

**Library Assessment Review Committee
Annual Report 2002
Library Executive Committee
March 18, 2003**

Accomplishments

ALL Staff Meeting Presentation June 2002

- Purpose to reacquaint staff with LARC, its purpose and accomplishments.
- Presented results of several assessments conducted the previous two years.
- Described what the Libraries or library staff had done in response to data collected.

Library Survey – November 2002

- In-house survey conducted for one week Nov. 2-Nov. 8.
- Survey asked: 1) what are the good things about this library? (2) What are the inadequate things? 3) How do you feel about the library as a place to do your work?
- Coding of surveys is almost complete. Approximately 1500 surveys were returned.
- Access database is ready for data entry and analysis.
- Based on feedback from Library staff, when conducted again the survey will begin on a Wednesday to ensure an easier startup.

English 101 survey

- Distributed to learn about incoming students' use of the libraries
- Replaced the User Education survey.
- LARC agreed to take advantage of User Education's offer to survey the students of Eng 101 after each library session with them.
- 790 responses to the survey were received – largest number of respondents have been UM students for two or more semesters; largest number of respondents used library for studying and meeting friends.

Commuter survey

- A survey of commuter students was carried out on October 2, 2002 to determine patterns of library use. The survey asked four questions:
 1. Which library on campus do you use the most?
 2. Are there specific reasons why you use this library more than others?
 3. Class year
 4. Major

E-journal Survey

- Charts were reviewed by LARC. Report has been placed on MIS Web page.

On-going Projects

LibQUAL Faculty Personal Control Interviews

- Interview questions: was an open exploration of the six LibQual+ questions regarding personal control.
- Interviewees were drawn from the list of participants from the survey.
- We were able to set up interviews with seven faculty members
- The committee discussed faculty reactions to a library survey and the emerging perception from interviews that faculty are not using the libraries.
- We also felt that faculty issues might be too broad to be summed up by the LibQual results and perhaps we should consider a different approach.
- It was decided that since we were so close to implementing LibQual+ 2003 that we wait for those results before deciding how to approach the faculty assessment.

Balanced Scorecard

- Presentation made to C-Team in October 2002 suggesting the use of the Balanced Scorecard as a library wide assessment tool. C-Team requested that an implementation proposal be developed which provide a timeline and resources to assist in a decision for or against use of BSC.
- Meeting held with members of SPTF and LARC on March 11, 2003. Group supported the concept of the BSC and agreed that a proposal for implementation of BSC should be developed which would include
 - Perspectives and Metrics
 - Identification of key individuals
 - Suggested timeline for implementation

Members of the team to work on proposal include

Irma Dillon	Trudi Hahn	Sue Baughman
Jane Williams	Lulu Barnachea	
Betty Day	Cindy Todd	