

Assessment Cycle 2022 - 2023

Northwestern State University Libraries

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University Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and dissemination knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

Library Mission. Northwestern State University Libraries are a responsive student-oriented institution committed to acquiring, creating, and disseminating knowledge and information to provide innovative research and services to faculty, staff, and students of the university and surrounding areas. The university libraries recognize the need to participate in an inclusive, global community with a steadfast dedication to improving our region, state, and nation.

Methodology

The assessment process includes four steps:

- (1) Data from assessment tools (both direct and indirect, quantitative, and qualitative) are collected and returned to the library director.
- (2) The library director, assisted by department heads, will analyze the data to determine whether the applicable outcomes are met.
- (3) Results from the assessment will be discussed with the appropriate staff.
- (4) The library director, in consultation with the staff and senior leadership, will determine proposed changes to measurable outcomes, tools for the next assessment period, and, where needed, service changes.

Service Outcomes.

SO 1. University Libraries. Provides university library services: circulation, reference, interlibrary loan, and database resources and encourages resource usage by university faculty, staff, and students.

Measurement 1.1.

Compare figures from the 2021-2022 and 2022-2023 statistical reports on reference, circulation, interlibrary loan, and database usage to determine if actual usage increases by 30%.

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Service	2022-2023	2021-2022	+/-	%
Reference	2,336	637	+1,699	267%
Circulation	6,513	4,042	+2,471	61%
Interlibrary Loan (ILL)	1,970	2,385	- 415	-17%
Database access	14,320,252	15,295,887	-975,635	-6%

Finding: Met (Reference and Circulation), not met (ILL and Database access).

Analysis: In AC 2021-2022 the target was not met. There were declines and decreases across the board in every targeted service area. These issues were likely the consequence of significant turnover in library personnel (several resignations, retirements, and deaths), resulting in inconsistent application of policy and procedure.

Based on the AC 2021-2022 results analysis, library personnel implemented the following changes to improve service outcomes. Faculty, staff, and student workers were trained or refreshed on the importance and procedure of recording and reporting statistics. This was helped by being fully staffed in the Circulation department (issues with student workers notwithstanding). Circulation statistics were reported to the director monthly and saved on University Libraries' shared drive (N:) to ensure that statistics (or access thereto) would not be lost.

As a result of these changes in 2022-2023, the target was met in some areas and not met in others. There were significant increases in Reference and Circulation statistics – far more than the targeted 30% in both cases. However, there were decreases in ILL transactions and database access numbers. The increase in Reference and Circulation statistics seems to be a response to training faculty, staff, and student workers regarding recording and reporting necessary statistics. Being fully staffed in the Circulation department (issues with student workers notwithstanding) undoubtedly has had a positive effect on the consistency of reporting.

The decreases in ILL and database access are more difficult to attribute. It is possible that they are connected to decreases in users (that is, the decrease in enrollment). The ILL service itself has not changed nor has the ILL staff reported any technical issues which might explain the decline. The decrease in database statistics could be a consequence of changes to database content (that is, vendors drop titles without notice that users can no longer access).

It is also worth noting that these database access numbers do not represent all of University Libraries' database holdings – the API which provides these numbers is unable to include all databases to which Libraries is subscribed. So, the decrease in numbers may not be fully accurate, and there is not a clear or easy solution to this situation. In all honesty, it does not appear like a substantive or significant enough

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change to warrant concerns. It is also worth noting that we discovered several issues in automated reports this year which may also have affected some of the numbers, but library faculty personnel have rectified these issues.

Decision: In AC 2022-2023, the target was not met. Based on the 2023-2023 results analysis, the decision has been made to continue to monitor these statistics. However, given the confusion that arose from being unable to determine how some statistics in the past were obtained, what the possible long-term effects of the pandemic and quarantine were/are on library usage, and changes in staffing and practice, it seems appropriate to continue to monitor these statistics to see how they change. To that end, recommendations to increase usage will be suspended for the next cycle to obtain a better grasp of what usage in University Libraries looks like.

Additionally, gate count numbers will be added to the statistics being monitored. Given that the library resources are largely digital and accessible anywhere, it may be more useful to see how many users are coming into the building. This could contribute to a clearer picture of space use which could help us consider how best to promote our spaces (and services in those spaces).

Another outcome will be added for 2023-2024 the updating of library policies and job descriptions. Updates to library policies have not been made since 2016 (as far as can be determined), and several policies seem no longer relevant and therefore in need of elimination. Therefore, during the 2023-2024 cycle, the University Libraries policies will be reviewed and updated. Similarly, it does not appear that University Libraries job descriptions have been updated with anything resembling regularity. This became readily apparent during the search to fill the Head Archivist position, which prompted a quick review of available job descriptions and discussions with Human Resources. Therefore, for the 2023-2024 cycle, position descriptions for all University Libraries jobs will be reviewed and updated. *Updated* may merely mean converting the existing job description to the Human Resources-approved template. In other cases, it may require edits/revisions to the job description. This will be determined on a case-by-case basis. These two efforts will be combined as a single outcome, Measurement 1.2, for the 2023-2024 cycle.

Primary responsibility: Dr. Megan Lowe, Director of University Libraries.

SO 2. Library Instruction. Watson Library provides library instruction in a variety of formats to faculty and students. Library instruction includes individual research consultations to help students and faculty find and evaluate the best resources for basic or advanced research. LibGuides supplement library instruction by providing additional subject content online.

Measure 2.1.

Students will use online LibGuides to obtain or supplement instruction in library resources, research methods, and information literacy. A 5% increase in total LibGuide usage will continue to be the target.

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Finding: Not met.

Analysis: In AC 2021-2022, the target was not met. In AC 2021-2022, the total number of LibGuide all-page views for the academic year totaled 21,069, and the LibGuide homepage user views totaled 2,273. In AC 2022-2023, LibGuide all-page views totaled 20,577 views, which was a decrease of 2.34%. LibGuide homepage views for AC 2022-2023 totaled 2,082, a decrease of 8.4% from the previous year. Based on the analysis of the AC 2021-2022 results, the library teaching faculty's plan of action for AC 2022-2023 to drive the cycle of improvement included revising outdated Guides, creating new Guides by subject and class, and promoting LibGuide use through classroom instruction and faculty collaboration. Some of the changes were started, and LibGuide statistics did not decrease dramatically from AC 2021-2022. However, it was decided that the best way to implement the recommended changes was by forming a committee of new and existing library faculty. The committee will meet over the summer to discuss and recommend changes to the library LibGuide content and format.

Decision: Based on the analysis of the results from AC 2022-2023, in AC 2023-2024, the library teaching faculty will implement the recommendations of the committee to drive the cycle of improvement. The recommendations will include revisions to outdated Guides and the creation of new Guides by subject and class. Additionally, the teaching faculty will promote LibGuides through classroom instruction and faculty collaboration. A target of a 5% usage increase will be maintained for 2023-2024.

Measure 2.2.

Regarding library research consultations at Watson, students will benefit from individual research consultations when assigned or initiated. This measure will use a brief survey to follow up with students about how their research consultations contributed to their projects or papers. The target for this measure is a survey completion rate of 60% and a 70% research consultation session satisfaction rating of "good" or "excellent".

