



ASSESSMENT COMMITTEE TIME LINE- 2007 - 2009

- Aug 2006 University of Arkansas at Little Rock Ottenheimer Library conducts their first library Strategic Planning retreat to discuss goals and objectives for improving library services. The steering committee is formed, as well as individual committees. (Assessment, Facilities, Collections, Staff Development, and Technology).
- Nov 2006 Ottenheimer Library conducts Mid-Year progress session to allow staff members to express their input on topics that were discussed during the retreat.
- July 2007 Library conducts their 2nd Strategic Planning Retreat, in which individual committees discuss their plan, goals and objectives. The assessment committee is responsible for evaluating the effectiveness of library services.
- Sept 2007 The committee met to discuss the best strategies for assessing library services. The methods agreed upon were Focus Groups and LibQUAL+®
- Oct 2007 The assessment committee begins planning Focus Groups by developing user centered questions, and obtaining the services of an outside facilitator. Marketing and publicity for the focus groups began which entail flyers, e-mails, and information table.
- Nov 2007 Focus groups sessions were held throughout the day on Nov 7th. and led by an outside facilitator. The facilitator engaged the group in conversation by asking question and addressing concerns. Participants received \$10.00 towards their Campus Cards.
- Dec 2007 The assessment committee begins to analyze the Focus group facilitator's initial report, and categorizes comments and suggestions to correspond with the appropriate committees, which lead to the creation of the assessment grids.
- Jan 2008 The committee creates assessment grids based on focus group comments, and breaks them into specific categories of library services. Grids are

distributed to the steering committee and department heads for review.

- Feb 2008 Focus Group facilitator returns to library to present his final report to the library staff. The assessment committee registers for LibQUAL+®. The assessment committee year end reports was presented to library staff.
- Mar 2008 Marketing and Publicity begins for LibQUAL+®. Library web page featured a survey link, mass e-mail messages were sent to UALR community. A promotional table was set up, and flyers were distributed. \$50.00 gift cards are offered as an prize incentive for the survey drawing.
- Apr 2008 Library administers LibQUAL+® to UALR students, faculty and staff. April 25th, 2008.
- May 2008 Assessment committee receives LibQUAL+® results and begins to analyze data.
- June 2008 Assessment committee Analyzes LibQUAL+® data and present preliminary results to Strategic Planning Steering Committee.
- July 2008 Library holds its 3rd Strategic Planning retreat. Photo with winners of LibQUAL+® drawing.
- Fall 2008 LibQUAL+® results are published in library newsletter and reception for incentive winners and to share results. The Public Relations event was held in conjunction with the Library's Open House.

Assessment Grid – IT (rev. 9/08)

What Users say Needs Improvement	Assessment Tool	What Did We Do?	When?	If Nothing, Why? Negative Forces?	Is It Working
Too many log in procedures for computers, not user friendly (4)	Focus Group 2007 LibQUAL+® 2008	<p>Implementing LDAP to eliminate library barcode as login ID to access library collections remotely;</p> <p>Asked to be on the One Card (parking, food, library, etc.) project group. This will eliminate the 14 digit library number.</p> <p>Considering the problem with the extra login to Pharos to release print jobs.</p>	<p>Fall, 08</p> <p>Fall - Spring, 08</p> <p>Fall, 08</p>		<p>There are still problems, working with III and Dale Miller to solve the problems.</p> <p>Solved.</p>
<p>ALL students in whatever capacity need remote access to electronic resources (e.g., UAMS/UALR mixed classes).</p> <p>Make remote access Less difficult (3)</p>	<p>Focus Group 2007</p> <p>LibQUAL+r) 2008</p>	<p>LDAP is aimed to make the access easier. The student will use the NetID as login instead of the 14 digit library barcode</p>	<p>Fall, 08</p>		<p>It will work.</p>

Assessment Grid – IT (rev. 9/08)

