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 26th 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](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/](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
<table>
<thead>
<tr>
<th>Assessment Goals and Activities</th>
<th>Method</th>
<th>Outcome</th>
<th>Team</th>
<th>Projected Start Date</th>
<th>Status</th>
<th>Projected Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a culture of assessment at ZSR</td>
<td>Surveys and Focus Groups to gather information on how students use ZSR to increase success</td>
<td>Data gathered will inform future renovation of the building</td>
<td>AiA team</td>
<td>4/1/2014</td>
<td>Completed</td>
<td>6/26/2015</td>
</tr>
<tr>
<td>Conduct biennial LIBQUAL+ survey</td>
<td>LibQUAL+ survey instrument sent to random sample of WFU students, faculty and staff</td>
<td>Update user satisfaction of ZSR services; benchmark against peer institutions</td>
<td>Assessment Committee</td>
<td>10/1/2014</td>
<td>Completed</td>
<td>5/1/2015</td>
</tr>
<tr>
<td>Survey Dean's List Gala invitees</td>
<td>Qualtrics survey</td>
<td>Inform future Gala planning</td>
<td>Assessment Committee</td>
<td>3/1/2015</td>
<td>Completed</td>
<td>3/10/2015</td>
</tr>
<tr>
<td>Build a ZSR Assessment web page with links to goals and reports</td>
<td>WordPress authoring</td>
<td>Information Sharing with internal and External audiences</td>
<td>Assessment Committee</td>
<td>3/19/2015</td>
<td>Completed</td>
<td>3/20/2015</td>
</tr>
<tr>
<td>Attend assessment conference at Elon</td>
<td></td>
<td>Increase knowledge</td>
<td>Assessment Committee</td>
<td>6/1/2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participate in SACSCOC accreditation</td>
<td>Write library standards narratives and collect supporting documentation</td>
<td></td>
<td>Susan Smith, Lauren Corbett, Mary Beth Lock, Rosalind Tedford</td>
<td>9/1/2014</td>
<td>in process</td>
<td></td>
</tr>
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</table>

**Integrate assessment into Team Goals**

**ACCESS SERVICES**

- **Improve learning of Student Assistants in Access (Fall-Spring)**
  - Qualtrics survey
  - Greater understanding of holes in training
  - Access Staff
  - Completed

- **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

**Digital Scholarship Unit**

- **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

**Reference and Instruction (RIS)**

- **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

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