Finding: Not met (survey completion), met (satisfaction rating).

Analysis: In AC 2021-2022, the target was not met due to personnel turnover, gaps in service, and a lack of continuity. In AC 2022-2023, students completed and returned 59% of the surveys, missing the target by 1%. The research consultation satisfaction survey received a rating of "excellent" on 100% of the returned surveys, exceeding the 70% target measure. Based on the analysis of the AC 2020-2021 (utilized due to lack of data in AC 2021-2022) results, the library teaching faculty's plan of action for AC 2022-2023 to drive the cycle of improvement included creating a new research consultation survey in Microsoft Forms and administering it through email. As a result of these changes, 59% of the surveys were returned in AC 2022-2023 compared to 52.6% returned in AC 2020-2021, a 12.17 % increase. The research consultation survey target was met with 100% of respondents rating their consultation as "very helpful" or "excellent" in both comparison years.

Decision: Based on the analysis of the results from AC 2020-2021 (utilized due to lack

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of data in AC 2021-2022), in AC 2023-2024, the library teaching faculty will implement the following changes to drive the cycle of improvement: the research consultation survey created in Microsoft Forms last year will be used again to measure session satisfaction. Additionally, two new Microsoft Forms will be created to measure patron satisfaction with library instruction and general reference assistance. These forms will be administered through email. A survey completion rate of 60% and a 70% session satisfaction rating of “good” or “excellent” will be the target for AC 2023-2024.

Primary responsibility: Anna T. MacDonald, Head of Information Literacy, Library Instruction, & Reference.

SO 3. The CONSAH/Shreveport Library. The Shreveport Nursing Library faculty conducts individual research consultations and provides library, hybrid and distance instruction to nursing and allied health students and faculty to 1) help students and faculty evaluate best resources for and conduct basic research and/or a comprehensive literature review; 2) train students in the PICO process 3) train students to evaluate evidence-based research 4) improve both qualitative research and qualitative research methodology 5) train students on systematic review software and citation management software.

Measure 3.1.

Increase the number of students taking advantage of research consultations on the Shreveport campus. Target is 50% over the prior year. A year over year count of consultations determines an increase or decrease. The assessment process includes counting research consultations and other training data monthly to determine a year-over-year count and percentage increase against target.

Finding: Not met.

Analysis: In 2021-2022 the target was not met with total consultations decreased 11% from 83 (2020-2021) to 74 (2023). Library faculty and staff promoted research consultations in orientation classes, newsletters, met with nursing coordinators, via LIRC and all other opportunities to increase consultations. While face-to-face consultations are better for sharing and comparing information side by side, students prefer WebEx consultations they can carry out from their hospital or work site.

Decision: Select students and faculty for satisfaction after research consultations to determine an 94% satisfaction rate with professional consultations using a short questionnaire developed by the Library Teaching Faculty. The satisfaction rate with consultations was met, the number of students seeking consultation was met. Further marketing efforts will be made to ensure that we continue to meet our consultancy goals.

Measure 3.2.

Increase the number of students taking advantage of face-to-face library instruction, online library instruction and hybrid library instruction. This includes database instruction, citation management instruction and systematic review software instruction.

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Finding: Met.

Analysis: In AC 2021-2022, the target was met. Based on the results from AC 2021-2022, the measures appeared effective. In AC 2022 – 2023 the target was also met with total trainings increased 146% from 442 (2021-2022) to 648 (2022-2023) students or 25% of total College of Nursing and Allied Health Enrollment. The library faculty and staff promoted research consultations and LibGuides, in orientation classes, newsletters, met with nursing coordinators, via LIRC, and all other opportunities to increase usage. 98% of students who participated in the library instruction survey reported the consultation(s) helpful. 100% of students who participated in the library instruction survey reported the WebEx classes as being very helpful and found research consultations applicable to their research. Students, especially graduate and post-graduate students preferred online WebEx Training in 2022-2023, a shift from prior years. Most students are comfortable with WebEx technology, not familiar with search technology and not familiar with project management software applications for managing their systematic reviews and DNP Special Projects.

Graded search examinations for CINAHL, PubMed and Rayyan. AI were integrated into the curriculum for DNP students and MSN students taking the graduate research class in May 2023. Instructional videos and Microsoft Power Point presentations were added to the Video Training LibGuide. *Microsoft Stream* (on SharePoint) is replacing *Microsoft Stream (Classic)*, Due to security issues within the Microsoft Stream (Sharepoint), the training materials are being moved into the class Moodle LMS system in June 2023. This measure is the first step to fully integrating Library training resources into the nursing and allied health curriculum.

In May 2023, the library revised all video training and Microsoft Power Point presentations with audio. Videos were produced and shared in Microsoft Stream (Sharepoint) for students in the Doctor of Nursing Practice (DNP) curriculum to enable students to merge library learning opportunities with their work schedules. Graded search examinations offer proof of participation and evaluation of the learning outcomes. These materials are integrated into the curriculum earlier in order to allow DNP Special Projects to be completed within a shorter period of time. DNP students now add their project advisor to the Rayyan.AI project management tool as a reviewer. Students are thereby sharing outcomes with their instructors earlier and more conveniently.

{graph follows on next page}

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Graph 3.1 and 3.2 (integrates statistics for both measures)

Shreveport Yearly Report 2022-2023																			
2022										2023									
	July	Aug.	Sept.	1st. Quarter Total	Oct.	Nov.	Dec.	2nd. Quarter Total	Jan.	Feb.	Mar.	3rd. Quarter Total	Apr.	May.	June	4th. Quarter Total to June 8	2022-2023 YTD Total	Prior Year	Percentage Increase or Decrease
Research Consults																			
Undergraduate	0	1	2	3	8	0	0	8	1	3	3	7	1	0	0	1	19	26	
Masters	0	17	18	35	2	1	0	3	4	4	0	8	0	0	3	3	49	44	
Doctorate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Faculty	0	2	3	5	0	0	0	0	0	0	1	1	0	0	0	0	6	11	
Totals	0	20	23	43	10	1	0	11	5	7	4	16	1	0	3	4	74	83	11% decrease
Face to Face Library Instruction																			
No. Lib classes	1	0	0	1	1	0	0	1	1	0	0	1	1	0	0	1	4	2	200% increase
No. of students	30	0	0	30	9	0	0	9	15	0	0	15	1	0	0	1	55	26	211% increase
Totals																			
Online Distance Instruction via WebEx																			
Webex Classes	0	8	4	12	0	0	0	0	18	1	2	21	0	22	11	33	66	41	160% increase
No. of students	0	135	27	162	0	0	0	0	36	1	5	42	0	342	47	389	593	390	152% increase
TRIO Library Instruction																			
No. of classes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
No. of students	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
All Library Training & Instruction																			
																	70	45	155% increase
																	648	442	146% increase

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Decision: In 2022-2023, the target was met. Based on the analysis of the results from 2022-2023, library teaching faculty will expand its offerings in database and software instruction, orientations, training, WebEx consultations, and expansion of LibGuides and PowerPoint media, Rayyan.AI Systematic Reviews (software analysis) instruction, Covidence Systematic Reviews (software analysis), RevMan5 (software analysis) instruction, and Mendeley Desktop instruction to meet the targeted increase.

