Assessment Resource Office
Year-end Report for Fiscal: April 2013 - March 2014

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Executive Summary

This year was very dynamic for the Assessment Resource Office (ARO), with multiple large projects conducted. This year, Pia Russell was added to the ARO as a new part-time Assessment Projects Librarian, adding capacity, particularly in qualitative areas, including program evaluation. This addition enabled the creation and implementation of the UVic Libraries inaugural Undergraduate and Graduate Student Surveys, a major project for the year.

Another major assessment initiative completed by the ARO this year was the Law Library Assessment, a project created to provide data for an external review of the Law Library, and to provide management with much-needed data. The ARO gathered and examined statistical and observational data, and implemented surveys and focus groups to provide a report for the external reviewers. The ARO also completed the inaugural UVic Student Technology Survey, in partnership with UVic Systems, to learn more about student technology use and needs.

ARO staff also provided support for research projects being undertaken in the libraries, creating or assisting in the creation of online surveys, completing data analysis, and writing reports. The main research method used by library researchers and supported by the ARO was surveys. ARO staff also provided support for library staff completing Human Research Ethics reviews, assisting with document preparation and submission, as well as liaising with the Human Research Ethics office, UVic Systems and University Secretary’s Office where necessary.

ARO staff provided internal quality assessment support to many library units. These opportunities to work with other units across the libraries also allowed for ARO staff to familiarise library staff with the services provided by the ARO. Regular statistics projects, such as the monthly Client Services statistics and the annual CARL and CPSLD statistics submissions also occupied ARO staff time over the year.

ARO staff also continued to participate in regional workgroups and in conference organizing via COPPUL and CARL, as in the previous fiscal year.

For the 2014-2015 fiscal year, the main goals for the ARO are:

1. Sharing the ARO’s work through posters and panel presentations at the 2014 Libraries Assessment Conference in Seattle, WA,
2. Creating a locally-developed faculty survey,
3. Completing the coding and analysis of data for the 2014 Undergraduate and Graduate Student Surveys. Comment reports will also be distributed to all relevant Libraries areas/units.
4. Continuing collection of unit statistics, with a focus on reexamining ways in which data are collected to ensure data quality, and
5. Reexamining the Academic Commons statistics collection to ensure all service points are collecting statistics in the same manner.
1.0 Projects and Achievements

1.1 Statistics

1.1.1 Academic Commons Statistics
As in previous years, summarized statistics were prepared for all seven service points within Academic Commons, and were reported on the libraries’ SharePoint webpage. The ARO responded to requests for data from all units, providing both raw data and more formal reports. Changes to the online statistics widget were coordinated with and implemented by John Durno, and late data entry/ error correction where necessary was completed by Systems staff. This year, statistics collection was also set up and rolled out for the Loan Desk at the Law Library, in order to capture the same statistics that are collected at Academic Commons service points.

1.1.2 Unit statistics
Unit statistics were prepared in April/May 2013, with data collected from the following units: Archives and Special Collections, Academic Commons, Continuing Studies, Law, Reference and Collection Management Services. These data were then evaluated for accuracy and collated in an MS Excel worksheet.

1.1.3 CARL statistics
This fiscal, CARL has changed its data collection survey, adding several new measures and deleting other measures. The overall result is a slightly shorter survey. ARO staff gathered additional data where necessary for the 2012-13 submission, and made changes to the unit statistics forms for the 2013-14 data collection. CARL statistics were entered in the CARL web-form in November/December 2013.

1.1.4 CPSLD statistics
CPSLD statistics were requested in July 2013, and were collated from the unit statistics collected by ARO staff. Statistics were submitted in an Excel format to CPSLD. Data submission was double-checked and annotated where necessary. The gate count statistic was accidentally omitted from the submission; this was corrected in May 2013, and will be updated in the electronic statistics report available on the CPSLD website.

1.1.5 Library equivalent volumes
As in previous years, the ARO prepared statistics on request from Institutional Planning and Analysis, to be reported to the BC Ministry of Advanced Education.

1.1.6 General statistics requests and reports
ARO staff also provided statistics on demand to library staff, and to campus and external requestors. These requests generally were either for data or graphs, or both. One to three requests per month were common for most of the year. Examples of this include self-checkout use statistics, Law Library exam period study room use, and hours booked in study rooms in the McPherson Library.
1.2 **External Working/Task Groups**

1.2.1 **COPPUL ROI / Library Value Working Group**

The ARO analyst is a member of this working group, which is tasked with examining the topics of ROI and library value as they relate to COPPUL members. The group designed a workshop for COPPUL directors which was held in Winnipeg in October 2013, focusing on the assessment of ROI and value as related to collections. The ARO analyst presented UVic’s three-tier assessment plan as part of the workshop, which was well-received by the directors.

