

ZSR Assessment Plan FY15

Assessment Goals and Activities	Method	Outcome	Team	Projected Start Date	Status	Projected Completion Date
Develop a culture of assessment at ZSR						
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
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	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
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

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Assess Zotero sessions	Survey spring 2015	Inform improvements to future sessions	RIS	5/1/2015	survey under development March 2015	5/1/2015
RESOURCE SERVICES						
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
SPECIAL COLLECTIONS & ARCHIVES (SCA)						
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		
TECHNOLOGY SERVICES						
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
Conduct three assessment educational programs in FY2015						
"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
Create a fresh infographic for the AY annual report	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

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<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