Recommendations: Based on the comparison of 2021-2022 and 2022-2023 results, the following actions will take place in seeking improvement. 1) Examine Faculty Survey from LRITS committee to gather feedback and find ways of improving student participation in research consultations. 2) contact nursing coordinators quarterly to gather input. 3) Send a bi-monthly electronic newsletter with instructional training links and a result consultation form to put in the class Moodle Shell. 4) Maintain a training database to track student trainings for instructors who require students take Peer-Reviewed Literature Trainings. 5) Distribute a library needs assessment survey to Fall Nursing and Allied Health students through the Student Services Coordinator. Integrate Library Instruction within class curriculum LMS system (Moodle) 5) Aligned the library questionnaire with Assessment SO3 Measure 3.2.

Primary Responsibility: Sherri Voebel, Head at CONSAH/Shreveport Library.

SO 4. NSU Leesville/ Fort Liberty Library. The Library at NSU-Leesville/Fort Liberty provides services and resources to support the needs of students, faculty, and staff on the Leesville/Ft. Liberty Branch Campus.

Measure 4.1.

The NSU Leesville/Fort Liberty associate manager will collect and analyze data from course reserve forms with a target of a 3% increase from last year's target numbers.

Finding: Met.

Analysis: In AC 2021-2022, the target was met, and this measure remained in place for the next cycle. In AC 2021-2022, the NSU Leesville/Ft. Polk Library had 113 reserve items throughout the year and 20 library research items, totaling 133 reserve materials all together and were electronically used 588 times. In AC 2022-2023, the library had 123 reserve books and 51 reserve research guides, totaling 174 items available to the students. The research materials were electronically used 1330 times between July 2022 and May 2023. In AC 2022-2023, faculty reserve books totaled 123 books. This shows an increase of 10 reserve books and 31 reserve guides added to the shelves throughout the AC 2022-2023 year.

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Leesville Reserves & e-Reserve Statistics July 2022-May 2023

Reserve Monthly Checkouts	
July	0
August	e-Reserves 134
Sept	e-Reserves 191
Oct	e-Reserves 165
Nov	e-Reserves 65
Dec	0
January	e-Reserves 382
February	e-Reserves 246
March	e-Reserves 147
April	0
May	
Total	1330

In 2022-2023, the target was met. Based on the analysis of AC 2022-2023, faculty use of course reserves has increased by 10 books over the course of the year. Total usage of course reserves by students over the AC 2022-2023 increased by 742 check outs, majority being from reserve materials posted online via social media. So, the target of a 3% increase in student usage from last year's numbers was met. The 2022-2023 plan of action was to increase visibility of reserves to faculty and students by creating promotional materials such as library flyers, professor welcome letters, library brochures, e-mail reminders, and social media advertisements and posts.

Decision: In AC 2022-2023, the target was met. Implementing the plan of action from AC 2021-2022 to increase the target percentage of faculty and student usage of library course reserves to 3% resulted in 41 more reserve materials being available to the students. Reserve checkout numbers for AC 2022-2023 increased by 742 checkouts largely due to posting research guides and tip sheets online via Facebook and Twitter. However, based on the analysis of AC 2022-2023 results, the evidence reflects that faculty and students do not use all of the physical reserves available to them. There could be several factors as to why this could be: (1) readily available online textbooks; (2) do not have the textbook needed in the library; (3) professors not requiring textbooks. Consequently, because of this decline in the usage of *physical* reserve materials, the library manager has decided to monitor the group and individual study rooms instead of observing the Reserves materials in AC 2023-2024. The library manager will examine room usages by keeping a daily transaction report on group and individual study rooms throughout the year. The manager will also work to advertise the rooms through campus flyers, social media posts, professor letters, e-mail reminders, and library brochures. The library is setting a usage goal of 5% for the rooms for AC 2023-2024.

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Measure 4.2.

The Library Associate Manager will communicate with Leesville/Fort Liberty faculty to assess the effectiveness of current course reserves and address ways to improve the process with a target increase of 3%.

Finding: Met.

Analysis: In AC 2021-2022, surveys were distributed to 10 professors with only 5 completed and returned. In AC 2022-2023, surveys were distributed to 8 faculty with only 2 completed and returned. The target survey of 3% was met. Both completed survey takers responded, "yes" to both putting course materials on reserves and to finding them useful. Lastly, one of the respondents stated that their students found the reserves useful while one of them indicated that his/her students did not. In AC 2022-2023, the target of 3% was met. Data from the returned surveys suggest that professors value this library service, but their students for the most part do not.

Leesville Reserves Faculty Survey April 2021 (8 Sent Out / 2 Completed)								
Questions					Yes	No		
Do you put course material on reserve in the library?					2	0		
Do you find course reserves useful?					2	0		
Do your students find them useful?					1	1		
Totals					5	1		

Decision: In AC 2022-2023, the target was met. The plan of action for AC 2023-2024 is to start promoting group and individual study rooms to professors and students. New promotional materials will be created and distributed during on call week to target new professors, so that they will know about the study rooms available to them and their students. Library head will also e-mail reminders to professors throughout the semester to ensure that they do not forget about this valuable library service available to them and to the students. Additionally, promotion of the library study rooms will continue throughout the semester by utilizing popular media sites such as Facebook and Twitter. The library is recommending a target of 5% for AC 2023-2024. It is also recommended to change Measure 4.2 with the goal of communicating with NSU Leesville/Ft. Polk Library patrons to assess the effectiveness of current study room availability and policies with a target response of 3%.

Primary responsibility: Heather Ritter, Head of Leesville Campus Library.

SO 5. Cammie G. Henry Research Center. The Cammie G. Henry Research Center (CGHRC) supports the mission of University Libraries and Northwestern State

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University through execution of core library and archival activities including but not limited to acquisition, reference, accessibility, instruction, exhibit and display design and installation, community engagement and research, donor relations, and the support and promotion of scholarship through the Center's unique holdings.

Please note: no reporting was conducted for 2021-2022 owing to the death of the previous Head Archivist and the de facto nature of the Library Director's administration of CGHRC until the new Head Archivist was hired in October 2022.

Measure 5.1.

The Cammie G. Henry Research Center will capture, analyze, and retain data regarding user engagement and research interactions (virtual and onsite).

Finding: No target set, the measure is ongoing. The purpose of this activity at this juncture is strictly for strategic planning by the new department head.

Relevant statistics present on the following page. Report continues thereafter.

