Library

Academic Affairs
Administrative Unit Assessment
FY 18 (July 2017-July 2018)

Department and Assessment Report Information

Prepared on:7/25/2018 8:15:20 PM	By:robin.grant@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?	Robin Grant robin.grant@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 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 FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

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.	Library presence in online classes will increase, either through Librarian involvement or Library tools (example: Curriculum Builder, Films on Demand widget).
Objective 1: 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 2017 and spring 2018 semesters. AY 2018 totals were then compared to AY 2017 totals.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Instances will increase 50% from AY 2017 to AY 2018.
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)	1700% 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 the first time in AY2016, we experimented with presenting several of our online library instruction sessions to online classes through Blackboard Collaborate or Google Hangouts. We also had librarians embedded in a few online classes and participating in discussion boards. However, we only had one instance of online instruction in AY2017-- which we did not realize until we did the counting for this assessment. In AY2018, we again put an emphasis on working with online classes, including hiring a new librarian whose primary function would be providing online services, and we increased from 1 activity in AY2017 to 17 in AY2018, an increase of 1700%. These services to online classes generally took place within specific D2L classes and involved taking part in discussion forums, being available to the students as an "embedded" librarian in the class,

	helping instructors design research assignments, designing tutorials to accompany research assignments, etc. We far exceeded our goal of increasing instances of librarians working with online classes by 50%, but this was because our statistics had been so low the year before. With our focus on providing library services to online students, we feel we need to increase our services even more in AY2019.

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.	The number of Library online learning objects (tutorials, instructional videos, etc.) available to students and faculty will increase.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of learning objects available on the Library website, YouTube channel, or subject guides were counted at the end of AY 2018 and compared to the previous year's number.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Number of learning objects will increase 50% over previous year.
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)	Overall, the Libraries' count of online learning objects provided through Subject Guides or our YouTube Channel increased from 62 to 230, an increase of 270.9%. These counts (in both years) include a large number of online tutorials and instructions provided by vendors such as database suppliers and GALILEO. Our count of learning objects created by MGA librarians is smaller but also showed an overall increase of 92.31%, from 13 in AY17 to 25 in AY18. MGA librarians actually created more learning objects than these figures show, since all 8 of the YouTube tutorials from AY17 had to be remade.
Objective 2: Did your department meet this objective?	The department exceeded 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?	Our goal of a 50% increase was exceeded, but we would like to see a larger increase in librarian-made learning objects as our focus on providing online services increases. We would like to depend less on vendor-created, general instruction and provide more short, targeted learning objects for specific classes and assignments.

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.	Students will be able to effectively access the library's ebooks.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Fall 2017 and Spring 2018 online surveys were conducted.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	At least 30% of student respondents will have accessed a Library ebook within the past 12 months.
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)	Of 571 students who voluntarily responded to our library surveys in Fall 2017 and Spring 2018, 26.4% responded that they had accessed a library ebook in the past 12 months. This caused us to narrowly miss our goal of 30%, and was surprising given the trend of increased usage statistics on our ebook collections over the past few years.
Objective 3: Did your department meet this objective?	The department did not meet 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 narrowly missed our goal of 30% of surveyed students reporting they had accessed an ebook. It appears that a small percentage of our students may be comfortable using online books and be generating our high usage statistics, while a great majority of MGA students are either unaware of the books or are unsure of how to access them. We plan to undertake a marketing campaign to increase awareness and knowledge of our ebooks, and conduct the ebook survey again to again try for the 30% goal.

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.	Students will be able to effectively use the library's ebooks.
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Fall 2017 and Spring 2018 online surveys were conducted.
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Of those students who report they have used an ebook, 70% will report they were able to use, download, and/or read the book as needed.
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)	Of those who did report using an ebook, more than 90% reported being able to successfully use, read, and download or print the book as needed—well above our goal of 70%.
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?	Before seeing these numbers, we had guessed that large numbers of our students were using ebooks but were probably experiencing confusion or dissatisfaction. On the contrary, the numbers showed that those who do use the ebooks are using them effectively and are satisfied. Next year, we would like to increase the percentage of students who are accessing our ebooks but make certain they, too, are satisfied with the experience.

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 Libraries will increase the percentage of students reporting via online survey that they have used a library ebook to 35% of total respondents. 2) MGA Libraries will maintain the same level of student satisfaction with ebooks as measured by online survey: 90% of students who have used ebooks will report they were able to effectively access and use them. 3) MGA Libraries' presence in online classes will increase by 10% over the previous year, either through Librarian involvement or Library tools (example: Curriculum Builder, Films on Demand widget). 4) 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.
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	Our figures show that the Library is making use of technology, online learning tools, and librarians' adaptability to provide quality services to students across all our campuses and at a distance. As in the case of our ebook collections, we need to do more marketing to make students aware of the services that are available to them. We have hired a librarian for a new position whose focus is reaching out to faculty who teach online classes about the services we offer and trying innovative ways of meeting their students' needs.

Form run:
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