with outlets and USB port
• “Assessment Dashboard” web page
• Redesigned website
• Streamlined new book processing
• More targeted student learning outcomes (improvements in our assessment process!)
What’s Next

• Seek better integration with academic department student learning outcomes
  – First step this year: Faculty will help us assess our student learning outcome.
THANK YOU!

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