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CGHRC Counts by Category 2022

February 2022 not recorded

Reference	Jan	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	EOY TOTALS
Number of Reference Questions -F2F	50	3	4	5	4	6	4	4	8		1	89
Number of Reference Questions - Mail												0
Number of Reference Questions - Phone	35	5	7	8	4	3	8	10	3	5	8	96
Number of Reference Questions - Email	27	4		1				0				32
Total	112	12	11	14	8	9	12	14	11	5	9	217
Total Services	404	33	38	56	92	108	48	148	97	109	5	1138
Archives/Research Center Instruction												
Number of Subject Instruction Classes for NSU Students		1							1			2
Number of Subject Instruction Classes for LSMSA Students	1				1							2
Number of Subject Instruction Classes for BPCC Students												0
Number of Visiting Groups						1	1	1	2	2		7
Total Number of Instruction Classes/Groups	1	1	0	0	1	1	1	1	3	2	0	11
Number of NSU Students		16	13				4	12	40	10	5	100
Number of LSMSA Students	6				16		3		1	2		28
Number of BPCC Students												0
Number of Visitors		10	51	26	20	32	15	14	17	11	8	204
Total Number of Instruction Patrons	6	26	64	26	36	32	22	26	58	23	13	332
Number of Research Consultations												
NSU Faculty		1										1
NSU Students												0
LSMSA Faculty	1								1		1	3
LSMSA Students												0
Researchers Not Affiliated with University	1		4	5								10
Total Research Consultations	2	1	4	5	0	0	0	0	1	0	1	14

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Analysis: Monthly statistics were retained by the previous head archivist for many years, particularly the guest register, daily log, and collection page information. These metrics do outline the basic public service measures (see tabulations above). Still, the structure for capturing data was analog, included public services, collection use, and the archival domains on one form, and used vague language on a few data points. The previous data points are found below.

Reference

Number of Reference Questions -F2F
Number of Reference Questions - Mail
Number of Reference Questions -Phone
Number of Reference Questions - Email

Gate Count: Self-Guided Research/Exhibit Patrons Service

Number of Documents Photocopied &
Delivered
Number of Archival Materials Pulled for
Patrons
Number of Monographs & Serials Pulled
for Patrons

Publicity/Marketing

Number of Presentations for Groups
Number of In-house Exhibits
Number of Traveling Exhibits
Number of Newspaper/Messenger/Other
Articles on Archives (CGHRC)
Number of Items Either Dedicated to or
Mentioning CGHRC

Collections

Manuscript Collections Processed (linear
feet)
University Archives Processed (linear feet)
Number of Manuscript Collections
Processed
Number of University Archives Processed
Inventories Completed
Items Entered in LA Digital Library Project
Number of Rare Books Acquired
Number of LA Books Acquired
Number of Manuscript Donations
Number of University Archives Donated

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State Documents

State Doc Acquired

Total State Documents Held

Total Number of State Documents

Withdrawn

Total Number of State Documents Sent to State Library

Preservation

Number of Books Preserved

Number of Photographs Preserved

Number of Manuscripts Preserved

Number of Maps Preserved

Archives/Research Center Instruction

Number of Subject Instruction Classes for NSU Students

Number of Subject Instruction Classes for LSMSA Students

Number of Subject Instruction Classes for BPCCC Students

Number of Visiting Groups

Number of NSU Students

Number of LSMSA Students

Number of BPCCC Students

Number of Visitors

Number of Research Consultations

NSU Faculty

NSU Students

LSMSA Faculty

LSMSA Students

Researchers Not Affiliated with University

Decision, action, or recommendation: Starting in Spring semester 2023, the head archivist began to standardize our metrics tools to the very basic level as recommended by the Association of College and Research Libraries [Standardized Statistical Measures and Metrics for Public Services in Archival Repositories and Special Collections Libraries](#). This action is ongoing moving from basic metrics to the advance level with all due speed, with the knowledge that interpretation regarding gaps or outliers from past metric retention will be necessary.

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CGHRC Counts by Category 2022

	January	February	March	April	May	TOTALS
Reference						
Redirection	8	4	8	7	4	31
Reference Questions	3	4	1	0	3	11
Reference Interviews	1	0	1	4	1	7
Remote Reference Interactions*	7	10	8	4	13	42
Page Counts**						
Count of Archival Collections Accessed	32	15	8	8	19	82
Count of Louisiana Collection Accessed	34	3	23	0	40	100
Count of Rare Books Accessed	2	0	2	0	2	6
Count of Microfilm Accessed	7	4	12	26	0	49
Count of Maps/Oversized Accessed	6	4	3	0	2	15
Reproduction Services						
Number of Remote Duplication Requests	1	1	0	0	0	2
Number of Documents/Images Scanned	76	8	0	27	0	111
Number of Documents/Images Photocopied	12	0	0	0	0	12
Instruction						
Number of Class Visits	2	3	1	0	0	6
Count of Participants	15	29	12	1*	0	56
Exhibit						
Count of Participants	4	4	1	1	0	10
Public Use						
Number of Meetings	1	2	2	3	2	10
Count of Participants	33	30	27	76	28	194
Underground Railroad Passport Stamp (Added in April)				1	0	1
Monthly Count from Daily Register						

*Preservation instruction to individual, not a class

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Measure 5.2.

The Cammie G. Henry Research Center will capture, analyze, and retain data regarding acquisitions, holdings, processing, and collection use.

Finding: Not met. While no specific marker was specified, this work did not begin in earnest this year.

Analysis: The collection management data is woefully lacking at the Cammie G. Henry Research Center. While not uncommon it is extraordinarily frustrating, particularly as such practices are part of the archival domains and support the key principles of original order and provenance. While the “Mary Linn-dex” is common knowledge amongst her friends, it did not allow for transferable knowledge management for future head archivists.

Decision, action, or recommendation: Starting in Summer 2023, the head archivist will begin to standardize our metrics tools to the very basic level as recommended by the Association of College and Research Libraries [Guidelines for Standardized Holdings Counts and Measures for Archival Repositories and Special Collections Libraries](#). In the next year, the measures will be implemented at basic levels. As with previously mentioned public service counts, interpretation regarding gaps or outliers from past metric retention will be necessary.

Starting Summer 2023 all paperwork regarding donation, inquiries regarding holdings, page requests, publishing requests, and all information pertaining to the collection already part of accession files and those found in Faculty Activity Reports submitted by Mary Linn Wernet and Sharon Wolff will be digitized and made searchable in order to create more complete accession and processing folders regarding holdings. This is an enormous knowledge management task, a full-time job itself, but there is no other way to cull information to fill in gaps.

Short term goal for improvement: data capture and reinterpretation in spreadsheets, SharePoint wikis, and more complete digital files supported with analog files.

The head archivist will need to explore collection management open-source systems that will meet the needs of the Center. Collection Management Systems **ARE NOT** content management systems, curatorial platforms, or institutional repositories. They may have some of this functionality, but they are designed for administrative and technical services activities common in archival and Special Collection repositories that do not lend to traditional cataloging practices. Considerations regarding art, artifacts and objects must be factored in during this exploration period. This is a long-term project but must be acknowledged as a part of measuring holdings for strategic planning and improved user experiences.

Measure 5.3.

The Cammie G. Henry Research Center will support the mission of University Libraries and Northwestern State University through instruction sessions designed to orient and assist students and users for archival and Special Collections research.

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Finding: No target was set.

