**Administrative Unit**

**Assessment Plan**

**The University of New Mexico**

**A. Unit and Date**

1. Unit (if relevant): ***Instruction – Los Alamos Branch***

2. Department/Division: ***Library***

3. Submission Date: ***March 31, 2017***

**B. Contact Person(s) for the Assessment Plan**

*[Insert each person’s name, title, e-mail address] Add rows to table as needed.*

|  |  |  |
| --- | --- | --- |
| First and Last Name | Title | UNM Email Address |
| 1. Dennis Davies-Wilson | Library Director | davies@unm.edu |
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**C. Mission Statement**

The mission of the UNM-Los Alamos Library is to provide for the information needs of its students, faculty, and staff with its resources (both traditional and electronic), services, staff, equipment, and facility, and to contribute to the academic information resource base of the greater communities which it serves,.

**D. Unit Goal(s), Outcomes & Assessment Matrix**

*Add rows to table as needed.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Broad Goals | Student Learning and/or Administrative Unit Outcomes | Univ. Goals/  UNM-LA Strategic Plan | When Assessed  \*\* | Assessment Method(s)/  Activity, unit, etc. if relevant | Direct/  Indirect | \*Criteria to determine success |
| *Goal 1: Increase the visibility of the library in order to increase library and service usage.* | *AUO 1.1: Improve and distribute the advertisement and associated PR materials regarding the library.* | *UNM 2020 Goals 2, 3 / UNM-LA Strategic Goal I and II.* | *Prior to Fall Semester Annually*  *At the beginning of Fall and Spring Semesters*  *Annually (as they occur)*  *End of Fall and Spring Semesters* | *Review and update as needed: brochures and PR materials at least once a year. (i.e. meeting agenda; updated materials, etc.)*  *Present and distribute PR materials at New Student Orientations and Faculty Orientations. (i.e. track the number of attendees at both orientations, etc.)*  *Host information table at community events. (i.e. track number of visitors who come to the table; sign-up sheet, etc.)*  *Administer a library satisfaction survey to library patrons. (i.e. responses to survey items regarding quality of advertising, etc.)* | *Direct*  *Direct*  *Direct*  *Indirect* | *All the PR materials are up-to-date and current annually by the beginning of each Fall Semester.*  *All new students and faculty present at orientations receive PR materials during fall and spring orientations.*  *All interested visitors at the table have access to PR materials.*  *70% of all respondents indicate overall satisfaction with library services.* |
| *AUO 1:2: Establish on-going communication with faculty, staff, students, and community members regarding library services and resources.* | *UNM 2020 Goals 2, 3 / UNM-LA Strategic Goal I and II.* | *Fall/Spring/Summer*  *Fall/Spring*  *Fall/Spring/Summer* | *Information and announcements will be dispersed through appropriate social media technologies, including Facebook and email at least three times per semester to faculty, staff, and students. (i.e. Faculty Library Guide, email correspondence, website screen shots, track announcements with dates and medium in an Excel spreadsheet, etc.)*  *Information and announcements will be dispersed through appropriate social media technologies, including Facebook at least one time per semester to community members. (i.e. track announcements with dates and medium in an Excel spreadsheet, etc.)*  *Facilitate communication with students during information literacy sessions in all English 100 through 120 courses at least once a semester. (i.e. class rosters, IL schedule, etc.)* | *Direct*  *Direct*  *Direct* | *Announcements will be sent to all students, faculty, and staff three times per semester.*  *Announcements are sent to all Facebook followers at least one time per semester.*  *Information literacy sessions are provided at least once a semester in all English 100 through 120 courses.* |
| *AUO 1.3: Host at least one public event in the library for students, faculty, staff, and community members during Fall and Spring Semesters.* | *UNM 2020 Goals 2, 3./ UNM-LA Strategic Goal I, II and III.* | *Fall/Spring*  *Fall/Spring* | *Provide announcements (flyers, etc.) of all events via Facebook, and email. (i.e. archive emails, track announcements with dates and medium in an Excel spreadsheet, etc.)*  *Collaborate with PR officer to advertise all events in local media. (i.e. meeting email, calendar entry, copy of article, etc.)* | *Direct*  *Direct* | *Announcement is sent to all students, faculty, staff, and community members regarding events at least one week prior to the events.*  *Meet with PR officer at least once prior to all events.* |
