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Building on Success: Using Assessment to Expand Library Outreach Services

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Building on Success:

Using Assessment to Expand Library Outreach Services

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How can we use the positive results of assessment to expand outreach to student support communities?

Discussion

- A needs assessment intake form standardizing program director interviews is important; original system of interview notes was not viable long-term
- Workshops were well-attended when marketed to students who were rewarded for attendance: TLC primary audience in fall, Comp II in spring
- Unpopular fall workshops were removed from the spring schedule
- Because roving was less successful at OMVS we will teach library skills to their peer tutoring staff
- Data sharing with OMVS uncovered unfilled need; led to outreach plan to support underachieving Comp II students



Phase Two Methods

Conduct needs assessment interviews

30- to 60-minute discussions with program directors

- Program mission and outcomes
- Student population/demographics
- Typical service models (programs, advising, etc.)
- Opportunities for the library to align with mission

Program Name and Contact	Program Service Model	Outreach & Partnership Opportunities
Program or Learning Community	Services offered	Interest in the following existing outreach programs
Library Station	Study space	Workshop
Name	Lounge space	Roving
Email	Tutoring	LibGuide
Phone extension	Peer mentoring	Orientation
Office location	Staff mentoring	Instruction
Other contact name/email/title	Class advising	Other
First meeting date	Counseling	Student groups
	Computer lab	
	Free printing	

Internal
Qualtrics
intake form
(36 questions)

Plan interventions

- Roving (Project Achieve, OMVS)
- Undergraduate workshop series (TLC, open to all)
- Outreach programming (ILUNO)
- Online tutorials and guides (multiple)
- Training for library and OMVS staff (OMVS)



ILUNO
Conversation
Hour,
Spring 2017

Conduct follow-ups

- Reevaluate interventions
- Share data
- Confirm next steps with programs

Programs Involved

- Project Achieve - Local TRIO program
- Thompson Learning Community (TLC)
- Office of Military and Veteran Services (OMVS)
- Intensive English (ILUNO)

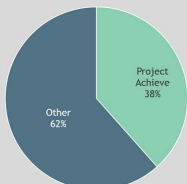
Phase One Methods

- One librarian provided roving research assistance at the Project Achieve office three hours per week for an academic year
- Students completed pre- and post-assessment surveys rating their satisfaction, confidence, and use of library resources

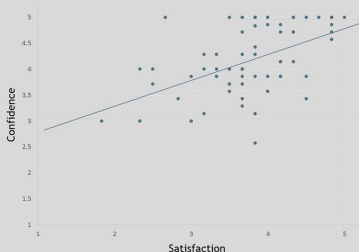


Phase One Results

Roving comparison



Correlation between satisfaction and confidence



Phase Two Results

Outreach by the numbers



Programming
7 Events
78 Attendees

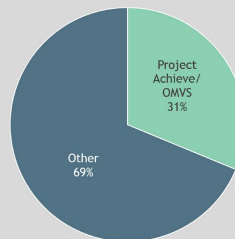


Orientations
5 Events
140 Attendees

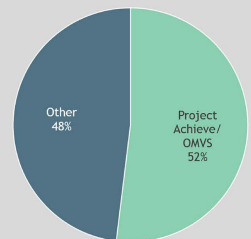
Programming n = 7 ILUNO, 4 OMVS
Orientations n = 1 ILUNO, 4 OMVS

Roving comparisons

AY16



AY17



Roving growth primarily at Project Achieve/TRIO with addition of second librarian; roving was less successful at OMVS

Workshops by the numbers



Fall 2016
5 Workshops
65 Attendees



Spring 2017
3 Workshops
57 Attendees

Fall 2016 in-class assessments and Spring 2017 exit slips determined Fall 2016 attendees were primarily TLC students and Spring 2017 attendees were primarily students receiving extra credit