LIBRARY ASSESSMENT PLANS

In support of the Indiana State University mission and strategic plan and in acknowledgment of its responsibility as a provider of information resources, services, and instruction, Cunningham Memorial Library recognizes three primary objectives in support of the Library Vision and Mission. These objectives describe the central goals of Library efforts and services. Objectives are achieved through the cooperation and collaboration of Library Departments as illustrated by their outcomes statements. Assessment of these outcomes provides the Library with reliable evidence to inform strategies for continuous improvement of student learning and services.

CUNNINGHAM MEMORIAL LIBRARY OBJECTIVES

1. Learning and Instruction
The Library promotes learning and research by offering training and instructional support and by facilitating access to information resources to clientele so they become more self-confident, self-directed lifelong learners.

2. Manage Quality Collection
The Library creates, organizes, and manages a quality information collection that meets the teaching, learning, and research needs of ISU students, faculty, staff, and of the community.

3. Access and Distribution
The Library facilitates efficient and effective access and distribution of information to ISU students, faculty, staff, and to the community by providing instruction and assistance.

> **1.1. Extravaganza**
> The Library will host the Extravaganza to raise awareness of library services and teach information literacy.
>
> **2.1. LibQUAL**
> The Library will conduct the LibQUAL survey every three years to measure patron satisfaction of library services.

ACQUISITIONS DEPARTMENT

1. Accuracy
Staff accurately order the item requested.

2. Timeliness
Staff complete efficient acquisitions procedures to provide the university community with library materials in a reasonable amount of time.

CATALOGING DEPARTMENT

1. **Accuracy**
   Cataloging provides accurate cataloging service to patrons.
   1.1.   Cataloging staff will decrease the rate of cataloging errors, resulting in the reduction in the need for items being returned to the department for revision via a Cataloging Review.

2. Efficiency
Cataloging completes efficient cataloging procedures.

2.1. Cataloging provides efficient service of items cataloged or revised.

2.2. Cataloging provides efficient service of authority records entered or revised.

2.3. Cataloging staff will make certain all new materials sent to the department for cataloging are sent to the Processing department within a consistent and reasonable amount of time.

3. Comprehensiveness
Cataloging provides the most complete records possible.

3.1. Bibliographic records
Cataloging provides the most complete bibliographic records possible, given time and priority considerations, so that researchers using the library's OPAC can obtain the most information possible about an item.

3.1.1. Cataloging staff will strive to reduce the number of records that have minimal-level bibliographic data.

3.2. Authority records
Cataloging provides the most complete authority records possible, given time and priority considerations, so that researchers using the library's OPAC can obtain the most information possible about an item.

3.2.1. Cataloging staff will input changes to authorities in a timely manner.

CIRCULATION DEPARTMENT

1. Organization of Collection
Circulation Department maintains a well-organized information collection.

1.1 Efficiently Reshelves
Staff efficiently reshelves library materials.

1.2 Shelf Reading
Materials on the shelves are organized correctly.

2. Access and Distribution of Information
Circulation Department facilitates efficient and effective access and distribution of information to ISU students, faculty, staff, and to the community by providing instruction and assistance.

2.1. Efficiently Processes Reserves Materials
Circulation Department efficiently processes online and print class reserves material in support of the curricula.

2.2. Shelving New Materials
Circulation Department works with Cataloging Department to move newly purchased material to the shelves.

3. Excellent Customer Service
Circulation Department provides quality customer service at the Circulation desk.

3.1. Customer Service
Circulation Department provides prompt, courteous, and helpful service to library patrons.

1. Findable Web site
Information is findable on the Library Website.

1.2. Web site organization
Items are organized within the Library Website in a manner that allows patrons to successfully retrieve information.

2. Technology

2.1. Sufficient Technology
Technology sufficient and plentiful to aid information access and study needs.

2.1.1. Available Computers
Library work stations are sufficient and plentiful to aid information access and study needs.

2.1.2. Update computers
Computer work stations will be capable of running current technologies.

3. Electronic Resources

3.1. e-Resources Adequate
Electronic resources are adequate to meet the research and learning needs of ISU patrons.

COLLECTION OUTCOMES SET

1. Collection supports curricular information needs
Liaisons will collect and provides access to a variety of primary and secondary print, manuscript, media, and electronic resources to support the curricular information needs of students and faculty.

2. Collection supports research needs
The Liaisons will collect and provide access to a variety of primary and secondary print, manuscript, media, and electronic resources to support the research needs of students and faculty.

3. Faculty engagement in collection development
The Liaison will engage in the faculty in the development of library collections to support curricular and research needs.

INSTRUCTION/STUDENT INFORMATION COMPETENCE SKILLS OUTCOMES SET

1. Values inquiry
The student will be able to determine the nature and extent of the information needed.

1.1. Identify keywords
The student will be able to identify keywords or subject terms that describe the information need

1.2. Popular vs. scholarly & primary vs. secondary sources
The student will be able to differentiate between popular vs. scholarly, specific vs. background, and primary vs. secondary sources of information

1.3. Modify and focus information need
The student will be able to define or modify the information need to achieve a manageable focus.

2. Applies strategies
The student will be able to access needed information effectively and efficiently.

2.1. Obtain information source appropriately
The student will be able to recognize the type of information source needed and know how to access it in the library, online, or via inter-library loan/document delivery

2.2. Boolean logic, truncation, and limiters
The student will be able to construct a search strategy using appropriate commands and keyword or subject terms for the information retrieval system, including Boolean logic, truncation, and limiters

2.3. Refine search strategies
The student will be able to recognize when search strategies have to be refined

2.4. Retrieve information using a variety of methods

The student will be able to retrieve information online or in person using a variety of methods, such as:

* Online catalogs
* Periodical databases
* Classification schemes
* Inter-library loan/document delivery services

3. Evaluates sources

The student will be able to evaluate information and its sources critically and incorporate selected information into his or her knowledge base and value system.

4. Synthesizes

The student will individually or as a member of a group, use information effectively to accomplish a specific purpose.

4.1. Develop a product or performance

The student will be able to develop a product or performance to communicate the results of research (annotated bibliography, research paper, class presentation, portfolio, etc.)

5. Uses information responsibly

The student will demonstrate understanding of the many economic, legal, and social issues surrounding the use of information, and access and use information ethically and legally.

5.1. Recognize plagiarism

The student will be able to recognize plagiarism

5.2. Login to databases

The student will be able to recognize the need for and how to authenticate into the library's online resources

5.3. Cite sources

The student will be able to cite sources using a consistent documentation style

SERVICES THAT SUPPORT TEACHING AND LEARNING OUTCOMES SET

1. Professional service

The Reference/Instruction Department provides courteous, capable, and responsive service that demonstrates professionalism and pride in our work.

2. Pleasant physical environment

The Reference/Instruction Department creates a physical environment conducive to study and research.

3. Open hours

The Reference/Instruction Department provides open Reference hours that takes into consideration both the schedules of our students and faculty and the realities of budgetary constraints.

4. Point-of-use instruction

The Reference/Instruction Department provides skillful and engaging individualized point-of-use instruction, both in-person and virtual, that helps students develop their information competence skills.

5. Collaborate with faculty on instruction
The Reference/Instruction Department actively engages with faculty collaboratively to develop assignments and instructional experiences that develop students' information competence skills.

6. Provides classroom instruction
The Reference/Instruction Department provides skillful and engaging classroom instruction, which helps students develop their information competence skills.

7. Organization & access to print collection
The Reference/Instruction Department facilitates searches for needed information by maintaining the efficient organization of and timely access to the Library's print and manuscript collections, including course reserves.

8. Organization & access to electronic resources
The Reference/Instruction Department facilitates searches for needed information by maintaining the efficient organization of and timely access to electronic resources via its Web pages, including course reserves.

WRITING CENTER OUTCOMES SET

1.0 Writing process
Student will understand writing as a process.

2.0 Thesis clear
Student will be able to create a clear thesis statement.

3.0 Connect ideas to topic
Student will be able to connect developed ideas to a topic.

4.0 Brainstorm ideas
Student will be able to brainstorm ideas and think critically.

5.0 Discuss writing
Student will be able to discuss writing and research with faculty and peers.

6.0 Incorporate research
Student will be able to correctly and smoothly incorporate research.

7.0 Cross reference
Student will be able to comprehend the cross reference process.

SPECIAL COLLECTIONS DEPARTMENT

1. Promotion

1. Promote collections
Special Collections publicizes and promotes materials locally, regionally, and beyond to interested parties, including researchers and collectors through teaching, tours, media appearances, and internal and external publications.

> **1.1. Promote use of the collections**
> Special Collections librarians promote the collections at national collection-oriented organizations.

> **1.2.**
> ISU faculty, staff, and students use Special Collections materials for research, teaching, and work.

2. Accessibility

> **2.1. Provide complete access**
> Special Collections provides bibliographic information on the library OPAC or Special Collections website for uncataloged items in the various collections.

> **2.2.**
> Special Collections will pursue funding to facilitate project completions resulting in more bibliographic information about items being added to the collection.

3. Expansion

3. Expand holdings
Special Collections maintains efforts to broaden existing collections through acquisitions, gifts, and similar activities.

> **3.1. Expand holdings**
> Special Collections maintains contact with previous donors in order to possibly garner new donations, therefore expanding collections

> **3.2.**
> Publicly recognize previous donors in order to possibly garner future donations from these individuals and others, aiming to expand collections with new donations

UDAS NON-ACADEMIC OUTCOMES SET

1. Archives
ISU Archives collects and preserves information defined as important to ISU now and in the future.

1.1. Findable Archives Storage
Online information items are organized in a manner that allows patrons to successfully retrieve information in the Archives.

1.2. Findable Archives Web Site
Online information items are organized in a manner that allows patrons to successfully retrieve information in the Archives Web site.

1.3. Digital Standards of Archives
Digital materials produced are scanned according to relevant archival standards on the Archives Website.

2. Sycamore Scholars
Sycamore Scholars collects and preserves the creative and scholarly output of ISU faculty, staff and students now and in the future.

2.1. Findable Sycamore Scholars
Online information items are organized in a manner that allows patrons to successfully retrieve information in Sycamore Scholars.

2.2. Digital Standards in Sycamore Scholars
Digital materials produced are scanned according to relevant archival standards in Sycamore Scholars.

3. WV3
Wabash Valley Visions & Voices Digital Memory Project collects and preserves the history and cultural heritage of west central Indiana now and in the future.

3.1. Findable WV3
Online information items are organized in a manner that allows patrons to successfully retrieve information on the WV3 Website.

3.2. Digital Standards in WV3
Digital materials produced are scanned according to relevant archival standards on the WV3 Website.

4. Training

4.1. Metadata training
Attendees will learn basic metadata skills.

4.2. ContentDM training
Attendees will learn basic skills of management of ContentDM.

4.3. Intern
Interns will acquire basic knowledge of digital preservation.