

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
1. Linscheid Library will establish, promote, and maintain an array of quality services that support the academic programs and cultural enrichment of the university.	A. Establish and meet standards for service.	1. Identify services.	Generated list of services.	Continued services meeting the needs of our users.	Librarians	2007-2008 (Dec 2007)	
		2. Determine standards for service.	Written documentation.	Policies are revised as needed.	Librarians	2007-2008 (April 2008)	Best practices Comment books
		3. Review existing policies.	1. Established schedule of policy review. 2. Reviewed policies include updated date on webpage.	Establish consistency.	Librarians	2007-2008 (May 2008) Review & revise, if needed, in the 3 <sup>rd</sup> year, fall semester	
		4. Review procedures manuals for individual service departments and provide current documentation.	Established schedule for review, dates included on manuals (last revised date).	Updated manuals.	Librarians	Ongoing	Documentation folder on K drive
		5. Develop systematic process to evaluate service. (external)	Feedback through surveys, focus groups and comment books/ cards with a schedule for review.	Meeting established standards for service.	Librarians Director	Fall 2008	Student & faculty surveys  Focus groups  Comment books

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
	B. Investigate the implementation of a centralized AV system.	1. List advantages/disadvantages of implementation.	Cost analysis and proposal stating why it is needed along with field trips/surveys of similar institutions.	To provide timely and efficient service to the university community.	AV personnel Director	Satellite has been moved. (Dec 2010)  Server is available. (July 2011)	Best practices
		2. Identify and collaborate with appropriate campus staff to determine overall benefit (who would be able to use it and where it would be available.).				Need cost proposal for upgrading smart classrooms	
		3. Determine/research how AV presentations are done at comparable institutions.					
		4. Determine equipment/labor that will be needed to set up a control room.					
		5. Determine staff involvement (who will need to be involved).					
		6. Determine location of the control room.					
		7. Establish a list of policies, including hours of operation.					

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
		8. Identify sources and seek external funding for equipment/ labor.					Grants office Funding agencies
	C. Implementing an e-reserve system.	1. Purchase Media Management module from Innovative.	Media Management module is purchased.	E-reserves along with further media capabilities.	Director Asst Director Innovative	Fall 2007 (October 2007)	Innovative invoice
		2. Establish policies/ procedures determining responsibility and content.	Policies and procedures manual.	Determine what the module is to be used for and who is to be involved.	Asst Director Circ librarian Spec Coll librarian	Fall 2007 (November 2007/April 2008)	
		3. Investigate need of any specialized equipment needed (scanners/audio transfer equipment).	Scanners, etc. are purchased.	Maximize capabilities of this module.	Asst Director AV librarian Spec Coll librarian	Fall 2007 (November 2007)	
2. Linscheid Library will provide access to a full spectrum of information resources supporting the curriculum and research.	A. Increasing availability of all collections.	1. Preserve and digitize items of historical value.	1. Define historical value. 2. Utilize WCA analysis to evaluate digitization needs. 3. Form a digitization plan.	Decisions on what to digitize.	Spec Coll librarian (#1 & #3) Librarians (#2)	Spring 2009	Digitization Plan  Weeding Handbook
		2. Retrospective cataloging of maps received through government documents, and begin the practice of map cataloging.	Federal and State depository guidelines.	Guidelines will determine whether the material needs to be cataloged.	Gov docs dept	Spring 2011	Best practices

Ongoing – items reviewed yearly and reported annually.  
June 2007 (Revised April 2012)

