

Definition of Unit

Definition of Angelo and Jennette Volpe Library

Reporting Year:

Providing Department: Library and Learning Assistance

Department/Unit Contact: Regina Lee, Doug Bates

Mission/Vision/Goal Statement:

MISSION: To contribute to the missions of the University by providing the collections, services and environments that lead to intellectual discovery.

VISION: The Volpe Library strives to be an approachable, accessible organization that is sensitive to the needs of all users while providing a positive learning experience and fostering excitement in the process of discovery. To accomplish this we will be a service-oriented organization staffed by avid learners who evaluate and organize information, provide instruction, and fulfill the information needs of the Tennessee Tech University community without regard to space or time.

BACKGROUND: The library currently has 10 full-time, permanent, tenured and tenure-track faculty, 7 faculty support and adjunct faculty, 11 staff positions, and 2 administrative positions filled. There is 105,172 ft.² of assignable space and the building is open about 105 hours per week during the fall and spring semesters. The Library currently has over 367,000 books and e-books, 100,000 periodicals in print or microfiche, and subscribes to over 100 electronic resources containing abstracts, articles, reports, and more. A Learning Commons occupies the main floor of the Library with numerous computers, plug-ins, and collaborative space for student learning.

The library is guided by the University’s mission and vision statements, and the *Flight Plan*. The *Standards for Libraries in Higher Education* by the Association of College & Research Libraries, a division of the American Library Association, is used as a guide to advance and sustain the role as partners in educating students, achieving the University’s missions, and actively performing assessment and continuous improvement and of the campus community.

Goal/Objective/Outcome

Goal 1. To increase student use of the Learning Commons by developing an optimal environment for learning

Define Goal:

To increase student use of the Learning Commons by developing an optimal environment for learning

Intended Outcomes / Objectives:

- a. The Learning Commons environment will provide a comfortable setting conducive to student learning and team-building activities
- b. The Learning Commons Administration Team will improve the Learning Commons environment and services through suggestions and recommendations in regular meetings.
- c. Other groups/units will partner with the Library and Learning Commons to give students convenient access to more services in one building

Goal 2. Enhance student learning and experience

Define Goal:

Enhance student learning and experience

Intended Outcomes / Objectives:

- a. The Library will develop and manage a useful, dynamic website
- b. The Library will provide instruction to students on finding and using relevant resources for course assignments
- c. The Learning Commons will provide technology equipment for students

Goal 3. Create and develop programs to assist with faculty course needs and research needs

Define Goal:

Create and develop programs to assist with faculty course needs and research needs

Intended Outcomes / Objectives:

- a. The Library will develop and promote relationships with faculty to assist with their courses and research needs

Goal 4. Acquire and manage a variety of electronic resources

Define Goal:

Acquire and manage a variety of electronic resources

Intended Outcomes / Objectives:

- a. The Library will provide databases and other electronic resources to students and faculty to meet their course needs

Assessment Tools

Assessment Tool: Electronic Resources Usage

Goal/ Outcome/ Objective: Goal 4, objective a

Type of Tool: Tracking Spreadsheet

Frequency of Assessment: Daily

Rationale:

(1) Usage directly measures to number of full text downloads of selected electronic resources. This indicates the usefulness of the resources. The data presented here is a representative sampling of the Library’s electronic resources. (2) Success is defined by a 5% increase in the number of searches of each database. (3) Tracking the usage reflects the usefulness of electronic resources, and will assist in collection development decisions.

Assessment Tool: Gate Count

Goal/ Outcome/ Objective: Goal 1, Objective a

Type of Tool: Other

Frequency of Assessment: Daily

Rationale:

- (1) The gate count directly counts the number of people entering and leaving the building, which is a reflection of Library and Learning Commons usage. The development of the Learning Commons will increase the number of students in the building by 25% in the first year.(2) Success is defined as having a 25% or more increase in gate count in the first year of the Learning Commons, and 10% in following years. (3) Data is recorded automatically using a hand-held scanner developed by Dialoc ID People Counter system. Numbers are transferred into an Excel spreadsheet, and totaled monthly.Gate count readings are taken when the library opens and closes daily. (4) All gate count readings were added up monthly, and then divided by two since the gates count people entering and leaving the building. Monthly totals were summed up for an annual total by fiscal year. The raw data and totals are made available on a LibGuide on the website to all library faculty and staff, and others who want to review it.

