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Assessment Work Team Essence Notes

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Assessment Work Team Meeting
September 12, 2016
Essence Notes

Attending: Bede Mitchell, Debra Skinner, Fred Smith, Jeff Mortimore, Lori Gwinett, Lisa Smith, David Lowder, Jessica Garner, Paolo Gujilde.

We briefly discussed the feedback received regarding the recent changes to the MyGS library links, and to our home page. After we made some tweaks, such as adding the word “GALILEO” to the MyGS link and our home page’s “A-Z Databases” label, the initial concerns raised by patrons seem to have been satisfied.

Bede provided a short overview of the five objectives in the FY17 institutional effectiveness plan (distributed to zach-l prior to the meeting). There was little discussion of the objectives involving:

- working with the Student Government Association to address student concerns expressed in the spring 2016 LibQUAL+ survey,
- working with the SGA to identify learning technologies that students might want and which could be submitted for consideration to the Student Technology Fee Committee, and
- the subscriptions review.

With regard to the objective “Improve tools for making accessing online information resources easier,” Jeff suggested changing the Target of increasing the number of searches to something involving greater patron satisfaction, as the measure of whether our changes were successful. His point was that there could be a temporary decline in the number of searches if our changes are effective, since patrons would be less likely to have to change search strategies after initial unsuccessful searches. Bede said he would modify the Target as suggested. As for the objective “Improve patron ratings of our public service, Bede asked to meet with ISD and Access personnel about the best methods for logging and tracking transactions with patrons, to document the extent to which such transactions are deemed successful by the patrons on the one hand and Library personnel on the other.

Jeff Mortimore handed out the next steps to be taken in our ongoing web usability testing. In the next few weeks he will be soliciting volunteers to assist with the tests.

We had a brief discussion about how to collect data that would help us measure the impact of our collections and services on student success. Bede and David hope to be able to analyze data being collected that seeks statistical associations between use of online library resources and cumulative GPA. It was suggested we might consider how to record which freshmen students attend ISD workshops and presentations, and similarly analyzing whether attendees tend to have higher cumulative GPAs than students who have not attended such sessions.

The next meeting will be in the conference room on October 11 at 4pm, immediately following the webinar “The Evolving Librarian: How User Engagement and Adoption of Crowdsourcing and Social Media Will Determine the Future of the Library.” Subsequent team meetings will be **at 3pm on the second Tuesday of each month.** The change to second Tuesdays allows more time for the Liaisons meetings on the second Monday of each month.