

SUNY Poly Library Assessment Plan

2016-2017

Goals of the program/department:

1. Enhance Collections and Access Services to support existing and new programs
 - a. Effective purchase on demand services
 - b. Patron driven and demand driven programs--articles and books
2. Strengthen services to distance learners
 - a. virtual Instruction and online learning and reference resources
 - b. increase online collections
 - c. offer additional services specifically for distance learners
 - d. Improve library website usability and presence in Learning Management System
 - e. Increase learning objects available online
3. Develop a plan to raise profile of library @ SUNY Poly through marketing and outreach
4. Develop structure for close collaboration with academic departments, programs, and groups
 - a. Develop Comprehensive Information Literacy Program
 - b. Develop Liaison Program
5. Create a comprehensive strategic plan for Learning Commons service model
 - a. develop strategic plan for library space
 - b. potential increase in instructional spaces
6. Enhance access to technology and curricular or co-curricular support resources
 - a. Increase lendable technology to support curriculum, creative endeavors, and entrepreneurship
 - b. Develop plans for modifying library spaces to be more technologically enhanced and engaging.
7. Focus on enhancing student and patron experience
 - a. Develop methods for measuring and improving student experience in physical building
 - b. Build responsive systems to meet user needs
 - c. Develop methods for creating and assessing pilot projects
8. Develop plan for meeting library needs for Albany Site and develop methods for effective multi-site services.
9. Enhance professional experience of library student assistants
10. Develop ongoing professional development plan for staff and librarians
11. Develop plans for assessing appropriateness and cost effectiveness of library subscriptions and access services

12. Create Information Literacy plan for campus and specific majors
13. Create Institutional Repository (IR) and grow IR collections and services.
 - a. Grow collections featuring academic content (theses, faculty publications)
 - b. Grow collections related to history of SUNY Poly
 - c. Develop appropriate policies, procedures, and support for IR.
14. Review Library Policies and Procedures related to major functions to ensure they are current and student and faculty centered.
15. Analyze reference services and identify models to explore and grow and models to decrease or cease.

2016-2017 Objectives of the program/department (must correspond to the goals)

Goal	Objectives:	Timeline	Method	SUNY Poly SP Theme
1. Enhance Collections and Access Services to support existing and new programs	1a. Create plan for purchase on demand for articles and monographs requested, including budget, workflow, and policies. 1b. Conduct comprehensive analysis to determine what research material students and faculty need most. 1c. Develop alternative patron-driven access and collection models for articles and monographs.	1a. Develop purchase on demand plans for articles and monographs by 6/16. 1b. Develop plan for gathering input regarding collections by 6/16. Develop library processes for developing plan for fairly budgeting for access and collections determined by expressed needs by 9/16. 1c. Implement patron-driven access for monographs and articles by 6/16. Develop model and program for assessing effectiveness of collection and access programs by 9/16.	1a. Assess purchase on demand article plan for cost effectiveness and usability twice per year, comparing costs with subscriptions and determine usability via faculty and student input. 1b. Review whether program is user-friendly, cost-effective, and efficient by measuring speed, cost, and user satisfaction. 1c. Program review template created and administered on at least one access /collection program.	TS 10: Culture: Develop Culture of Resourcefulness; TS 2; TS 2, Institute: Create Fully Functioning Institution; TS 6, Infrastructure: Develop Student-Centered Infrastructure
2. Strengthen services to distance learners	2a. Transition collections for disciplines with distance students from print to online only.	2a. Move all relevant print subscriptions to e-only by 6/16. 2b. Create online guide/web presence listing services	2a. Ensure all print subscriptions are transitioned to electronic and access to usage information is established.	TS4: Virtuality; TS 1: Programs: New or Emerging Discipline Programs; TS 3, Capabilities:

	<p>2b. Create guides that clearly and simply represent services available to distance learners.</p> <p>2c. Expand reference services to include virtual research consultations.</p>	<p>available to distance learners by 6/16.</p> <p>2c. Develop virtual research consultation service plan and offer service by 6/16.</p>	<p>2b. Guide created and sent to programs with large distance learner populations. Guide</p> <p>2c. Create virtual research program and promote to programs with distance learning populations, and assess number of students using service and user satisfaction.</p>	<p>Strengthen Existing Capabilities</p>
<p>3. Develop a plan to raise profile of library @ SUNY Poly through marketing and outreach</p>	<p>3a. Develop outreach plan</p> <p>3b. Create SUNY Poly social media plan.</p>	<p>3a. Develop outreach plan with details and timeline by 9/16.</p> <p>3b. Develop SUNY Poly Library social media plan by 9/16.</p>	<p>3a. Outreach plan is created and reviewed for feasibility and sustainability.</p> <p>3b. Social Media plan is created and reviewed for feasibility and sustainability.</p>	<p>TS 11 Community: Community Engagement</p>
<p>4. Develop structure for close collaboration with academic departments, programs, and groups</p>	<p>4a. Develop general campus wide information literacy program.</p> <p>4b. In coordination with academic departments, develop major-specific information literacy programs for 2 majors.</p> <p>4c. Develop liaison program.</p>	<p>4a. Draft of general information literacy program completed by 12/16.</p> <p>4b. Meet with relevant faculty groups in Fall 2016 semester to discuss information literacy plan draft.</p> <p>4c. Have drafts of 2 major-specific information literacy programs completed by Spring 2017 semester.</p> <p>4d. Create guidelines for liaison duties for librarians by</p>	<p>4a. Information Literacy plan is completed using ACRL Frameworks and reviewed by faculty.</p> <p>4b. Plan is discussed with faculty, and revisions and modifications are made as needed.</p> <p>4c. Information Literacy plan, after faculty revisions and review, is adopted and plan is used to guide</p>	<p>TS 1: Programs: New or Emerging Discipline Programs; TS 2 Institute: Create Fully Functioning Institution; TS 3 Capabilities: Strengthen Existing Capabilities</p>