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
		3. Retrospective updating of local holding records in OCLC.	Number of records updated.	Know OCLC LHRs are updated.	Periodicals dept	December 2011 <b>Training in May 2011 – phase 1 completed July, phase 2 by Dec.</b>	Best practices
		4. Move to proxy server only system for remote access.	Number of URLs updated in WebOPAC.	Know the proxy server has been implemented.	Elec Res librarian	2008-2009	December 2008
		5. Create feature films, popular fiction, etc. lists.	1. Lists created in feature list function of WebOPAC. 2. Lists created in Librarything.com.	Increased availability of collection.	Cataloging dept	Spring 2010	September 2010
	B. Collecting diverse resources.	1. Review collection development policies in odd fiscal years.	Updated date on policies webpage.	Improvement of collection development policy.	Acquisitions dept	Spring 2009 Ongoing	
		2. Compare our policy to those of comparable institutions and weigh against known best practices.	Documentation of similarities/ differences among policies.	Improvement of collection development policy.	Acquisitions dept	Oct 2011 Jan 2012	Best practices
		3. Develop a systematic purchasing plan to address identified areas of need within the collection. a. Investigate adding standing orders; monthly ordering schemes; and utilizing	1. Utilize the WorldCat Collection Analysis (WCA) tool to compare our collection with those of comparable institutions. 2. Identify areas of need through WCA and collaboration with faculty.	1. Improvement of purchasing plan.  2. Improvement of purchasing plan.	Acquisitions dept	2007-2008 (April 2008)	WCA Faculty survey

Ongoing – items reviewed yearly and reported annually.

Page 4 of 12

June 2007 (Revised April 2012)

K:\LIBRARY\assessment\official documents\closing the loop.doc

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
		catalogs to create NYP lists for notifying faculty in areas of need. b. Continue collection of award winning books.	3. Asking faculty directly. 4. Creation of an SOP.	3. Continue service, or not. 4. Help determine what to order.			
		4. Utilize WCA to weed the collection on a systematic basis, and in accordance with collection development policies.	1. Number of deleted records. 2. WCA comparison reports. 3. Establish a weeding policy. 4. Establish a weeding calendar.	Help determine whether we need to collect/weed in certain areas.	Librarians	Fall 2009	WCA Weeding Handbook Millennium reports
3. Linscheid Library will provide a wide range of library instruction in multiple formats.	A. Delivering course/program/audience specific instruction.	1. Revise Freshman Seminar library requirements.	New requirements implemented.	1. To modify modules and revise quizzes. 2. To refine the scope of instruction.	Director Instruct librarian	Fall 2007 (August 2007)	Quizzes
		2. Develop library modules and assessment for BSOL program.	1. Modules and assessment implemented. 2. Results of pre/post tests. 3. Results of quizzes.	To modify modules and revise quizzes.	Director Instruct librarian	Fall 2007 (August 2007)	Quizzes
		3. Identify course and program needs.	1. Talk to deans and faculty. 2. Make list.	Address needs from list.	Director Instruct librarian	<b>Revised information literacy plan proposed to librarians July 2011</b>	Faculty consult
		4. Work with academic departments to identify core courses in each discipline.	Same as above.		Director Instruct librarian		Faculty consult

Ongoing – items reviewed yearly and reported annually.

June 2007 (Revised April 2012)

K:\LIBRARY\assessment\official documents\closing the loop.doc

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
	B. Using multiple formats to provide instruction.	1. Create instructional handouts available in paper and electronically.	The number of handouts available.		Instruct librarian	Ongoing	
		2. Provide tutorials via the Web.			Instruct librarian	Ongoing	
	C. Assessing student learning.	1. Develop an assessment plan for formal instruction.	1. Create pre/post tests. 2. Create assignment rubrics.	To revise instruction. This is ongoing.	Director Instruct librarian	Ongoing	Quizzes Assignments
		2. Develop an assessment plan for reference services.			Ref Assess cmte	Fall 2007 (September 2007)	Post trans card Peer/Super eval Student survey Focus groups
4. Linscheid Library will be an active partner in the academic life of the institution and in the community.	A. Collaborating with faculty and other university personnel.	1. Get faculty input on collection's areas of need. a. Syllabi survey. b. Weeding lists.	1. Number of departmental purchase requests. 2. Results of syllabus survey. 3. Results from weeding lists.	Improved collection	Records asst (#1) Director (#2) Instruct libr (#2) Librarians (#3)	Yearly (#1)  Every 5 years w/FY08 (#2)  According to weed calendar (#3)	Purchasing list Syllabi survey Weeding policy Weeding calendar Weeding lists Faculty survey
		2. Expand the library's awareness of campus programming in order to have speakers' books on hand before they're on campus; create program-specific displays; and have a presence at major events.	1. Number of campus events we provided space for. 2. Number of campus events we provided resources for. 3. Number of events/exhibits we did related to campus events.	Increased campus related library activities	Outreach librarian	Ongoing Marketing Plan in Fall 2008	Campus calendar Library events list Flyers/posters Word of mouth Marketing Plan Event Plan Collaboration Plan