1.2.2 **Inaugural Canadian Library Assessment Workshop (CLAW)**

The ARO analyst was a member of the organizing committee for CLAW 2013. This CARL-sponsored workshop initiated a Canadian discussion about assessment practices at academic libraries. Shailoo Bedi presented the keynote speech for the “Assessment 101” session, and facilitated a round table discussion on research versus assessment, also for the Assessment 101 session.

1.3 **Research Support**

1.3.1 **Support for ethics applications for research projects**

The ARO 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 investigators, providing advice on the Ethics Review process, providing recommendations on how best to fill in the application based on research project criteria, and preparing the application or assisting in preparing the application. Assistance was provided to Rebecca Raworth and Justin Harrison for their study leaves.

1.3.2 **Asian Studies Reference Services Pilot Survey**

The ARO assisted Ying Liu and her colleague Jing Liu of UBC with the annual renewal of their project Human Research Ethics approval.

1.3.3 **Research Librarian Study**

The ARO analyst assisted Shailoo Bedi and Christine Walde in preparing their Human Research Ethics application for this project, a qualitative study to examine the experiences of academic librarians embedded in faculty research teams.

1.3.4 **Fine Arts Research Group**

The ARO assisted the Fine Arts Research Group (Christine Walde, Shailoo Bedi, Bill Blair and Tad Suzuki) with a Human Research Ethics application for their research project on the research-creation behaviours of UVic Fine Arts undergraduate students. ARO staff advised on survey design, implemented and maintained an online survey, analysed results and created a results report. Crosstabs were also prepared for specific survey results.
1.3.5 **LEED Library Survey**
The ARO assisted Andrea Townsend with designing a survey to assess the ways in which Canadian libraries’ LEED certifications influenced their work promoting environmental awareness to library users. ARO staff created and administered an online survey, and delivered the raw data.

1.4 **Assessment**

1.4.1 **General support for assessment projects**
The ARO provided support where necessary for brief questions about assessment, e.g. reviewing focus group questions or survey questions. Support provided could also take the form of general advice on how to collect data to measure a specific phenomenon that library units were interested in.

1.4.2 **LibQUAL+ 2013**
The results of the 2013 LibQUAL+ survey were presented to library staff, library administration, and the Senate Committee on Libraries in April 2013.

1.4.3 **Undergraduate and Graduate Surveys**
Two surveys were developed by the ARO in 2013/14 to support the new strategic directions for the Libraries by gathering student opinions about the libraries services, collections and spaces. The first survey was for sampling undergraduate students, and the second for graduate students. The two surveys were implemented between February 17 and March 7 2013; there were a total of 543 undergraduate respondents, and 786 graduate student respondents. The results are currently being analysed and will be shared with staff in late June.

1.4.4 **2014 Student Assistant and Library Monitor Survey**
The ARO worked with Marthese Cassar and Chris Smith to update the previous survey while maintaining the survey goals. The ARO created and maintained the online survey; the closing date is in the new fiscal year.

1.4.5 **Collections Assessment Projects**
The ARO worked with Lisa Petrachenko and Ken Cooley on a collections assessment project to examine the use of books bought on approval plans in discrete call number ranges. Data were gathered by Sandy Gordon, and will be graphed to compare use between hand-selected and approval plan selected materials over time.

1.4.6 **Service Desk Assessments**
This project was implemented to assess library users’ opinions of the service provided at service desks in the Academic Commons, including the Loan Desk, Music and Media, the Learning Commons Assistant desk, and the Curriculum Library. At each participating location, staff
handed out a short, four-question survey to library users being helped at the desk; respondents dropped completed surveys in boxes which were collected by ARO staff. A total of 477 responses were received; these data were entered and analysed by the ARO. The responses indicated that library users were very satisfied with the service they received.

1.4.7 **Student Technology Survey**
This survey was implemented by the ARO in partnership with Rich McCue and University Systems (represented by Nav Bassi and Marcus Greenshields); the committee was chaired by Shailoo Bedi and Nav Bassi. The survey was designed to investigate how students from Education, Nursing, Law, Residence, Public Administration, and Business were using technology as part of their experience on campus, and to investigate what types of technology students had access to. The survey collected 488 valid responses, which showed that students were using technology widely to support their campus activities, and had access to a broad variety of technologies, including laptops, tablets, and smartphones.