		9/16. Create plan for liaison program by 12/16.	information literacy program initiatives. 4d. Relevant liaison program models for similar institutions are reviewed and discussed. Liaison plan based on similar institutions and local needs is reviewed with faculty and plan created based on review and faculty input.	
5. Create a comprehensive strategic plan for Learning Commons service model	5a. Develop survey and data gathering for input on learning commons. 5b. Create report for administration on recommendations for development of learning commons.	5a. Complete learning commons survey and plan for learning commons data gathering by end of Fall 2016 semester. 5b. Complete report by end of Spring 2017 semester.	5a. Conduct survey and get acceptable response rate. Review data to determine trends and ideas for planning. 5b. Create report for learning commons planning based on survey, input from administration and faculty, and from review of current trends in learning commons models.	TS 2 Institute: Create Fully Functioning Institution; TS6: Infrastructure: Develop Student-Centered Infrastructure;
6. Enhance access to technology and curricular or co-curricular support resources.	6a. Conduct inventory of technology available for use in library. 6b. Create and administer survey to ask faculty and students what type of lendable or shared technology they need. 6c. Create plan and budget for acquiring and supporting technology most requested.	6a. Conduct inventory of technology by 5/2016 and create web page listing technology available 6b. Create survey by 12/16. Distribute survey by 3/17. Complete analysis by 5/17 and recommend adding technology in FY 18. 6c. Add technology line in FY 18 budget based on survey.	6a. Survey is completed with representative samples in response. Web page is created and shared for input. 6b. Survey is completed with adequate response rate. Report of survey and needed technology is created, with	TS6: Infrastructure: Develop Student-Centered Infrastructure; TS 2, Institute: Create Fully Functioning Institution

		Meet with stakeholders (Provost, Faculty, IT) 5/17 to discuss library user technology plan.	recommendations for adding technology. 6c. Budget line for technology is discussed with administration and integrated into library budget.	
7. Focus on enhancing student and patron experience	7a. Develop methods for measuring and improving student experience in physical building 7b. Build responsive systems to meet user needs 7c. Develop methods for creating and assessing pilot projects	7a. Create data gathering measures to gather usage information about physical space and gather input about desired library space usage by 9/16. 7b. Develop survey to send to different user groups to determine services that are desired by 12/16. 7c. Research and develop models for creating and assessing pilot projects by 5/2017.	7a. Appropriate Tools for gathering data are created and reviewed to determine usefulness, and data is used to inform decisions about library space. 7b. 7c. Pilot project model created with assessment standards established. Model used for at least 1-5 pilot projects.	TS6: Infrastructure: Develop Student-Centered Infrastructure
8. Develop plan for meeting library needs for Albany Site and develop methods for effective multi-site services.	8a. Establish methods for meaningful communication with Albany site faculty, staff, and students. 8b. Develop plan for identifying and meeting library needs of Albany site.	8a. In coordination with Provost and Albany site faculty, develop method by 12/16. 8b. Identify group or representation from faculty governance to develop plan by 9/16. Develop plan for library needs for Albany site by 12/16.	8a. Identify if method or methods have been developed, and identify whether input is being generated through communication methods. 8b. Group should be identified and draft of plan for services for Albany site should be created.	TS 2 Institute: Create Fully Functioning Institution
9. Enhance professional experience of	9a. Implement plan for mid-year and annual reviews of student assistants.	9a. Develop plan for reviews and begin use of plan by 5/16.	9a. Review plan should be fully developed, and have been used for at least 1	TS 5: Learning: Engage in Experiential (Applied) Learning;