Analysis: In AC 2022-2023, the number of instruction sessions was low, but it is promising that the classes are not strictly History courses. This suggests an interdisciplinary approach would be appropriate. Professors who previously utilized the center for projects, for orientation and research, and organizational meetings continue to return to the Center. Also, LSMSA faculty schedule time for orientation and research at the Center year-round. This activity was interrupted by Covid-19 protocols and the death of the previous Head Archivist.

Decision, action, or recommendation. For AC 2023-2024, the Head Archivist will continue networking with faculty across campus, not just about traditional research papers but also project-based work (art, lesson plans, “Reacting to the Past” games, memoir, documentary, preservation planning, political policy analysis) on which the Center would happily assist.

Future targets: Regional History Day coordinators, homeschooling organizations.

Measure 5.4.

The Cammie G. Henry Research Center will support the mission of University Libraries and Northwestern State University through exhibit design and installation utilizing the Center’s unique holdings. The goal is to install three exhibits in the Center per year.

Finding: Not met.

Analysis. In AC 2022-2023, the goal was not met. In the face of other initiatives, this measure was not a priority. There was a desire to install an exhibit to “get back to normal.” Furthermore, the installation which had been established by the late Head Archivist was left in place as an homage to her long years of service to the institution.

Decision, action, or recommendation: In AC 2022-2023, the target was not met. However, the target remains three exhibits per year. An exhibit calendar that has proposed exhibits scheduled through 2025 and an exhibit planning guide have been developed. While the cases beside the Director’s office have been in keeping with the cases in the Center, those cases will be designed to be more flexible in order to highlight other events or heritage themes. Every exhibit that comes down is scanned before items are returned to its proper location to build a digital exhibit on a yet to be determined platform. Emails invitations to co-curate exhibits and traveling exhibits were sent to campus and community partners. Dr. Kent Peacock of the Creole Heritage Center and Dr. Pete Gregory of the Williamson Museum and tentatively accepted the invitation.

Consulting regarding signage and exhibits with the Association for the Preservation of Historic Natchitoches is ongoing.

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Measure 5.5.

The Cammie G. Henry Research Center will support the mission of University Libraries and Northwestern State University through creating greater accessibility to materials.

Finding: No target set as there was not enough information available.

Analysis: Remote reference transactions and scan on demand requests are already standard practice in the Center's reference workflows. Other issues relating to collection management are also challenging our ability to make our collections more accessible. Additionally, Sara Rebstock, archives assistant, performed web analysis at the Head Archivist's request regarding how users might find our materials and interact with our resources. There were broken links, finding aids listed but missing, and a general lack of context and functionality to what was posted.

Decision, action, or recommendation: First and foremost, standardizing finding aids and having them "live" in an easy to find location with the more functionality is the priority. Current LibGuides for the Center will be dismantled and completely reworked in Summer 2023. Conversations with Information Technology have not been scheduled but are necessary for understanding why certain components are presented as they are. The head archivist is looking forward to strategizing with her colleague Michael Matthews on accessibility and delivery methods, as well as technical services in general at the Center. As his schedule allows, of course.

Primary responsibility: Donna J. Baker, University Archivist and Records Officer.

SO 6. Serials, Media, and Electronic Resources. The mission of the Department of Serials, Media, and Electronic Resources is to provide resources, services, and a place to support learning, teaching, and research. We are committed to investigating new content for purchase and addition, purchasing and licensing, implementing, troubleshooting, assessing by evaluating for renewal, cancellation, or replacement, and preserving e-resources, serials, and media for an increasingly diverse population of students, faculty, staff, alumni, and community members. Hence, student learning and success lies in our ability to equitably support every student so that they can learn, thrive, and become productive members of a democratic society.

Measure 6.1.

Rightsize the print journal collection to become ADA compliant. Continuing action 6.3 from 2021-2022 assessment cycle focuses specifically on reducing the number of volumes in the collection without compromising access. Approximately six rows of shelving are targeted to be removed to allow the remaining rows to be moved 36 inches apart; however, the shelving arrangement must also accommodate five pairs of load bearing posts.

Finding: Not met (ongoing).

Analysis: In AC 2021-2022, measure 6.1 was met and completed. Consequently, a

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new measure, the rightsizing project, was initiated. This project is organized using a Print Journal Rightsizing and Binding Project group in Teams giving access to stakeholders as owners to allow editing as tasks are completed. A twelve-step procedure coordinates the process between Serials and Cataloging personnel. The last step requires that I update holdings in the Search Your Catalog custom package using EBSCOadmin.

A review of the library literature revealed Suzanne M. Ward's 2015 ebook titled, *Rightsizing the Academic Library Collection*. Chapter 4 details how to withdraw JSTOR journals and serves as a model for this project. Ms. Ward states, "JSTOR titles are 'safe' to withdraw," because several repositories have complete runs of JSTOR titles. (JSTOR's name was derived from "Journal STORage").

The following glitch was discovered and resolved: 14 of the 160 weeded ejournals did *not* display JSTOR links in the OPAC. Action was taken in EBSCOadmin Holdings Management to limit the number of selected packages to five, along with the Search Your Catalog package. As a result, the JSTOR link in the OPAC was restored for 14 weeded ejournals. Five bookcarts of print journals and microform weekly were discarded weekly.

In AC 2022-2023, the target was not met, as the scope/size of the project is significant. We did not necessarily anticipate that the target would be met. The project is ongoing.

Decision, action, or recommendation: As of May 17, 2023, we are close to three quarters finished. This exceeds the 2021-2022 target of weeding 5% of the collection by the 2022-2023 assessment. The five bookcarts of materials discarded per week remains a focus for AC 2023-2024. My recommendation is to make rightsizing the print collection an annual project to remove print journal issues that are added to JSTOR when their embargo expires.

Measure 6.2.

Work all annual renewals and then pay their invoices promptly.

Finding: Met.

Analysis: In AC 2021-2022, measure 6.2 was met and completed. Consequently, a new measure, the annual renewals measure, was initiated. In AC 2022-2023, annual renewals include EBSCOnet's e-journal packages such as Elsevier's Title by Title Collection, Project MUSE Basic College Collection, and Wiley Online Library Core Collection, as well as EBSCOnet's individually subscribed e-journals. Working the renewals consisted of deciding to renew or cancel, deciding to keep or change the format, verifying that electronic access works in Journals Full Text Finder, submitting vendor support tickets to correct access problems, canceling titles if access problems cannot be resolved, verifying IP address ranges on vendor portals, verifying coverage dates available, contacting OCLC Support to update database stanza as needed, and fixing "Search Your Catalog" links in Journals Full Text Finder as needed.

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Action taken for all renewals included running two COUNTER 5 reports for usage statistics on the vendor's portal. Calculating the cost per use (CPU) of each journal from the TR_J1 report using the Unique Item Requests metric. Journals with three-digit CPUs are targeted for dropping or swapping. The TR_J12 report shows the number of times patrons were denied access because the institution had no license for the content, or because simultaneous use licenses were exceeded. The report demonstrated the demand for journals that should continue as part of University Libraries' offerings. The next step was to contact the customer service representative to ask for cost information for the turn away journals to identify those that cost the same or less than the journals with high CPU.

