

University Library
Assessment and Evaluation Policy
July 25, 2011

Purpose & Goal

The purpose of the Assessment and Evaluation Policy is to provide direction for library policy development and decision making that is grounded in thoughtful and careful collection and interpretation of assessment data.

Library Mission Statement

The St. Thomas University Library embodies the Mission and Vision Statements of St. Thomas University as a physical and virtual center where students, faculty, staff, and the greater community engage and collaborate in learning, teaching, and research. The Library serves the learning community through a circle of services that help faculty, staff, and students transform into information fluent professionals and ethical global leaders.

We Care About:

- Our Learning and Teaching
- Our Students as Developing Successful Leaders
- Our Catholic Identity
- Our Diversity

Vision Statement

Our Vision Empowers:

- Creating an information and technology rich learning environment where the academic, spiritual, intellectual, and psychological needs of our community are supported and networked with other St. Thomas University programs.
- Engaging our students and faculty at their point of need and journeying with them through the research, evaluation, production, and publication processes to create new and original knowledge and learning.
- Empowering our community's scholarship and inspiring the pursuit of new ideas, models, and processes within the academic community.

Library Learning Objectives

1. Library patrons will have access to an information and technology-rich learning environment where academic, spiritual, intellectual, and psychological needs are supported.
2. Library patrons will be engaged at their point of need and assisted through the research, evaluation, production, and publication processes of creating new and original knowledge.
3. Library patrons will be able to locate and successfully use the information resources available from the University Library.

4. Library patrons will experience the University Library as a safe, helpful, supporting, and inviting environment that fosters learning.
5. Library patrons will develop opportunities to foster leadership skills and talents through library programming and resources.

Statement of Responsibility

The Library Administrator is the person responsible for the assessment and evaluation of the University Library.

Data Gathering Techniques

- **Listening Sessions:** The Library administration will conduct at least three listening sessions every year with different populations of students, including SGA, the Student Athletic Association, clubs, and members of the international student body.
- **Library Annual Survey:** The Library will conduct an annual survey via e-mail to all St. Thomas University e-mail account holders.
- **Faculty Interviews:** Each Library Liaison will conduct at least three interviews with faculty from their school or college. Every other year, the library will conduct a faculty survey via e-mail.
- **Library Statistics:** The Library will collect, interpret, and publish the following usage statistics in its Annual Report and for any member of the University community that requests it:
 - Gate counts
 - Database log-ins, searches, and documents access logs
 - OPAC log-ins and searches
 - Reference transactions
 - Circulation transactions
 - Interlibrary Loan transactions
 - Acquisitions transactions
 - Cataloging processes
 - Usage of non-circulating serials and library collection materials

Data Analysis Techniques

The Library faculty and staff will analyze data collected during regularly scheduled meetings in June and November. The data collected will be delivered via e-mail to library

faculty and staff, the Associate Provost, and any faculty committee members interested in working with the library to improve collections and services.

Process for Creating Action Steps

Action steps will be explored and considered after all the data and reports have been collected, during the first faculty and staff meetings conducted in the months of June and November. Action steps will be created to address issues identified and published in SPOL (in November) and in the Library Annual Report (in June). Each action step will contain a measurable outcome that is related to one of the learning objectives identified in this policy. Progress on these action steps will be reported in SPOL and in the Library Annual Report.

Action Step Map

Action Step	Library Learning Objective	Activities	Measurement and Desired Outcome	Outcome

Reporting and Follow-up Process for Changing this Policy

This policy should be reviewed annually in a Library staff and faculty meeting during the month of June. A report on the follow through and use of the assessment data collected by these processes will be published in the Library Annual Report every year. A complete overhaul of this policy should be undertaken with faculty, administration, and student input every three years, and the new policy published and made available to any members of St. Thomas University to review.