<p>Desire for federated searches (2)</p>	<p>Focus Group 2007</p>	<p>Consider one key step to federated search – ERM for Electronic Resource Management to provide users license and coverage information. Need to work with Cataloging and Acquisition departments.</p>	<p>Fall – Spring, 08</p>		<p>Not totally federated but OPAC searches will provide links to databases and e-serials. It is the necessary step towards federated search.</p>
<p>Desire for Virtual Librarian</p>	<p>Focus Group 2007</p>	<p>Refer to Reference/instruction Introduce LibGuide.</p>	<p>Fall – Spring, 08</p>		<p>Try...</p>
<p>Printers don't work. Need printers, PCs, copiers on all floors</p>	<p>LibQUAL+®</p>	<p>Can provide more PCs on each floor; but will need power outlets on 3rd, 4th, 5th floor.</p>			

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Video on how to use Web page	Focus Group 2007	Refer to Reference/instruction. Try LibGuide.	Fall – spring, 08		
More news on the Web site	Focus Group 2007	Refer to Web Committee (to be appointed by Dean); Visix TV screens are being installed	Fall 2008		
Enhancing the Web site to let you know if books/materials are available Search engine/Web Interface difficult to Use (12)	Focus Group 2007 LibQUAL+ ® 2008	Refer to Web Committee (to be appointed by Dean) This will involve some improvements to the OPAC. Will work with Data Integrity Committee	Fall 2008		

Assessment Grid – IT (rev. 9/08)

The use of the latest technology. Upgrade computers and research tools. Make Web site more interactive.	Focus Group 2007	Refer to Web Committee (to be appointed by Dean)	Fall 2008		
Computer lab overcrowded	Focus Group 2007	Refer to Web Committee (to be appointed by Dean)	Fall 2008		
Desire for uniformity in programs on computers, if one has Maple or Dreamweaver or Word, etc., they all should (6)	Focus Group 2007	Refer to Computing Services (campus unit responsible for this)	Fall 2008		
Improve IT equipment, access, quantity	Focus Group 2007	Partnered with Computing Services (owner of the lab) to allow expansion	August 2008		
Offer classes on basic use of	Focus Group	Refer to Computing Services (campus unit responsible for	2008		

Assessment Grid – IT (rev. 9/08)

computers and software	2007	this) If the requests are from the library staff, IT department can provide Millennium training and Computer Skills training.			
More restrictions of unofficial web sites	Focus Group 2007	Refer to 2008 Focus Groups – does comment refer to Computer Lab equipment or Library’s? Enough restrictions to the catalog PCs. Refer to Reference Department for policy.	Fall 2008		



OTTENHEIMER
LIBRARY

You Asked For It, You Got It!

Update Furniture

It's on its way!

Modernize

Plasma screens on all floors!

More DVDs

214 National Film Registry
DVDs available. More to come!

More Databases

Electronic Enlightenment and
Compustat added this semester!

Buy IEEE and ACM titles

We provide IEEE (since 2003) and ACM
Titles (since 2001) in electronic format!

New Computers, longer
hours in Lab

Available in the
expanded Computer Lab!

Make materials for patrons
with disabilities more accessible

Materials and equipment moved to
expanded Computer Lab!



We Need Your Help and 10 minutes of your time!

The Ottenheimer Library is conducting a survey in cooperation with LibQUAL+® between April 7th—25th. We need your opinions.

- *It's quick! Just 10 minutes!*
- *It's easy! Only 22 core questions!*
- *It's online! Take it when you want!*
- *Prizes! Enter to win one of five \$50 gift cards!*

And best of all, you're helping to make the Ottenheimer Library a better place!

Go to <http://library.ualr.edu/libqual/>

This study has been reviewed and approved by the University of Arkansas at Little Rock's Institutional Review Board (IRB). The IRB has determined that this study meets the ethical obligations required by federal law and University Policies. The completion and submission of the questionnaire indicates your consent to participate in the survey. Only combined data will be reported.

Any questions about the survey or requests for disability accommodations can be sent to libraryfeedback@ualr.edu.



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