Decision, action, or recommendation: In AC 2022-2023, the target was met. Given that these resources must be renewed or re-licensed every year, often with substantive price increases, this project will persist. An ongoing review of resources is necessary to make the most of University Libraries' budget. The aforementioned reports show demand for journals that are good candidates to subscribe to and which should be potentially discontinued. The findings of these reports will be shared with the library director, with whom the final decision-making in terms of discontinuing and retaining titles rests. Therefore, for AC 2023-2024, this project will continue.

Measure 6.3.

Complete the Serials Media portion of the National Center for Education Statistics' Integrated Postsecondary Education Data System (IPEDS) Academic Library report annually on July 1. The Serials Media portions include: 1) Library Collections in both physical and digital formats for Databases, Media, Serials; 2) Library Circulation in digital format is comprised of ebooks; and 3) Materials/Services Expenses for ongoing commitments to subscriptions.

Finding: Met.

Analysis: In AC 2021-2022, measure 6.3 was met and completed. Consequently, a new measure, regarding IPEDS reporting, was instituted for AC 2022-2023. It was inconvenient to collect the desired statistics on July 1, because the IPEDS reporting period covers the previous fiscal year ending June 30. EBSCO Connect's knowledge base contains a March 10, 2021, article titled, *How do I get a count of all my ebook or serials titles?* detailing step-by-step instructions using Holdings Management. Although the IPEDS report is completed the following spring, the Holdings Management reporting tools cannot go back in time to July 1. As a result, it was imperative to collect IPEDS statistics on the calendar day of July 1.

In January 2023, Elizabeth Kelly with the LOUIS consortium, developed an IPEDS toolkit for all member libraries. However, the toolkit excludes Symphony data for physical collections and circulation. Action taken to collect data for measure 6.3 numbers 1 and 2 consisted of creating an Excel spreadsheet titled IPEDS FY 2021.2022 Master to compile the need statistics. Each vendor or format has its own tab consisting of a report with a culminating total. Additionally, I typed notes on each tab

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describing which report was run and other pertinent information.

Action taken to determine expenses for ongoing commitments to subscriptions consisted of trying a different approach, because Mike Waugh said I did not include LOUIS resources in last year's submission. I searched Banner by vendor using FAIVNDH, entered all vendors listed on my vendor information checklist, and summed the totals together. To check the math, I compared EBSCOnet report titled, Summary of Reports, which was limited to the desired stretch of time to Banner's FAIVNDH for EBSCO to find they only differed by \$74.97 out of \$282,764.51. Thus, the amount of ongoing subscription costs, including LOUIS membership fee, was \$562,766.85.

Decision, action, or recommendation: In AC 2022-2023, the target was met. Because IPEDS reporting is conducted every year, it is likely that this measure will persist for 2023-2024, as long as the LOUIS IPEDS reporting toolkit contains gaps in its measures.

Primary responsibility: Kerri Christopher, Serials, Media, and Electronic Resources.

SO 7. Collection Development and Cataloging. The Cataloging Department will use descriptive metadata to ensure that bibliographic records and their comprehensiveness, accuracy, and efficiency will ensure the library patron's successful retrieval of information, sources, and research.

Methodology. The assessment process includes original cataloging of NSU Dissertations, Theses, and Education Specialist Theses as well as correcting existing records over the year and percentage increase or decrease regarding set target rate. All existing records did not receive modifications because all newly bound dissertations, theses, and research projects were prioritized to be originally cataloged instead.

Measure 7.1.

Of the 141 NSU Dissertations already in the OPAC/OCLC, 71 need additional cataloging to become a complete and accurate record to ensure library students, faculty, staff, researchers, and users' success in retrieving the information desired. Corrected bibliographic records will have a target of 100% completion.

Finding: Met.

Analysis: In AC 2021-2022, the target was met. Based on the analysis of 2021-2022 results, a total of 100% of all backlogged and new NSU Dissertations took priority and are now in the system as a complete/full record. In AC 2022-2023, the target was met. The proper cataloging of NSU materials is important to both provide an accurate record of the dissertation and make sure users have all the correct access points in order to locate the items.

Decision: In AC 2022-2023, the target was met. Based on the analysis of the results in 2022-2023, in AC 2023-2024, we will continue with a 100% target of completion in addition to any/all recently submitted NSU dissertations **NOT** in the OPAC. My

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department will continue to focus and place priority over theses, research projects, in-lieu of thesis projects, scholar college theses, etc. The following changes will also be implemented in 2023-2024, a meeting will be held with Joel Hicks, Megan Lowe, and Debbie Huntington in attendance to determine if dissertations older than five years will be accessible and shelf-ready or will they be pulled and placed as non-circulating materials due to accreditation standards and guidelines. The Cataloging Department will continue processing, cataloging, and modifying records of all NSU Dissertation as they arrive to ensure that they are a full/complete bibliographic MARC records according to current standards, guidelines, and cataloging rules.

Measure 7.2.

Of the 345 NSU Education Specialist Projects already in the OPAC/OCLC, 59 need additional cataloging to be considered an accurate bibliographic record to reflect comprehensiveness, accuracy, and efficiency for item/subject retrieval. Corrected bibliographic records will have a target of 30% completion.

Finding: Not met.

Analysis: In AC 2021-2022, the target was not met. Consequently, the target from that period, 70%, was reduced for AC 2022-2023. In AC 2022-2023, the target was not met. This measure was not addressed at all during AC 2022-2023 due to working on other theses, research projects in lieu of thesis, dissertations, and numerous donated books from donors. We received over 800+ donated books from several individuals and estates. I also planned and organized three *Living Library* events (*Natchitoches and NSU Leaders: A Lasting Impact, Faith, Religion & Spirituality, and What It Means To Be An NSU Athlete*). In AC 2022-2023, my target was lowered to 30% from 70%. My plan of action was to prioritize all incoming theses, so they are accessible in the online catalog for users.

Decision: In AC 2022-2023, the target was not met. Based on the analysis of the results in 2022-2023, in AC 2023-2024, the target rate of 30% will be lowered to 15% in order for the cataloging department to catch up with the backlog and allow time for the processing/cataloging of incoming materials and resources. The target rate is decreased also due to not knowing an accurate count of Dissertations and Theses that come in each Spring. Therefore, we cannot give an accurate estimate since these take priority over any that need modification(s) of existing records already in the system. The Department's plan of action is to prioritize all new incoming Dissertations and Theses, so they are accessible in the online catalog for library users. The older ones are already in the online catalog, therefore, making them accessible to some extent– even if the bibliographic record is incomplete and brief.

Measure 7.3.

Of the 300 NSU Theses already in the OPAC/OCLC, 206 bibliographic records need modifying from some degree to an extensive degree – especially correcting verbiage of degrees as well as including subject headings for library users to obtain the desired and best search results and sources. Corrected bibliographic records will have a target of 35% completion.

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Finding: Not met.

