

**ZSR Library Assessment Committee Annual Report  
FY 15: July 2014 – June 2015  
Submitted by Susan Smith**

Committee members:

Susan Smith (chair)

Lauren Corbett

Thomas Dowling

Mary Beth Lock

Rosalind Tedford

Tanya Zanish-Belcher

LeRon Byrd

The Committee set goals for FY15 at its August meeting. Their statuses at the end of the year are noted below:

1. **Create a culture of assessment at ZSR Library through role modeling, communication, education, and setting attainable assessment goals.**  
We maintained an active level of assessment awareness, encouraging staff to evaluate their programs and instruction sessions. Assessment activities included the ACRL Assessment in Action project led by Mary Beth Lock; the biennial LibQUAL + survey, a survey sent to participants of the Dean's List Gala, and participation (with input from all teams) in the SACSCOC reaffirmation process. We built a presence on the ZSR website by developing an Assessment website (<http://zsr.wfu.edu/about/assessment/>)
2. **Each committee member will set one assessment goal within their annual team goals and execute the assessment.**  
Each team created at least one assessment goal that was included in the team goals for FY15. All teams accomplished the assessment goal/s set.
3. **LibQUAL+: deploy the survey in October 2014, analyze the data in spring 2015 and share the findings with the library faculty/staff.**  
The survey was deployed in October 2014 and ran October 5th through October 26<sup>th</sup> and 375 people participated. The results are posted on the Assessment website. [http://zsr.wfu.edu/documents/ZSR\\_LibQUAL\\_2014.pdf](http://zsr.wfu.edu/documents/ZSR_LibQUAL_2014.pdf)
4. **Sponsor three assessment educational programs for ZSR faculty and staff in FY 2015.**  
I presented at the August staff meeting on building a culture of assessment. Roz presented the results of the LibQUAL+ survey at the January staff meeting and Tanya presented at the Midwest Archives Conference and will share that with ZSR staff at a future staff meeting.
5. **Create a fresh infographic for the FY14 annual report.**  
We created a "24 hours at ZSR" infographic for the FY14 glossy annual report.

6. **Use SUMA mobile app (from NC State) to do a library space assessment project.** (<http://www.lib.ncsu.edu/dli/projects/spaceassesstool>)  
The application was not suitable for the assessment project we conducted (AiA)
7. **Investigate and assess the LibAnalytics Insight product from Springshare as a possible solution for centralizing our data storage and analysis**  
After investigation, and once the product was ready for production, we decided it has potential, have subscribed to it for FY16 and are testing it currently.

We undertook additional activities beyond the original goals set for FY15:

- We developed and published a formal ZSR Assessment Plan for FY15 (attached). It is posted on the website.  
[http://zsr.wfu.edu/files/ZSR\\_AssessmentPlanFY15.pdf](http://zsr.wfu.edu/files/ZSR_AssessmentPlanFY15.pdf)
- At ACRL, we investigated a tool for assessing information literacy skills. The tool, SAILS, is being revised to take advantage of the new ACRL Framework for Information Literacy for Higher Education. The new instrument is called Threshold Achievement Test for Information Literacy (TATIL). We have volunteered to be pre-beta to help test the effectiveness and are waiting for the test to be ready to deploy.
- Mary Beth's application to participate in Assessment in Action (ACRL) was accepted and her team executed the project and presented on the results at ALA Annual in San Francisco. Results are available on the Assessment website: <http://zsr.wfu.edu/about/assessment/assessment-in-action/>
- Craig Fansler and Chelcie Rowell conducted a preservation statistics survey and submitted it to ALTCS.
- We investigated the feasibility of participating in Ithaka by attending and information session at ALA midwinter. The goal of this survey is to understand the impact of the emerging digital landscape on research, teaching, and learning outcomes.