| *Goal 2: Improve space utilization in the library to increase use and meet the current needs of patrons.* | *AUO 2.1: Identify areas and spaces within the library for renovating and/or reconfiguring refurnishing to improve access and use.* | *UNM 2020 Goals 1, 2, 3. UNM-LA Strategic Goals I, II and III.* | *Beginning of Fall 2018* | *Create diagrams of current layout and proposed layout. (i.e. copy of diagrams, furniture catalog page copies, paper and/or electronic files, etc.)* | *Direct* | *Diagrams will be completed by October 1, 2018.* |
| *AUO 2.2: The library will determine estimated costs associated with renovations/reconfigurations and furnishings.* | *UNM 2020 Goals 1, 2, 3. UNM-LA Strategic Goals I, II and III.* | *End of Fall 2018*  *End of Fall 2018* | *Consult with a contractor for estimates of necessary renovations/remodeling. (i.e. written and/or electronic documents, etc.)*  *Receive itemized cost estimates of renovations, remodeling, and furnishings. (i.e. Estimate documents, Excel spreadsheet, etc.)* | *Direct (communicating with contractor regarding spatial need)/Indirect (contractor will review current and proposed layouts to determine estimate)*  *Indirect* | *Consultation with estimates will be concluded by December 1, 2018.*    *Receive itemized estimated costs by December 15, 2018.* |
| *AUO 2.3: The library will create and submit a proposal for needed improvements for capital outlay requests and other one-time funding opportunities.* | *UNM 2020 Goals 1, 2, 3. UNM-LA Strategic Goals I, II and III.* | *Beginning of Spring Semester 2019*  *Spring Semester 2019* | *Proposal will be created and submitted with the above-mentioned documents and data included. (i.e. proposal, paper and/or electronic files, etc.)*  *Meet with administrators to discuss proposal. (i.e. meeting email, meeting notes, etc.)* | *Direct*  *Direct* | *Proposal will be submitted to appropriate administrators no later than January 31, 2019.*  *Meeting with administrators to discuss feasibility of the proposal at least once prior to February 15, 2019.* |
| *Goal 3: Increase library staff support* | *AUO 3.1: Advocate for the hiring of a part-time library staff member to enable increased library hours.* | *UNM 2020 Goals 2, 3. UNM-LA Strategic Goals I and III.* | *By February 24, 2017* | *Request to add a 0.5 FTE LIS I will be submitted with the FY’18 budget proposal. (i.e. Budget Proposal Excel file)* | *Direct* | *Request is submitted to appropriate administrators using the budget shells created by the business office, no later than February 24, 2017.* |
| *AUO 3.2: Explore feasibility of changing status of LIS III professional staff to faculty.* | *UNM 2020 Goals 2, 3. UNM-LA Strategic Goal III.* | *Spring 2017*  *Spring 2017* | *Request for an additional Lecturer III faculty librarian position, replacing the existing LIS III staff position will be submitted with the FY’18 budget proposal. (i.e. Budget Proposal Excel file)*  *Meet with Dean of Instruction per approval of the above request to develop a plan of action and determine extent of information and documentation required by Faculty Contracts. (i.e. budget proposal, official letters/forms, meeting email, meeting notes, etc.)* | *Direct*  *Direct* | *Request with all necessary information and documentation is submitted to the UNM-LA administration for consideration, no later than February 24, 2017.*  *Request with all necessary information and documentation is submitted to the UNM-A Faculty Contracts Office for consideration by the end of Spring 2017.* |
| *Goal 4: Continue to offer Excellent Services and Resources* | *AUO 4.1: Continue to provide and improve the Information Literacy Instruction Program.* | *UNM 2020 Goals 1. 2, 3. UNM-LA Strategic Goal I.* | *Fall/Spring/Summer*  *Fall/Spring/Summer*  *Fall/Spring/Summer Semesters*  *Fall/Spring/Summer Semesters*  *Fall/Spring/Summer* | *Create and distribute an Information Literacy Instruction schedule to English faculty (i.e. copy of schedule, email correspondence, etc.)*  *Offer blocks of time for one-on-one guidance. (i.e. Sign-up sheets, IL schedule, email correspondence, etc.).*  *Offer demonstration/training sessions on individual resources. (i.e. documenting of sessions, sign-in sheets of participants, handouts, PowerPoint, etc.)*  *Conduct a group meeting with relevant English faculty at the end of every semester to evaluate student success with projects and assignments requiring library resources. (i.e. meeting email, meeting notes, agendas, track student reflection essays, etc.)*  *Review and update IL videos, tutorials, lesson plans and classroom activities as necessary. (i.e. save updated files with current dates, etc.)* | *Direct*  *Direct*  *Direct*  *Direct*  *Direct* | *Create and distribute a schedule at least one week prior to the beginning of each semester.*  *Offer at least two weeks’ worth of time blocks each semester for one-on-one sessions.*    *Offer at least two demonstrations/trainings each semester.*  *75% of faculty will indicate that the IL Program is effective in providing students with information they need to successfully complete projects/assignments using library resources.*  *Review all Information Literacy instruction materials for updates at least two weeks prior to the beginning of each semester.* |
|  | *AUO 4.2: Continue to provide appropriate academic resources that support the curriculum.* | *UNM 2020 Goals 2, 3. UNM-LA Strategic Goal I.* | *Fall/Spring/Summer*  *Academic year*  *Fall/Spring* | *Select and order appropriate academic resources in all formats identified in various sources (catalogs, online, vendors, patron recommendations, etc.) (i.e. saved and tracked through acquisitions process, IPRs, library catalog, website, etc.)*  *Maintain membership with The New Mexico Consortium of Academic Libraries (NMCAL) about bargaining and consortia pricing opportunities for electronic resources for academic libraries. (i.e. handouts/notes from meetings, email notifications, etc.)*  *Advertise/announce the availability of new resources to faculty, students, staff and community patrons (i.e. library website, email and Facebook)* | *Direct*  *Indirect*  *Direct* | *Resources in various formats will be selected and ordered at least twice per semester or until acquisitions budget is expended.*  *Participate in NMCAL meetings/activities/email discussions at least twice per academic year.*  *Availability of new resources will be announced to students, faculty, staff and community patrons at least twice per academic year.* |
|  | *AUO 4.3: Maintain competent and knowledgeable library staff.* | *UNM 2020 Goals 2, 3. UNM-LA Strategic Goals I and III.* | *Throughout each academic year*  *Fall/Spring* | *Library staff will participate in appropriate professional development activities such as live trainings and workshops, attending conferences, online webinars and through Learning Central to remain current in the field (i.e. professional development handouts, registration information, agendas, personal documentation, etc.)*  *Staff meetings will be held as needed among library staff to keep abreast of current issues, practices, etc. (i.e. meeting email, meeting notes, etc.)* | *Indirect*  *Direct* | *Each staff member partakes of at least one professional development opportunity each academic year.*  *Library meetings will be held at least once a semester during the fall and spring for all library staff.* |
|  | *AUO 4.5: Continue to provide up-to-date technology and equipment.* | *UNM 2020 Goals 2, 3. UNM-LA Strategic Goal I, II, and III.* | *Every three years (Fall Semesters 2019, 2022, 2025)*  *Weekly*  *As new versions of software become available* | *Computers and peripherals will be replaced with up-to-date hardware and software (i.e. IPRs, equipment inventory lists, etc.)*  *Library staff will download and run updates to computer operating systems and designated software once a week. (i.e. weekly checklists, update histories, etc.)*  *Updated releases of major software packages such as Microsoft Office will be procured and installed. (i.e. documentation of when updated, updated software on computers, etc.)* | *Direct*  *Direct*  *Direct* | *Computers and peripherals will be replaced every three years.*  *Downloaded updates will be run on computer operating systems and designated software weekly.*  *Computer software programs are installed when new versions are available.* |
|  | *AUO 4.4: Monitor processes associated with all other services provided by the library (interlibrary loan, circulation, reference, reserves, etc.)* | *UNM 2020 Goals 2, 3. UNM-LA Strategic Goals I, II and III.* | *Annually (as needed)* | *Policies and procedures regarding typical library services will be reviewed and updated as needed, at least once a year (i.e. meeting agenda, updated procedures, etc.)* | *Direct* | *All service area policies and procedures are reviewed for updates at least once each academic year.* |

1. **Who:** The UNM-Los Alamos Library serves all faculty, staff, students, and community patrons.
2. **When will the outcomes be assessed?**

The UNM-Los Alamos Library is based on a one-year assessment cycle. Information regarding when each outcome will be assessed and the assessment methods for measuring them is outlined in the table above in Section D. The evidence/data that will be collected regarding each assessment method is outlined in the table above in Section D.

3. **What is the unit’s process to analyze/interpret assessment data and use results to improve and/or maximize**

**performance on the outcomes?**

The UNM Los Alamos Library Director will be responsible for the gathering of evidence/data and information. During the summer session, all staff associated with the library will meet to analyze and evaluate the data/evidence in order to determine how and where to improve our assessment practices, services, etc. Recommendations will be communicated to the Dean of Instruction as needed.