Analysis: In AC 2021-2022, the target was not met. Therefore, it was carried forward into AC 2022-2023. In AC 2022-2023, the target was also not met. In AC 2022-2023, many existing bibliographic records already in the OPAC/ILS system needed modifications to include subject headings and correct wording and verbiage of degrees. Therefore, the target rate was determined to be too high. We knew that the project assessing the accurate number would remain an on-going project each academic year. The determination was made to have a meeting in AC 2022-2023 to correct these issues, and Dr. Lowe has passed on that Cole Gentry is currently working on getting the correct wording and verbiage of degrees consistent from the NSU website, Graduate Office, and printed materials.

Decision: In AC 2022-2023, the target was not met. Based on the analysis of 2022-2023 results, the plan of action in 2023-2024 will be that all original cataloging of NSU Dissertations, Theses, Education Specialist Theses, Scholars College Theses, etc. will now be an ongoing job responsibility for the Collection Development/Cataloging Librarian, with the possibility of overlapping fiscal/academic years. Also, in 2023-2024, a meeting with the Graduate Office, Megan Lowe, Cole Gentry, and Debbie Huntington needs to be scheduled to discuss how the correct degree verbiage will be updated, accurate, and consistent. A target of 100% completion should be met once the decision on how degree verbiage will be decided/agreed upon. Reports and global edit projects will be periodically done to ensure that any incomplete records will/can be located. Calculating a mid-year assessment **cannot** be done mid-year due to the on-going work and statistics/reports that are run in late June of each academic year to get an accurate count of percentages and target rate measures.

Moving forward, all changes in degree verbiage need to be made aware to the Collection Development and Cataloging Department at Watson Library to ensure that the correct information is entered into the ILS System therefore easily retrieved and accessible. In our MARC template, we enter all degree information in fields 502 and 830 as a necessary cataloging rule/mandate.

Primary responsibility: Deborah Huntington, Head Collection Development and Cataloging.

SO 8. The Department of Access Services (Circulation, Reserves, Interlibrary Loan, Government Documents). Access Services connects faculty and students to vital information resources for online and face-to-face learning environments.

Measure 8.1.

Weeding and disposal of outdated government documents, including the US Serials Set.

Finding: Not met (ongoing).

Analysis: In AC 2021-2022, Access Services focused on the creation of a usability

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survey in conjunction the department of Electronic and Continuing Education and the Office of Accessibility and Disability Support. This target was not met. Given the extenuating circumstances of the COVID pandemic on the human resources of the Access Services department, and the accompanying burden placed on the Head of Access Services to fulfill certain duties, the goal was not met.

Based on the AC 2021-2022 results analysis, this goal was reassessed and replaced with another project that was more in line with what was feasible for the department, which is the current measure, for AC 2022-2023. It also represented a more pressing matter within the department. The US Serials Set (8,346 volumes) was weeded according to ASERL guidelines. Requested volumes were delivered. The remaining volumes await disposal.

Decision, action, or recommendation: The US Serials Set will be slowly disposed over the next six months. The Head of Government Documents is also implementing a plan for the depository to become 100% online. Tangible government documents (paper, microform, etc.) more than five years old will be weeded according to ASERL guidelines and disposed.

Measure 8.2.

Work more closely with the Office of Student Technology to resolve problems with equipment check-in/check-out to decrease faulty billing.

Finding: Met.

Analysis. In AC 2021-2022, Access Services was also focused on joining the next round of LOUIS Open Textbook Pilot grants, in line with affordable learning principles. This target was not met. Because of the retirement of three employees and sudden death of two others, it was decided that participation in the LOUIS pilot program was not feasible, given the massive amount of time required for even baseline success. Based on the AC 2021-2022 results analysis, this measure was likewise reassessed and replaced with another one for AC 2022-2023 that was more in line with resources and staffing available in and to the department, which is the current measure, to rectify billing issues with equipment circulation issues. The library system administrator (LSA) worked with the circulation supervisor to identify occurrences of billing problems and LSA collaborated with LOUIS staff to set up a separate library and circulation mapping in Workflows.

Decision, action, or recommendation. The LSA has already set up two notification reports that go to users' emails to alert them that they must return OST equipment the following day. The email includes a procedure that must be followed in order to successfully return the equipment. It is recommended that the LSA and the circulation continue to work together to solve future problems.

Measure 8.3.

The LSA will complete the "LOUIS Systems Administrator Level 3" training.

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Finding. Not met (ongoing).

Analysis. The LSA has completed the training except for the capstone project which requires a deliverable, such as a presentation or published article.

Decision, action, or recommendation. The LSA will complete this goal by the SACS mid-year assessment cycle.

Comprehensive Summary of Key Evidence of Improvement Based on Analysis of Results. The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2022-2023. These changes are based on the knowledge gained through the AC 2021-2022 results analysis.

- **SO 1. Measure 1.1.** Forms continued to be maintained at public service desks to record questions. Library personnel and student workers continued to track statistics. Increases in Reference and Circulation statistics suggest that previous efforts were successful. Decreases to ILL transactions and database access usage numbers are difficult to explain, though there were no difficulties in ILL services. However, there are known issues with the reporting API for databases and some of the reporting methods for databases. The impact of the pandemic is still unknown but cannot be discounted.
- **SO 2. Measure 2.1.** The library teaching faculty's plan of action for AC 2022-2023 to drive the cycle of improvement included revising outdated Guides, creating new Guides by subject and class, and promoting LibGuide use through classroom instruction and faculty collaboration. However, the target of a 5% increase in LibGuide all-page views was not met. To implement the recommended changes, it was decided to form a committee consisting of both new and existing library faculty members. The committee will meet over the summer to discuss and recommend changes to the library's LibGuide content and format.
- **SO 2. Measure 2.2.** Although the target of a 60% survey completion rate was not met, the new survey created in Microsoft Forms and administered electronically generated a 12.17% increase in survey responses compared to the previous year measured. Additionally, the research consultation survey target was met, with 100% of respondents rating their consultation as "very helpful" or "excellent" in both comparison years.
- **SO 3. Measures 3.1. and 3.2.** In 2022-2023 library faculty promoted research instruction in library instruction classes, revised and further developed the Allied Health and Nursing Resources LibGuides, mailed a weekly newsletter to faculty attached to the Dean's communique, promoted links to online class signups to faculty, worked with department heads to integrate library learnings into the curriculum and advocated research consultations in meetings with nursing faculty and allied health faculty. All activities resulted in a positive success rate.

