

# Program Assessment Report

Department or Unit Name: University Library

Individual Completing Form: Melinda Smerek

Program Name: Access to information resources

Date: October 15, 2002; rev April 2003; review Dec 2003-no change; rev April 2005 rev May 2006 rev October 2006 rev May 2007

Goal # 1

Support student learning and faculty research by providing convenient access to library resources

Outcome Measures	Research Completed	Findings	Review	Actions
CSU students' and faculty's perceived level of service will be equal to or greater than the level of service reported in aggregate by all 4 year universities in Ohio under selected questions from the "Informational Control" section of the LibQUAL+ Survey	Yes--LibQUAL+ Survey administered in spring 2002, 2003, 2005, and 2007	2007 LibQUAL+ data has not yet been received from all 4-year universities in Ohio, but preliminary results show internal improvement.	The results were reviewed by Library Council	1) Instruction: Continued to increase the number of instruction sessions geared towards first year students 2) Promotion: Continue to create awareness of current means of access through promotion 3) Ongoing attention to library web site to improve usability. 4) Conducted faculty survey to find out what our faculty desire so that we can tailor our resources to meet their needs.
CSU students' and faculty's perceived level of service will be equal to or greater than the level of service reported in aggregate by all 4 year universities in Ohio for the question "Making electronic resources accessible from my home or office" on the LibQUAL+ Survey	Yes--LibQUAL+ Survey administered in spring 2002, 2003, 2005, and 2007	2007 LibQUAL+ data has not yet been received from all 4-year universities in Ohio, but preliminary results show internal improvement.	The results were reviewed by Library Council	Service is satisfactory; will continue to monitor and make improvements when warranted
Increase hits to CSU Library website	"Mach5" web usage reporting application was used to compare 2006 and 2007 data	In April 2007, the library website had 1,307,961 hits, compared to 331,410 hits in April 2006--a significant increase in one year.	Reviewed by Library Council	Will continue to monitor and make improvements when warranted

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Goal # 2

In support of student learning and faculty research, provide quality service to the campus community

Outcome Measures	Research Completed	Findings	Review	Actions
<p>CSU students' and faculty's perceived level of service will be equal to or greater than the level of service reported in aggregate by all 4 year universities in Ohio under selected questions from the "Affect of Service" section of the LibQUAL+ survey</p>	<p>Yes--LibQUAL+ Survey administered in spring 2002, 2003, 2005, and 2007</p>	<p>2007 LibQUAL+ data has not yet been received from all 4-year universities in Ohio, but preliminary results show internal improvement.</p>	<p>Review of the comments portion of the 2005 survey indicated that there were a variety of issues that could be improved to increase user's perceptions of library service. Some items concerning students were lack of a list of services provided, better signage explaining the location of collection and services, and complaints about the severity of fines.</p>	<p>The Library reduced its fines for many materials, improved signage, and is continuing to update signs to reflect changes in location of library materials, and modifications to library space.</p>
<p>At least 2/3 of users will have positive comments about library service</p>	<p>Customer Satisfaction Cards were used spring 2005</p>	<p>Over 80% of students stated that they were very satisfied with the service from Library staff</p>	<p>Results were reviewed by Library Council in summer 2005</p>	<p>We will use Customer Satisfaction Cards again in Fall 2007 to capture a larger sample</p>

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Goal # 3

Facilitate research and access to information by providing quality library space

Outcome Measures	Research Completed	Findings	Review	Actions
Faculty's and students' perceived level of service will be greater than their minimum level of service on the "Library as Place" section of the LibQUAL+ Survey	Yes--LibQUAL+ Survey administered in spring 2002, 2003, 2005, and 2007	2007 LibQUAL+ data has not yet been received from all 4-year universities in Ohio, but preliminary results show internal improvement.	Results were reviewed by Library Council.	Continued to upgrade the 4th floor group study area; continued general refurbishing (painting in selected areas); Library Connection Lounges I and II; Improved Student Project Work centers;
At least 75% of users will be at least somewhat satisfied with the Library facility	A short survey was conducted during National Library Week 2006 about the Library facility	95% of respondents were at least somewhat satisfied with the Library Facility	Results were reviewed by Library Council.	As per student interest indicated in the survey, a permanent presentation rehearsal space was established in the library during Summer 2006. Enhanced presentation technology was installed in library classrooms RT 401 and 502. As a result of user requests for quiet study space, the entire 2nd floor of the library was designated a silent study area.