library student assistants	9b. Expand training program from procedure based program to include professional skills.	9b. Complete review of existing program by 8/16. Develop enhanced training program by 12/16. Implement new training program in Spring 2017.	semester, with review of program and adjustments made to improve. 9b. Review report of existing program completed and enhanced program created and used for 1 semester with adjustments made for improvement.	TS 9: Capacity: Develop Human Capacity
10. Develop ongoing professional development plan for staff and librarians	10a. Create recurring internal training program for staff and librarians to share expertise. 10b. Create individual professional development program for relevant staff and librarians.	10a. Create program plan by 8/2016. 10b. Develop individual programs for relevant staff and librarians by 8/16.	10a. Overall professional development plan review is conducted. Review of standards is connected with local needs. Draft of 2-year plan is created. 10b. Individual programs are created by majority of library staff.	TS 9: Capacity: Develop Human Capacity; TS 3, Capabilities: Strengthen Existing Capabilities
11. Develop plans for assessing appropriateness and cost effectiveness of library subscriptions and access services	11a. Gather all information needed to obtain and measure usage data. 11b. Create database of usage data for library subscriptions, including timing for subscription renewals. 11c. Develop plan for annual review of electronic subscriptions.	11a. Gather all relevant credentials by 3/16. 11b. Create database of usage data and subscription information by 9/16. Review whether ILS or other 3 rd -party software can better serve this purpose—ongoing. 11c. Create annual review plan and criteria and decision communication plan by 10/16.	11a. Log in credentials are obtained and database created to determine if vendor supplies COUNTER data and log in information is stored. 11b. Database of usage data and subscription information is created and reviewed for effectiveness by managing usage data for one FY quarter. 11c. Annual subscription review plan is created and two cycles of subscription	TS 10, Culture: Develop Culture of Resourcefulness

			reviews (calendar year subscriptions and FY subscriptions) are conducted using plan, with adjustments and reviews made to plan as needed.	
12. Create Institutional Repository (IR) and grow IR collections and services.	<p>12a. Create Institutional Repository Mission Statement, Collection Dev. Policy, and other Overarching policy statements.</p> <p>12b. Develop collections related to Undergraduate and Graduate Student Work.</p> <p>12c. Develop collections related to archival and institutional history.</p>	<p>12a. IR mission statement completed by 6/16. IR Coll. Dev. Poly completed by 10/16. IR other policy statements completed by 12/16.</p> <p>12b. Work with faculty governance to encourage or mandate theses are submitted to IR by 6/16. Add at least 1 thesis/graduate collection and at least 1 undergraduate collection by 12/16.</p> <p>12c. Identify and create 2 collections related to Institutional History or archives by 6/16. Finish creation and migration of collection by 12/16.</p>	<p>12a. IR mission is created and shared with appropriate faculty and administrators for feedback. IR coll. Dev. Policy is created from IR mission</p> <p>12b. SUNY Poly policy on thesis submissions, collections, and archiving is developed.</p> <p>12c. Two collections are created and shared. Usage data gathered to determine institutional interest.</p>	TS 2 Institute: Create Fully Functioning Institution; TS 4 Virtuality
13. Review Library Policies and Procedures related to major functions to ensure they are current and	<p>13a. Conduct inventory of policies and procedures regarding library and library services.</p> <p>13b. Develop plan for periodic review of policies and procedures.</p>	<p>13a. Create database of policies and procedures existing or needed by 6/16. Create draft policies for majority of missing policies or procedures by 12/16.</p> <p>13b. Complete draft of ongoing review plan by 8/16.</p>	<p>13a. Collection of majority of policies and procedures is created. Draft of majority of needed policies and procedures is created and majority is reviewed for currency and accuracy. Appropriate policies and</p>	TS6: Infrastructure: Develop Student-Centered Infrastructure; TS 2 Institute: Create Fully Functioning Institution

student and faculty centered.		Finalize and implement review plan by 12/16.	procedures are posted on library website. 13b. Policy and procedure review plan is created, with responsibility for policies identified and review schedule finalized.	
14. Analyze reference services and identify models to explore and grow and models to decrease or cease.	14a. Identify sources of data for assessment of reference services. 14b. Conduct review of reference data.	14a. Complete inventory of data sources by 6/16. Identify areas for further reference data gathering by 9/16. 14b. Complete review of reference data by 10/16. Implement reference services changes based on data by 12/16.	14a. Report of reference data gathering complete, and analysis of reference data finalized. 14b. Changes in reference services are completed based on data, and follow-up data analysis is gathered to measure effectiveness of service changes.	TS6: Infrastructure: Develop Student-Centered Infrastructure

Benchmarks

Assessment timetable

- Review Progress on Goals Twice Per Year: 1/16 (Initial); 7/16 (Mid-Point Initial Year); 1/17 (Mid-Point of Assessment Plan—Review Progress and Revise if Needed); 12/17 (Final Review)

Assessment results

- Results for Sub-Goals will be shared with appropriate groups and changes made to services and strategies based on assessment results.

Findings

- Forthcoming

Closing loop

- Forthcoming

Person responsible for reporting assessment activity

- Shannon Pritting, Library Director