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- **SO 4. Measures 4.1. and 4.2.** The NSU Leesville/Ft. Liberty Library worked closely with current and new professors to provide additional reserve materials to better serve the NSU Leesville student population. The target of 3% was met in AC 2022-2023 mainly due to library staff creating and posting library research guides on social media sites. Library manager also personally visited the offices of the professors on campus to see if they needed to place anything on the reserves shelves or if they needed anything. Library manager also posted flyers around campus advertising reserves.
- **SO 5. Measure 5.1. – 5.5.** Where targets were known/set, they were not reached. The Head Archivist began in October 2022 and was working with the record-keeping of the late Head Archivist. Recording-keeping in the time between the passing of the late Head Archivist and the hiring of the new Head Archivist was not consistent and therefore difficult to use for planning meaningful targets. Some targets were not set. In those cases, those measures represent ongoing information-gathering and projects as established by the new Head Archivist.
- **SO 6. Measure 6.1.** The target was not met, but this was anticipated, as the scale of the project and the resources needed to complete it make it an ongoing endeavor.
- **SO 6. Measure 6.2.** The target was met, as all invoices were addressed. This target may persist for AC 2023-2024.
- **SO 6. Measure 6.3.** The target was met, as University Libraries provided their needed data in a timely fashion and submitted before the IPEDS lock deadline. This target may also persist for AC 2023-2024.
- **SO 7. Measure 7.1. – 7.3.** Beginning in the Fall of AC 2022, the cataloging department began studying ways to run reports to get a more reliable number of records that needed updates so a reasonable target could be established and met. A more reliable estimate of items that need cataloging corrections, item records that need accurate/updated information, and adjustments was made with more reasonable targeted completion estimates. Also, reports and/or global edit projects were periodically run/completed resulting in a more analytical plan of action to ensure accuracy. Most of 2022-2023 was spent in making sure that all dissertations were in the ILS System and could be retrieved by library users and researchers. When time allowed, my department in AC 2022-2023, reviewed cataloging records and discussed ways to ensure that our plan of action could indeed make items more accessible to library users.
- **SO 8. Measure 8.1.** A new measure replaced the previous year's measure to reflect the staffing and resources of the department more realistically. As this is an ongoing project, the target was not met.
- **SO 8. Measure 8.2.** A new measure replaced the previous year's measure to

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reflect the staffing and resources of the department more realistically. This target was met, as a solution to an ongoing problem was identified and implemented.

- **SO 8. Measure 8.3.** This is an entirely new measure. This goal has not been met, as the training in question is still ongoing, but should be completed soon.

Plan of Action Moving Forward.

Service outcomes continue to guide the design and delivery of services within University Libraries, regardless of location within the University Libraries ecosystem. While all locations within the ecosystem share common policies and procedures, they serve different populations and needs. This also applies to individual departments within University Libraries. The ways in which their contributions to the overall operations of University Libraries vary but are no less important. Personnel turnover and change in University Libraries in 2021 and 2022 have both necessitated and enabled the unit to review its priorities, practices, and measures to determine what is meaningful and should be retained and what is not and should be changed or discarded.

Looking ahead to AC 2023-2024, and in keeping with the principle of continuous improvement and refinement of practice, the different departments and locations within the University Libraries ecosystem will implement a variety of actions that reflect this principle.

- **SO 1. University Libraries.** Instead of recommending increases in statistics be the focus for Measure 1.1, University Libraries will simply record and monitor these statistics moving forward for the 2023-2024 to obtain a post-pandemic baseline. An additional statistic will be added for 2023-2024 in the form of gate counts to contribute to the creation of a baseline in space usage. A new measure, Measure 1.2, will be added. It will focus on the revision and updating of University Libraries policies and job descriptions. University Libraries will continue promote resources and services through social media, promotional materials, library instruction, Messenger, Student Messenger, and participation in University events where appropriate (e.g., Freshman Connection).
- **SO 2. Library Instruction.** The library faculty committee will meet over the summer to discuss and recommend changes to the library LibGuide content and format. These recommendations will be implemented by the teaching faculty following the committee's recommendations. The recommendations will include revising outdated Guides and creating new Guides by subject and class. The teaching faculty will actively promote LibGuides through classroom instruction and faculty collaboration. For assessment purposes, the current research consultation survey will be maintained. Additionally, two new surveys will be created in Microsoft Forms to measure patron satisfaction with library instruction and general reference assistance. All three surveys will be administered electronically.
- **SO 3.** 1) LITRC, Nursing and Allied Health Instructors have approved the online video tutorials and Microsoft PowerPoint trainings. These are replicated in Moodle

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Shells and on the CONSAH Professional Training web pages to provide students 24 X 7 on-demand access at their point-of-need for training. Although instructors have provided positive subjective evaluation of the library instruction, instructors do not yet furnish qualitative measures of student improvement in assignments related to database searching and systematic review management tools. 2) Library faculty will market and promote consultations and training as an effective method of one-on-one research support. 3) Library faculty will work with Shreveport Student Support Services Director to disseminate library training and consultation available to 700 students on a quarterly basis.

- **SO 4.** The plan of action moving forward is to start promoting group and individual study rooms to professors and students. Specifically, targeting advertisements to new professors who may not be aware of the study rooms in the library or even the existence of the library itself. This will be done by creating study room promotional materials to include each semester during on call meetings. Additionally, the library will promote the use of study rooms throughout the semester by utilizing social media to remind professors and students that the library is here and that we have quiet study rooms available. For measure 4.1, the NSU Leesville/Ft. Polk library associate manager will collect and analyze usage data for the group and individual study rooms with a target goal of 5% usage rate for AC 2023-2024. Finally, Measure 4.2 will be changed to reflect study rooms data rather than Reserves data. The new Measure 4.2 will be “The library associate manager will communicate with NSU Leesville/Ft. Polk Library patrons to assess the effectiveness of current study room policies and procedures with a target response of 3%.”
- **SO 5.** Following a full cycle of data-gathering, needs assessment, and other activities, the CGHRC will move forward with the actions and recommendations as laid out in this section. In several cases, this will be making decisions regarding targets for which to aim. In other cases, it will represent reporting on on-going projects.
- **SO 6.** The plan of action moving forward will focus on removing six rows of shelving. As a result of rightsizing the print journal collection, six rows of shelving will be removed allowing the remaining shelves to be moved 36 inches apart to accommodate wheelchair access to achieve the goal of ADA compliance. All measures will be carried forward into AC 2023-2024, as they represent ongoing projects necessary for the maintenance of University Libraries’ physical and electronic resources.
- **SO 7.** The Cataloging Department will resume the correcting of existing records in the ILS System in addition to addressing the following changes. The department will also implement in 2023-2024, a meeting that will be held with Joel Hicks, Megan Lowe, and Debbie Huntington in attendance to determine if dissertations older than five years will be accessible and shelf-ready or will they be pulled and placed as non-circulating materials due to accreditation standards and guidelines.

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The Cataloging Department will continue processing, cataloging, and modifying records of all NSU produced dissertations, theses, research projects, etc. as they arrive to ensure that they are a full/complete bibliographic MARC records according to current standards, guidelines, and cataloging rules. Moving forward in 2023-2024, we will also check on the progress made by Cole Gentry on correcting degree verbiage, so it is consistent in the Graduate Office, catalogs, online, etc. Once we obtain corrected degree verbiage, modifying records in the ILS System to reflect those changes on bibliographic records so degree verbiage is correct and consistent.

- **SO 8.** The Government Documents Librarian will work with the Head of Serials to find a disposal solution for the enormous US Serials Set collection. He will also work with his assistant in identifying and disposing of the tangible document collection in the first-floor Government Documents Room. The LSA will also complete the “LOUIS Electronic Resources Administrator Level 3” training.