

## **Assessment Plan - Elton S. Karrmann Library University of Wisconsin-Platteville**

### Karrmann Library's Mission:

- A. To provide basic academic library resources, services, and facilities that support the curricular and general information needs of students, staff and faculty.
- B. To provide library resources and services that encourage independent lifelong learning and research, and to promote the desire to read and grow, not only in knowledge, but also in literary and aesthetic appreciation.
- C. To provide materials and services that contribute to intellectual growth, multicultural awareness, and development of the region.
- D. To collect, preserve, and make available regional historical and genealogical materials, including university archives.
- E. To maintain the library's status as a regional depository of U.S. government documents and to collect and provide access to state and U.S. government documents.
- F. To participate in and promote interlibrary cooperative sharing of library resources and services.
- G. To provide an inviting, relaxed environment that promotes learning and leisure reading, thus enhancing the university experience.

### Expected Outcomes

The Karrmann Library staff will provide:

- 1. Students, faculty, staff, and the community access to a variety of federal and state government resources in both print and electronic formats.
- 2. Quality reference services to all patrons, including personal, telephone, and email 'Ask a Librarian' services.
- 3. Information literacy and library instruction classes for students and faculty in order to increase their ability to use the library's resources and services.
- 4. Access to electronic collections, physical collections and computing services for all patrons, including those with disabilities.
- 5. Access to recreational literature as well as materials relating to current events and issues.
- 6. Access to a wide range of historical and genealogical materials through the Southwest Wisconsin Room.
- 7. Easy access via its web page to general information and online databases and other resources.
- 8. Materials for teachers' instructional and classroom use in preK-12 settings through the Instructional Materials Laboratory (IML).
- 9. Access to resources in the UW-System by promoting the U.W. System philosophy of "one system, one library" in a variety of ways:

- a. Use of the systemwide Voyager suite of catalog and other products.
  - b. Access to the SFX and MetaLib “one-search” system utilized across the U.W. System.
  - c. Implementation of the Universal Borrowing component of Voyager.
  - d. The ability for users to place Interlibrary Loan requests electronically through the ILLIAD system.
  - e. Access to the extensive resources contained in the U.W. System’s Shared Electronic Collection.
10. Areas for computer labs, an instructional classroom, group and individual study areas, an open reference area with seating, and a quiet study area; all with the enjoyment of food and beverages.
11. Alternative testing services for all students who request it.

Assessment Tools:

- A. Regular use of the national LibQual user survey.
- B. Collection and regular analysis of statistics including circulation, reference questions, gate counts, etc.
- C. Review suggestions from the library’s “suggestion box” and online comments.
- D. Review and analysis of reports generated by the ILL, UB, and Shared Electronic Collections.
- E. Work with the university’s academic programs to have them include one or more questions relating to the library in their student exit surveys/interviews.
- F. Periodically work with individuals, groups, and the Library Committee, to collect user input regarding the library and its services.
- G. Regular review and evaluation of the library’s various collections.
- H. Regular analysis of web server logs.
- I. Individual evaluations from library instructional sessions and tours.

|           | Tool A | B | C | D | E | F | G | H | I |
|-----------|--------|---|---|---|---|---|---|---|---|
| Outcome 1 | X      | X | X | X | X | X | X |   | X |
| 2         | X      |   | X |   | X | X |   |   | X |
| 3         | X      |   | X |   | X | X |   |   | X |
| 4         | X      | X | X | X | X | X | X |   | X |
| 5         | X      |   | X |   | X | X | X |   | X |
| 6         | X      |   | X |   | X | X | X |   | X |
| 7         | X      | X | X | X | X | X |   | X | X |
| 8         | X      |   | X |   | X | X | X |   | X |
| 9         | X      | X | X | X | X | X |   |   | X |
| 10        | X      |   | X |   | X | X |   |   | X |
| 11        |        |   | X |   | X | X |   |   | X |