Assessment Resource Office
Year-end Report for Fiscal: March 2011-2012

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Executive Summary

2011-12 was a busy year for the Assessment Resource Office. A variety of projects were undertaken in both statistics and assessment. ARO staff provided support for the library staff in completing Ethics reviews, assisting with document preparation and submission, as well as liaising with the Ethics office where necessary.

ARO staff also provided support for research projects being undertaken in the libraries, with staff creating or assisting in the creation of online surveys, completing data analysis, and writing reports. The main research methods used by library researchers and supported by the ARO were surveys, interviews and focus groups.

Projects supported by the ARO this fiscal year were undertaken at campus and national scales. ARO staff provided support to all units of the libraries, for example the Curriculum Library Study and the IR/ETD Survey. These opportunities to work with other units across the libraries also allowed for ARO staff to educate more library staff on the services provided by the ARO.

Regular statistics projects, such as the monthly Client Services statistics, and the annual CARL and CPSLD statistics also engaged ARO staff time over the year.

For 2012-2013, the main goals for the ARO are:

1. To continue providing services to library staff as per usual.
2. To continue providing support to both individual research projects and those evolving from the Libraries' Strategic Plan.
3. To provide support for finding efficiencies in library units to assist in dealing with budget cuts in ways that would alleviate any need for staff layoffs.
1.0 Projects and Achievements

1.1 Statistics
   1.1.1 Client Services Statistics
As is customary, monthly summary statistics were prepared for all seven service points within the Client Services unit, and they were posted on the Libraries’ SharePoint webpage: share.uvic.ca > Units > Assessment Resource Office > Statistics > Client Services Statistics. In addition, ARO staff responded to requests for Client Services data from all units, in the form of both raw data and formal reports.

1.1.2 CARL statistics
CARL statistics were prepared in May 2011, with data collected from different units in the Libraries and then collated in MS Excel. ARO staff updated unit worksheets to follow CARL data collection, sent them out to the units, received them back, entered the data into a master spreadsheet for the entire libraries system, and then reported this collated data. CARL statistics were reported in February 2012, and were entered in the CARL web-form.

1.1.3 CPSLD statistics
CPSLD statistics were requested in June 2011 and were collated from the unit year-end data submitted by all units. Statistics were submitted in an Excel format to CPSLD.

1.1.4 Library equivalent volumes
ARO staff prepared statistics to be reported to the BC Ministry of Advanced Education by UVic’s Institutional Analysis and Planning Unit using Ministry guidelines.

1.1.5 General statistics requests
ARO staff also provided statistics on demand to library staff and to campus and external parties. These requests generally were either for data or graphs, or both. One or two requests per month were common for this fiscal year.
1.2 Assessment

1.2.1 Support for ethics applications for research projects
ARO staff also provided support to individuals in the library who needed to complete applications for research to the Human Research Ethics Committee. Assistance generally took the form of consulting with the project proponents and preparing the application for them, or assisting them in preparing the application themselves.

1.2.2 Curriculum Library Study
ARO staff provided support to Shailoo Bedi for a study that was intended to look at ways to improve the Curriculum Library. Preliminary and final reports were submitted for the study and these reports were based on review of statistical data, literature review, field observation, survey, focus group, and interview.

1.2.3 International Student Affairs Survey
The survey was created in conjunction with the Student Affairs Office to obtain inputs from UVic international students on what type of services they would like to see in the McPherson Library Learning Common space. ARO staff’s main roles were in the creation of the survey questions and in the analysis of the results, while the Student Affairs Office’s role was in the uploading and distribution of the survey through the Campus Lab survey system.

1.2.4 Canadian IR/ETD Survey
The ARO provided support to Nancy Stuart, Technical Services Librarian, and Katy Nelson, Information Services Librarian, for a survey that they conducted regarding an Electronic Theses and Dissertations and Information Repositories. This survey was a follow up to the 2009 study that Nancy undertook. The ARO entered their prepared surveys (in English and French) in SurveyMonkey, distributed and maintained the online surveys, analyzed the data, and provided them with a final report. ARO also assisted in the preparation and writing of the Human Research Ethics application.

1.2.5 Supervisory Training Evaluation
To support the Libraries’ Strategic Plan, the Staff Development Office implemented a pilot training program for all Client Services Unit supervisors, in which ARO assisted with obtaining program participants’ feedback through interviews. ARO staff pulled themes from the recorded interviews and wrote a final report to Scott Downing, Staff Development Assistant.

1.2.6 Learning Commons Study
The Study was initiated by Justin Harrison, Teaching and Learning Librarian, to mimic the Curriculum Study in looking at ways to improve the use of space. ARO staff helped prepare a survey in the Survey Monkey and conduct observations on how students have been using the space in the Learning Commons and in the surrounding areas.
1.2.7 **Copyright Survey**
At the request of Inba Kehoe, Scholarly Communications Librarian and Copyright Officer, the ARO helped design, distribute and analyze a Survey Monkey survey to better understand faculty and instructor practices as they relate to the use of copyrighted materials in the classroom.

1.2.8 **Student Assistant and Library Monitor Survey**
ARO staff assisted Marthese Cassar, Client Services Senior Support Assistant, in distributing and analyzing the annual survey intended to obtain feedback about orientation and training that student assistants and monitors had received.

1.2.9 **Learning Commons Co-teaching Assessment**
Working with Peggy Warren, Visiting Librarian, and Justin Harrison, Teaching and Learning Librarian, ARO designed a Survey Monkey survey, maintained, and analyzed a survey to investigate if and how Learning Commons partners across Canada use co-teaching methods.

1.2.10 **Music and Media Service Evaluation Survey**
The survey was to identify areas of improvements in the Music and Media’ resources and services, by obtaining students’ feedback. As in the case of the 2009 survey, ARO staff helped making minor changes to the survey and analyzing it.

1.3 **Other projects**

1.3.1 **Equity and Diversity Committee**
This year ARO was asked to sit in the Equity and Diversity Committee, and as one of the initiatives for this year, the Committee held the Human Library Event on March 21st and 22nd. ARO staff participated in the planning of the 2012 Human Library Event by attending meetings, ordering t-shirts, providing administrative assistance in the training sessions of the ‘Books,’ and providing general assistance in the actual event (such as giving directions to visitors and answering questions).
2.0 Contact information

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