We did not have functioning gates therefore no data was gathered.

Assessment Tool: Information Technology Equipment Usage

Goal/ Outcome/ Objective: Goal 2, objective c

Type of Tool: Tracking Spreadsheet

Frequency of Assessment: daily

Rationale:

(1) is a direct measure of the various types of technology equipment students checkout to assist to meet their needs. (2) Success is defined as a 5% increase in equipment usage, and obtaining updated equipment as needed. (3) This is one tool that reflects some of the technology students need and find of value. (4) Annual totals are reported and made available on a LibGuide on the website to all library faculty and staff, and other who want to review it.

Assessment Tool: Library Instruction Classes

Goal/ Outcome/ Objective: Goal 2, objective b & Goal 4, objective a

Type of Tool: Tracking Spreadsheet

Frequency of Assessment: monthly

Rationale:

(1) Statistics provide a measure of how many class sections and students Library reference librarians are reaching. (2) Success is determined by an increase proportionate to University enrollment in the number of sections and number of students attending a class. Most every class covers the basics of how to search for books, journal articles, and other resources and services offered in the Library. (3) Recording the annual number of students who participate in a library instruction class is a direct measure and is comparable to previous years. (4) Each reference librarian who instructs library classes records the number of students in each class, the class name and number, and the resources and services they cover in class. The results are tabulated and compared to previous years. The raw data and totals are made available on a LibGuide on the website to all library faculty and staff, and others who want to review it.

Assessment Tool: Reference Help

Goal/ Outcome/ Objective: Goal 2, objective b & Goal 4, objective a

Type of Tool: Tracking Spreadsheet

Frequency of Assessment: daily

Rationale:

(1) provides answers and assistance in finding and using resources to meet students’ needs. Analysis of all forms of reference help will allow for better evaluation of this service. As some methods of reference help decline, others increase, primarily based on technology preferred by students and their needs. (2) Success will be defined by providing reference help in a number of ways to students. (3) The statistics showing how many students were helped through various means is a direct method, and is comparable to previous years. (4) Monthly totals are recorded for reference help desk and chat statistics.Email reference help is no longer used, as of 2013-2014. The data and totals are made available on a LibGuide on the website to all library faculty and staff, and others who want to review it.

Assessment Tool: Student Survey

Goal/ Outcome/ Objective: Goal 1, objective a; Goal 2, objective a

Type of Tool: Survey

Frequency of Assessment: Triennial

Rationale:

Student Survey (1) Survey results provide feedback from Tech students, from frequent library visitors and users to non-visitors, non-users.After 3 years of the Learning Commons opening, it is important to learn the satisfaction and usage patterns of the students, and what they value.(2) Success is defined as having reasonable and viable results in order to implement suggestions using current resources.(3) An online survey was emailed to all Tech students, so both users and non-users of the library could provide input.(4) Survey results are still being tabulated, assessed, and reported.

Assessment Tool: Website usage

Goal/ Outcome/ Objective: Goal 2, objective a

Type of Tool: Tracking Spreadsheet

Frequency of Assessment: Monthly

Rationale:

(1) Website usage is a direct count of the use (visits) to the Library’s website. (2) Success is defined as having a 5% or more increase in website visits and retrievals each year. (3) The usage should increase due to more services and resources being offered through the Library’s website, and increased enrollment both on and off-campus students. (4) The data is analyzed to make better decisions for the Library’s collection development with what resources to purchase, keep, or cancel. Website usage data is disseminated annually through a LibGuide on the website to all library faculty, staff, and others who want to review it.

Results

Results: Electronic Resources Usage

Goal/Objective/Outcome Number: Goal 4, objective a

Results:

The electronic resources listed below are a sampling/representative group.