Ongoing – items reviewed yearly and reported annually.

June 2007 (Revised April 2012)

K:\LIBRARY\assessment\official documents\closing the loop.doc

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
		a. Survey departments for planned events. b. Check campus calendar.	4. Number of events the library was involved in outside of the library.				
		3. Facilitate faculty research. a. Create internal tracking form. b. Create follow-up form.	1. Number of faculty service was provided. 2. Number of articles, etc. copied, etc. 3. Results of internal tracking form.		Librarians	Ongoing Forms in Fall 2008	Forms
Determined this goal not part of library's plan, July 2011		<del>4. Get involved with academic department's assessment plans.</del>	<del>Library component in departmental assessment report.</del>		Director	2009-2010	<del>[thinking about getting rid if]</del>
	B. Marketing the library's services to the community.	1. Contacting area schools for library tours/ instruction.	Number of schools and participants.	Bridging the gap	Instruct librarian	Ongoing	Letters Tracking form
		2. Advertise services and events through press releases.	1. Number of notices sent to PIO. 2. Number of notices published by PIO.	Increased community awareness	Responsible party	Ongoing	
		3. Investigate purchase and utilization of Innovative's RSS feeds for the WebOpac.	Recommendation of viability.	Purchase or not	Elec Res librarian AV librarian	Fall 2008	Sales quote Training materials Recommendation  Decided NOT to pursue
		4. Utilize faculty and staff email lists.	Number of emails sent.	Increased awareness	Responsible party	Ongoing	

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
5. The Linscheid Library will provide an accessible, well-planned, secure and sufficient space to meet the needs of staff and users.	A. Conduct a user needs survey regarding facilities.		Student, Staff and Faculty surveys are completed with a schedule for analyzing data.	Modify/improve unsatisfactory facilities based on criteria/standards.	Assessment cmte	Staff–Summer 2007 Students–Spring 2008 Faculty–Fall 2008	Faculty, staff & student surveys
	B. Comply with ADA standards.	1. Install Jaws software on a specified reference computer.	Jaws is operational, student feedback results.	Meet compliance with ADA standards.	AV librarian Ref librarian	Summer 2007 (August 2007)	
		2. Investigate magnification software.	List of software is completed based on criteria.	Meet compliance with ADA standards.	Ref librarian	Fall 2007 (February 2008)	Will continue to use what is freely available
	C. Improve signage.	1. Establish a design standard.	Documented standard.	To create and install better clearer signage.	Signage cmte	Mid Fall 2007 (November 2007)	
		2. Determine needs for new signage.			Signage cmte	Mid Fall 2007 (November 2007)	
		3. Install new signage.			Signage cmte	Spring 2008	
	D. Continue to improve public spaces.	1. Find benefactor for lounge furnishings.	The lounge has new furnishings, positive feedback through surveys, focus groups and comment books.	Continue to improve student space based on feedback.	Director Friends group Assessment cmte	Fall 2011	
		2. Establish wireless capability in student lounge.	Random testing of wireless connections.	Improve wireless operation as needed.	IT personnel AV librarian	Fall break 2007 (December 2007)	

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
		3. Develop a plan for installing banners in the Atrium area to improve acoustics.	Acoustical evaluation done, testing. Ultimately, banners are installed.	Investigate additional acoustical solutions.	Library's Univ Cent cmte	Summer 2009	Univ cmte didn't happen
		4. Investigate climate control in the student lounge.	Purchase of data loggers, and data collection using the data loggers.	To work with the Physical Plant to improve climate situation.	Spec Coll librarian	Spring 2008 (Ongoing)	Data loggers
		5. Investigate climate control in special collections.	Installation of data loggers and data collection.	Work with the Physical Plant.	Spec Coll librarian	Spring 2008 (Ongoing)	Data loggers
		6. Address 2 <sup>nd</sup> floor flooding issues.	Check carpet moisture during rain.	Work with PP/VPs to investigate solution to leakage.	Director Physical Plant VPs	Ongoing	
	E. Improve staff spaces.	1. Install projector in the library conference room.	Projector is installed (ceiling-mounted).	Improve staff meeting space.	Director AV personnel	Fall 2010	
		2. Investigate climate control in staff areas.	Installation of data loggers.	Work with the Physical Plant to improve climate situation.	Spec Coll librarian	Spring 2008 (Ongoing)	Data loggers
6. Linscheid Library will cultivate staff's ability to work effectively in a changing environment.	A. Establishing a committee to look at staff issues.		1. Committee assigned. 2. Committee minutes.	Staff cmte	Director Staff cmte	Spring 2008 (January 2008)	

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
	B. Fostering development through cross-training, continuing education, and professional activities.	1. Cross training. a. Create and maintain documentation for every job duty. b. Determine who needs to know what, as well as, who has an interest in another area. c. Engage in cross training. d. Periodic refreshers as needed.	1. Documentation of job specific workflow. 2. Results of staff survey. 3. Number of sessions held. 4. Number of participants. 5. Number of positions with backup. 6. Written and/or practical post-test, which could include spending a day in the position.	To determine whether training was effective.	Staff cmte	a. Completed Dec 2012  Staff cmte will reconvene July 2011 to create a new charge based on this original plan	[revisit items b, c, & d]
		2. Continuing education. a. Define continuing education. b. Document opportunities. c. Document benefits. d. Document guidelines. e. List areas of need. f. Identify resources. g. Create internal tracking/ evaluation form.	1. Definition of continuing education. 2. Documentation of the opportunities, benefits, guidelines, needs, and resources. 3. Results of internal form.		Staff cmte	April 2012	

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
		3. Professional activities. a. Define professional education. b. Document opportunities. c. Document benefits. d. Document guidelines. e. List areas of need. f. Identify resources. g. Create internal tracking/eval form.	1. Definition of professional education. 2. Documentation of the opportunities, benefits, guidelines, needs, and resources. 3. Results of internal form.		Staff cmte	April 2012	
	C. Examining work and staffing assignments to improve workflows.		1. Documentation of library-wide workflow. 2. If changes are made, a staff survey after 6-8 months.	Determine whether changes were useful and/or whether more should be made.	Staff cmte	Staff cmte will determine new time line	<b>[look into this – re-evaluate staff cmte – revisit in spring 2011]</b>
	D. Creating processes and structures to ensure routine and regular communication and coordination among all library operations. a. Define communication channels.	1. Identify weaknesses.			Staff cmte	Staff cmte will determine new time line	<b>[revisit this item]</b>

Goal	Objective	Strategies	Evaluation Procedure	Use of Results	Who	When	Instruments
	b. Define appropriate means of communication.						
		2. Suggest/ implement specific solutions.				Staff cmte will determine new time line	<b>[revisit this item]</b>
		3. Establish means of improving awareness between departments.			Staff cmte	Staff cmte will determine new time line	<b>[revisit this item]</b>