

Library

Division of the University: Academic Affairs

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

Department and Assessment Report Information Prepared on: 7/28/2022 5:00:33 PM

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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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

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.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The Library will compare the number of appointments from the previous year with this year.
10. Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The Library will increase these appointments by 8%.
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	In FY 2021 we held 492 appointments with faculty. In FY 2022 we held 595 appointments with faculty
12. 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)	This represents a 21% increase.
13. Objective 1: Did your department meet this objective?	The department exceeded this objective.
14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: 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 using the same phrasing throughout 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 faculty appointments was critical. We also learned that it was vital for us to explain to the librarians and library staff that meet with faculty the importance of recording their appointment(s) and to regularly remind them to do so.

Objective 2

<p>15. 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 outreach events by librarians to faculty, staff, students and the community.</p>
<p>16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>The Library will compare the number of events from the previous year to this year.</p>
<p>17. Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>The Library will increase the number of events by 10%.</p>
<p>18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>The Library hosted 33 events in FY 2021. The Library hosted 49 events in FY 2022.</p>
<p>19. 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 represents a 48% increase.</p>
<p>20. Objective 2: Did your department meet this objective?</p>	<p>The department exceeded this objective.</p>
<p>21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>We learned that librarians and library staff are eager to create and host events that promote library services, library resources, the University, and the community. We attribute the almost 50% increase in events to clearly defining events, providing examples of past events, creating a data portal for tracking them, and reminding librarians and library staff regularly to input their event statistics.</p>

Objective 3

22. 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 student appointments with librarians.
23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The Library will measure this objective by comparing the number of appointments from the previous year to the current year.
24. Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The Library will increase student appointments with librarians by 7%.
25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	In FY 2021 librarians held 223 appointments with students. In FY 2022 librarians held 235 appointments with students.
26. 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)	This represents a 5% increase.
27. Objective 2: Did your department meet this objective?	The department did not meet this objective.
28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Even though we did not meet our goal of a 7% increase, we are pleased to see an increase in the number of librarian appointments with students. Prior to COVID, we know that MGA students preferred in-person appointments with librarians. This knowledge was anecdotal because before 2018 we had no data on synchronous vs asynchronous student appointments because we did not have reliable technology to schedule or support bulk asynchronous and synchronous appointments. We attributed the fluctuations over the years to COVID protocols and to the use of the online scheduling LibCal software.

Objective 4

<p>29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>MGA Library will increase the number of online and face-to-face library instruction sessions.</p>
<p>30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>The Library will compare the number of online and face-to-face library instruction sessions from the previous year to the current year.</p>
<p>31. Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>The Library will exceed by 5% the number of online and the number of face-to-face library instructions sessions.</p>
<p>32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>In FY 2021 we taught 168 online library instruction classes. In FY 2022 we taught 265 – online library instruction classes. In FY 2021 we taught 45 face-to-face library instruction classes. In FY 2022 we taught 110 face-to-face library instruction classes</p>
<p>33. 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)</p>	<p>Online library instruction classes increased by 58%. Face-to-face library instruction classes increased by 144%.</p>
<p>34. Objective 4: Did your department meet this objective?</p>	<p>The department exceeded this objective.</p>
<p>35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>The Library attributes most of the increase in face-to-face library instruction to lifting COVID precautions. Our increase in online library instruction is more difficult to explain. We suspect it is because we recentralized online instruction back to a single librarian. It was decentralized and delegated from a single library to all librarians when classes went completely online during the beginning of the pandemic. We suspect the change confused and frustrated faculty. We also think that faculty became more receptive to online library instruction after COVID.</p>

Future Plans

<p>36. 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 3% 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 5% 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 1% 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 increase by 5% the number of online and the number of face-to-face library instructions sessions 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>37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).</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 FY22. In FY23 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>38. Optional Open Text Box for Assessment Comments:</p>	

42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	
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MGA’s Strategic Plan

39. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 7. Cultivate engagement with its local communities
40. Please indicate which of the following actions you have taken because of the 2021/2022 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Customer Service Changes: Communication, Services, etc., Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other

Other

41. 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	
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unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc.)	
43. Mindset Update (Academic Deans ONLY)	