1.4.8 **Law Library Assessment**
In January 2014, as a result of the retirement of long-term staff members Neil Campbell and Irene Godfrey, the ARO assessed the Law Library to provide background data for an external review being conducted in April 2014. The ARO designed an assessment plan for the project, based on the ARO’s 3-tiered assessment model. The sub-projects and consequent results of the wider assessment project are as follows:

- **Circulation statistics**
  - Circulation has been declining steadily over the past 10 years.

- **Ethnographic observations:**
  - Assessed the use of space by library users, including daytime, afternoon, evening, and weekend observations.
  - Showed that the busiest area of the library is the circulation desk, where library users retrieved room keys, checked out materials, and asked for assistance.

- **A student survey**
  - Students found that all library features were important, and they were satisfied with the libraries, other than wanting an increase in the library air temperature, less noise, and more group study space.

- **A faculty survey**
  - Overall faculty used the library and website regularly, worked with librarians to order materials, and were very pleased with staff service. The only suggestion for change to the library was to improve the technology in the teaching rooms.

- **A graduate student focus group**
  - This session produced themes around study carrels (mixed use and high appreciation of), reference and research help (more advertisement of services needed, want to have a specialized meeting with librarians at start of degree to explore resources available), library materials (use mainly McPherson materials
and some Law materials, mixed preferences for electronic and print materials), space (library seems empty), and ILLO (dislike ILLO fines, would like longer ILLO loan periods).

- A faculty focus group
  - This session produced themes around collections (currently satisfied, though may need some review due to richer/poorer areas), research support from librarians (more support is desired), changes to the Law Library (new head of Law should have a law degree and should teach Law classes, want to maintain some autonomy from main library), space (renovated space is beautiful), and services (frustration with new ARES course reserve system).

1.4.9 University Archives Records Management Training Assessment
This assessment project was implemented to assess the effectiveness of a new records management, privacy and security training program designed by the UVic Privacy Officer and University Archives. ARO staff created the survey, and worked with Archives staff to finalise the survey. The online survey was implemented and maintained by ARO staff; results were downloaded for three separate cohorts, data were analysed, and reports generated and delivered to University Archives.

1.4.10 ARO presentation to LibCouncil
This year, coinciding with a redesign of the ARO SharePoint site, the ARO gave a presentation to LibCouncil highlighting the services that the ARO provides, including a section on methods and a section on Ethics applications.

1.4.11 Education Librarian Evaluation
The ARO assisted Pia Russell with an evaluation she wanted to distribute to Education graduate students to assess the effectiveness of her services. The ARO assisted by reviewing assessment questions, implementing the online feedback form, downloading and analyzing data, and producing a report for Pia.

1.4.12 Learning Commons Partners Survey
Justin Harrison, Learning Commons Librarian, conducted a survey of Learning Commons (LC) partners to see how they perceive the LC and to investigate if there were any areas the partners thought the LC could improve. The ARO assisted with survey design, implemented and maintained the online survey, downloaded and analysed the data, and created a results report.

1.4.13 Moving Trans* History Forward Conference Evaluation
The ARO assisted the Moving Trans* History Forward organizing committee in designing and implementing a feedback survey for conference participants. The ARO created and managed the online survey, downloaded, cleaned and analysed the data, and prepared a results report for the committee.
2.0 Goals and future projects for 2014-15

The assessment projects that the ARO will focus on over the coming year will be those which support the libraries’ strategic directions. As in past years, the main points of importance are supporting student success, measuring library value, and supporting learning and research. ARO staff will continue to offer support to library staff in study leave, research, assessment and statistics projects.

Major assessment goals include:

- Creating a locally-developed faculty survey,
- Presenting ARO projects through posters and panel presentations at the 2014 Libraries Assessment Conference in Seattle, WA, and
- Completing the coding and analysis of data for the 2014 undergraduate and graduate student surveys.
- Finalising Student Technology Survey Report.
- Investigate contributing an article on the ARO’s 3-tier assessment plan.

Goals related to statistics include:

- Continuing collection of unit statistics, with a focus on reexamining ways in which data are collected to ensure data quality,
- Continuously examining the data available to see if new metrics can be extracted that would better demonstrate library value, as well as support decision-making and strategic planning,
- Re-assessing Academic Commons statistics collection to ensure all service points are collecting statistics in the same manner.
3.0 Contact information

For more information about this report, please contact:

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