Name of Resource	Full text Retrival 2016-2017	Full text Retrival 2017-2018	Full text Retrival 2018-2019	Diff	% Change
ABI/INFORM Collection	16,380	7,945	13,800	5,855	74%
Accounting, Tax & Banking Collection		274	285	11	4%
ACS Publications and Legacy Archives	8,475	9,679	8,848	(831)	-9%
Arts & Humanities Database		1,374	1,736	362	26%
Asian and European Business Collection		119	155	36	30%
Australia and New Zealand Database		41	48	7	17%
Biology Database		512	741	229	45%
Business Market Research Collection		42	67	25	60%
Canadian Business and Current Affairs		159	266	107	67%
Career & Technical Education Database		179	227	48	27%
Computing Database		234	588	354	151%
Continental Europe Database		100	65	(35)	-35%
Criminal Justice Database		970	2,052	1,082	112%
East and South Asia Database		62	50	(12)	-19%
East Europe, Central Europe Database		74	67	(7)	-9%
Education Database		5,808	8,347	2,539	44%
Family Health Database		232	470	238	103%
Global Breaking News		1	3	2	200%
Health & Medical Collection		12,557	20,891	8,334	66%
Health Management Database		146	225	79	54%
India Database		130	144	14	11%
International Newsroom		336	404	68	20%
Latin America and Iberian Database		17	79	62	365%
Library Science Database		367	487	120	33%
Linguistics Database		38	42	4	11%

Middle East & Africa Database		106	63	(43)	-41%
Military Database		495	984	489	99%
Nursing & Allied Health Database		1,360	2,350	990	73%
Political Science Database		188	539	351	187%
ProQuest Dissertations & Theses Global		4,365	4,146	(219)	-5%
Psychology Database		3,329	4,318	989	30%
PsycINFO	5,820	90	286	196	218%
Public Health Database		248	439	191	77%
Religion Database		1,051	1,936	885	84%
Research Library		1,712	2,647	935	55%
Science Database		1,842	1,796	(46)	-2%
Social Science Database		784	973	189	24%
Sociology Database		353	590	237	67%
Telecommunications Database		47	198	151	321%
Tennsseean	1,312	26	59	33	127%
Turkey Database		4	9	5	125%
UK and Ireland Database		74	128	54	73%
US Major Dailies		83	158	75	90%
US Newsstream		353	779	426	121%

Attachments:

Results: Information Technology Equipment Usage

Goal/Objective/Outcome Number: Goal 2, objective c

Results:

Technology Checkouts

EQUIPMENT	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
Apple Laptop	20,870	62,121	90,633	47,582	43,811
Apple Wireless Mouse	3	324	390	306	214
Bluetooth Keyboard	n/a	6	5	18	7
Graphing Calculator	584	761	654	118	n/a
Charger / Adapter / Cable	4,507	12,482	10,248	33,317	8,594
Digital Video Camera	76	135	87	103	102
External CD / DVD PLayer	n/a	125	96	109	40
Foot Pedal USB	n/a	2	1	1	1
Headphones	5,364	7,977	6,524	4,274	3,126
LCD Projector	156	237	160	159	29
Projection Screen	11	44	45	54	15
Tripod	104	100	47	54	43
Windows Laptop	20,789	14,611	276	n/a	n/a
TOTALS:	52,464	100,188	109,763	86,095	55,982

Attachments:

Results: Library Instruction Classes

Goal/Objective/Outcome Number: Goal 2, objective b; and Goal 4, objective a

Results:

Instruction Sessions & Users

NUMBER OF INSTRUCTION SESSIONS

2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
205	233	211	235	254

NUMBER OF USERS RECEIVING INSTRUCTION

2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
3,577	4,199	3,808	4,270	4,729

Attachments:

Results: Reference Help

Goal/Objective/Outcome Number: Goal 2, objective b; and Goal 4, objective a

Results:

HELP SESSIONS

	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015
July	74	58	57	42	50
August	37	68	67	58	45
September	74	73	108	81	89
October	75	89	89	63	90
November	67	67	82	63	56
December	26	31	28	11	21
January	49	50	74	50	39
February	64	92	91	91	58
March	61	74	90	117	80
April	83	102	73	98	64
May	30	47	34	82	20
June	45	48	22	68	42
TOTALS:	685	799	815	824	654