Submitted 7/24/2015

## ZSR Assessment Plan FY15

Assessment Goals and Activities	Method	Outcome	Team	Projected Start Date	Status	Projected Completion Date
<b>Develop a culture of assessment at ZSR</b>						
ACRL Assessment in Action Project	Surveys and Focus Groups to gather information on how students use ZSR to increase success	Data gathered will inform future renovation of the building	AiA team	4/1/2014	Completed	6/26/2015
Conduct biennial LIBQUAL+ survey	LibQUAL+ survey instrument sent to random sample of WFU students, faculty and staff	Update user satisfaction of ZSR services; benchmark against peer institutions	Assessment Committee	10/1/2014	Completed	5/1/2015
Survey Dean's List Gala invitees	Qualtrics survey	Inform future Gala planning	Assessment Committee	3/1/2015	Completed	3/10/2015
Build a ZSR Assessment web page with links to goals and reports	WordPress authoring	Information Sharing with Internal and External audiences	Assessment Committee	3/19/2015	Completed	3/20/2015
Attend assessment conference at Elon		Increase knowledge	Assessment Committee	6/1/2015		
Participate in SACSCOC accreditation	Write library standards narratives and collect supporting documentation	Accreditation	Susan Smith, Lauren Corbett, Mary Beth Lock, Rosalind Tedford	9/1/2014	in process	12/1/2016
<b>Integrate assessment into Team Goals</b>						
<b>ACCESS SERVICES</b>						
improve learning of Student Assistants in Access (Fall-Spring)	Qualtrics survey	Greater understanding of holes in training	Access Staff		Completed	x
determine absorption of training for each student once checklist has been completed (Fall-Spring)	Qualtrics survey	Greater understanding of holes in training	Access Staff		Completed	x
Survey given to students on Safety and Security training who completed Bootcamp.	Qualtrics survey	Greater understanding of how well students absorbed info on Student responsibility in safety and security situations	Meghan Webb, Mary Beth Lock		Completed	x
<b>DIGITAL SCHOLARSHIP UNIT</b>						
Conduct an institutional risk assessment for ZSR's digital assets	Task force formed to write up a risk assessment utilizing a standardized tool	Ensure protection of ZSR digital assets for the future	Digital Initiatives	2/1/2015	Completed	4/1/2015
<b>REFERENCE AND INSTRUCTION (RIS)</b>						
Review and modify the LIB100/200 Course Evaluation as needed	Working group effort	Improve feedback to inform program improvement	RIS	6/1/2015		Fall 2015
Develop LIB100 assessment pre-test/post-test	TBD	Improve ability to measure student learning	RIS	6/1/2015		Fall 2015
Assess Sources Citations and Cocoa	Survey sent out to students who came	Inform improvements to future sessions	RIS	12/2014 and 5/2015		5/1/2015
Assess "Cite it Right" sessions	Survey spring 2015	Inform improvements to future sessions	RIS	5/1/2015	survey under development March 2015	5/1/2015

## ZSR Assessment Plan FY15

Assessment Goals and Activities	Method	Outcome	Team	Projected Start Date	Status	Projected Completion Date
Assess Zotero sessions	Survey spring 2015	Inform improvements to future sessions	RIS	5/1/2015	survey under development March 2015	5/1/2015
<b>RESOURCE SERVICES</b>						
Determine cost per use with video (full year)	Calculate with usage and expenditure reports	evaluate current program to inform changes	Resource Services	2015	Completed	Spring 2015
<b>SPECIAL COLLECTIONS &amp; ARCHIVES (SCA)</b>						
Survey folio rare books	Preservation Librarian physically surveys and uses Access database to track.	Information will be used to prioritize materials for conservation work and reshelving into new location	Preservation Librarian, SCA		Completed	X
Evaluate Lib100 students about their SCA visit	narrative survey of Lib100 students who visit SCA.	Inform future changes	Lib100 Instructors, RB, TZB		Ongoing	
Collect reports on SCA web site use	Google Analytics	Improve user experience	KG, TZB		Ongoing	
Evaluate SCA use by teaching faculty	Narrative Survey, shared with Wake Faculty who have recently visited SCA	More information about faculty use and how we can improve their experience	MM, TZB	Spring semester 2015		
<b>TECHNOLOGY SERVICES</b>						
Create a unified view of web analytics across ZSR sites	Implement Google Universal Analytics and Google Tag Manager across all ZSR web sites	Ability to assess user traffic across multiple ZSR servers; improve the narrative that can be derived from web analytics	Technologies Services	Spring 2015	Completed	6/30/2015
Deploy LibQUAL+ Lite survey in October 2014	LibQUAL+ survey instrument sent to random sample of WFU students, faculty and staff	Update user satisfaction of ZSR services; benchmark against peer institutions	Assessment Committee	10/1/2014	Completed	X
<b>Conduct three assessment educational programs in FY2015</b>						
"Building a Culture of Assessment at ZSR"	Presentation at ZSR Staff Meeting	Improve understanding by staff of benefits of assessment	Susan Smith	8/19/2015	Completed	x
2014 LibQUAL+ Survey Results and Analysis	Presentation at ZSR Staff Meeting	Share results of LibQUAL+ survey	Rosalind Tedford	1/13/2015	Completed	x
"Assessment in Action: Using Results to Improve the Archival Experience"	Midwest Archives Conference, May 2015)	Share information with colleagues	Tanya Zanish-Belcher	5/1/2015		5/1/2015
<b>Create a fresh infographic for the AY annual report</b>	With FY14 data, Design for inclusion in annual report, and on digital display panels in ZSR	Communicate level of activity in ZSR to WFU community	Annual Report Team	10/1/2014	Completed	X

## ZSR Assessment Plan FY15

Assessment Goals and Activities	Method	Outcome	Team	Projected Start Date	Status	Projected Completion Date
<i>Explore use of SUMA mobile app (from NC State) to do library space assessment</i>	Tested Application	Better understanding of how we will need to configure application for local use; not feasible within time frame for AiA project. Utilizing iPad and images instead.	Technologies Services	Fall 2014	Completed	x