Attachments:

Results: Student Survey

Goal/Objective/Outcome Number: Goal 1, objective a; goal 2, objective a

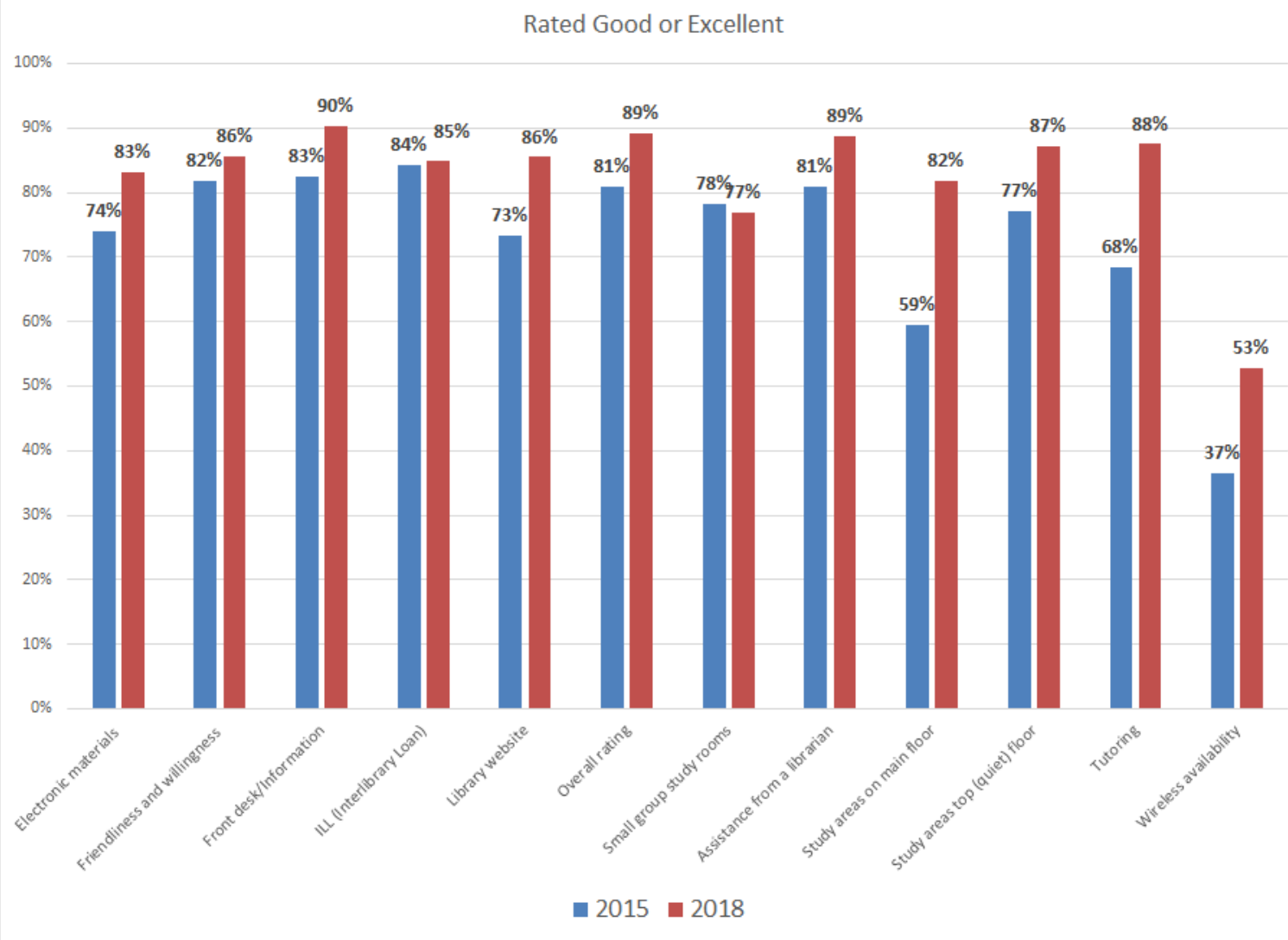
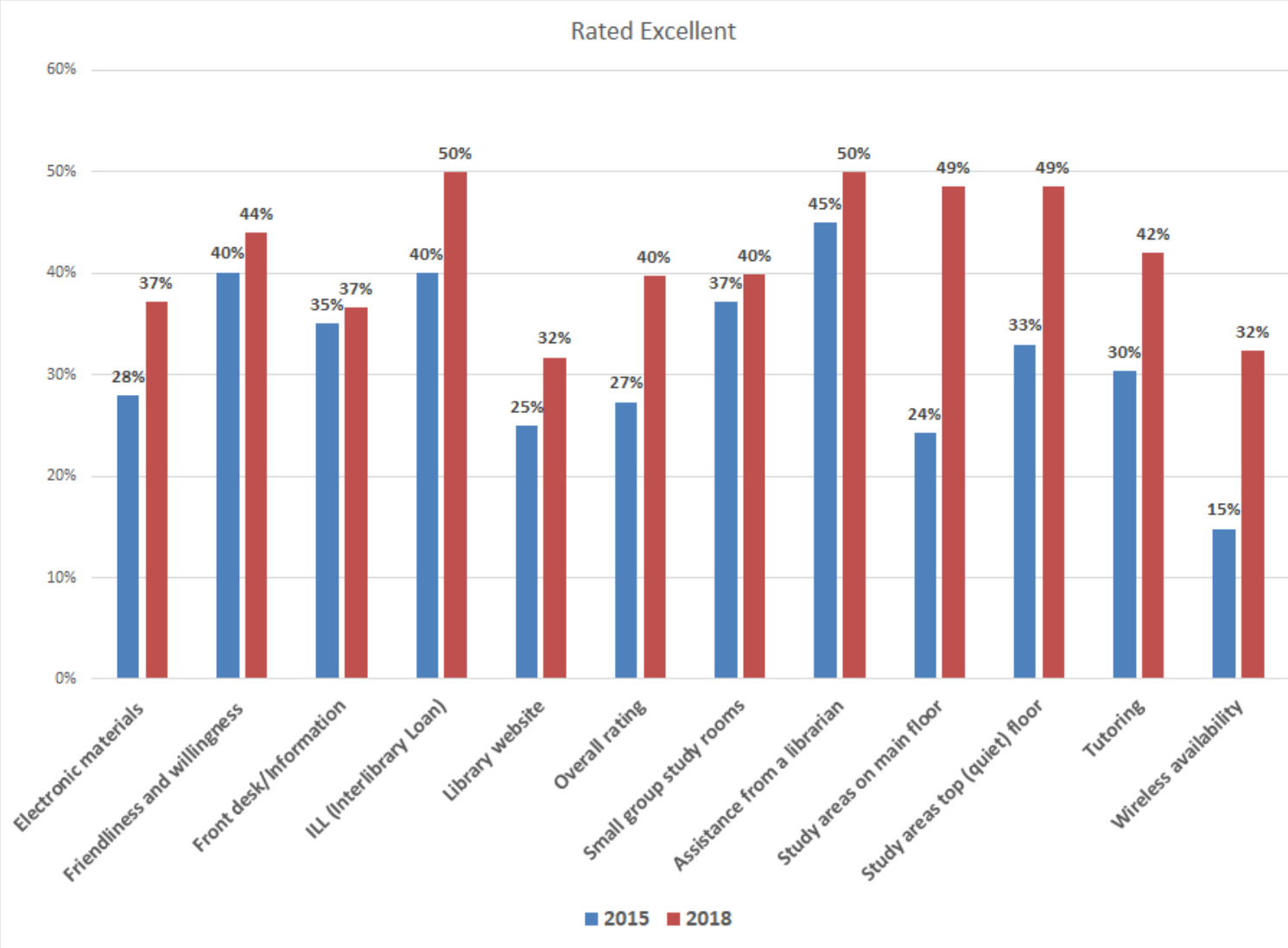
Results:

	% Excellent			% Excellent & good		
	2015	2018	Change	2015	2018	
Electronic materials	28%	37%	9%	74.0%	83.1%	9.1%
Friendliness and willingness	40%	44%	4%	81.9%	85.6%	3.7%
Front desk/Information	35%	37%	2%	82.5%	90.2%	7.7%
ILL (Interlibrary Loan)	40%	50%	10%	84.3%	84.9%	0.6%
Library website	25%	32%	7%	73.3%	85.5%	12.2%
Overall rating	27%	40%	12%	80.9%	89.1%	8.2%
Small group study rooms	37%	40%	3%	78.3%	76.9%	-1.4%
Assistance from a librarian	45%	50%	5%	81.0%	88.8%	7.8%
Study areas on main floor	24%	49%	24%	59.4%	81.9%	22.5%
Study areas top (quiet) floor	33%	49%	16%	77.1%	87.1%	10.0%
Tutoring	30%	42%	12%	68.4%	87.5%	19.1%
Wireless availability	15%	32%	18%	36.5%	52.8%	16.3%

	% Fair & Poor			% Poor		
	2015	2018		2015	2018	
Electronic materials	26.0%	16.9%	-9.1%	2.7%	1.2%	-1.5%
Friendliness and willingness	18.1%	14.4%	-3.7%	2.3%	2.4%	0.1%
Front desk/Information	17.5%	9.8%	-7.7%	6.0%	2.6%	-3.4%
ILL (Interlibrary Loan)	15.7%	15.1%	-0.6%	5.7%	4.7%	-1.0%
Library website	26.7%	14.5%	-12.2%	5.1%	1.8%	-3.3%
Overall rating	19.1%	10.9%	-8.2%	2.4%	0.8%	-1.6%
Small group study rooms	21.7%	23.1%	1.4%	3.9%	2.9%	-1.0%
Assistance from a librarian	19.0%	11.2%	-7.8%	4.0%	6.1%	2.1%
Study areas on main floor	46.0%	18.1%	-27.9%	9.4%	4.5%	-4.9%
Study areas top (quiet) floor	22.9%	12.9%	-10.0%	4.8%	3.5%	-1.3%
Tutoring	31.6%	12.5%	-19.1%	8.9%	5.7%	-3.2%
Wireless availability	63.5%	47.2%	-16.3%	27.6%	4.6%	-23.0%

Comments

	Seating	Hours	Computers	Noise	Construction	staff	Internet	Materials	Exp Food	Dirty	Total
What do you like LEAST about the Library?	42	22	18	15	13	9	8	7	5	5	176



Attachments:

Results: Website Usage

Goal/Objective/Outcome Number: Goal 2, objective a

Results:

Library Website Page Visits

(in order from most to fewest visits, most recent year)

Page	2018-2019	2017-2018	2016-2017	2015-2016
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Library Home page	136,588	165,113	292,548	538,016
Learning Center	14,681	15,002	61,134	34,769
Library Hours	13,081	13,927	59,723	21,502
Research Tools	10,668	15,624	45,453	21,749
Archives & Special Collections	4,917	3,391	8,393	1,629
Rooms & Spaces	4,434	6,368	16,357	10,381
About the Library	4,353	3,903	7,815	6,883
Copyright & Plagiarism	3,641	2,779	8,388	216
Learning Support	3,021	4,151	10,856	8,761
Library in the Classroom	2,457	3,199	9,294	5,466
Request an Item You Need	2,455	3,635	7,727	1,138
Computers & Technology	1,588	2,198	5,750	4,026
Records Management	1,549	-	-	-
Notary Service	1,260	-	-	-
Statistics & Reports	982	518	-	-
How to Search / Library Orientation	896	1,211	1,254	-
Floor Maps	765	967	-	-
Work in the Library	678	757	-	-
Effective Presentations	671	-	-	-
Financial Literacy	381	588	-	-
Archives Research & Materials	363	2,035	-	

Attachments: