

# University Library

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## *Expanded Statement of Institutional Purpose*

### **Institutional Mission Reference**

The mission and major goals of Old Dominion University can be found in the University Catalog and the 2000-2005 Strategic Plan. An important part of the University's mission is to advance knowledge and a genuine desire for learning, as well as to extend the boundaries of knowledge through research and scholarship.

### **Institutional Goal(s) Supported**

The Library's programs support institutional initiatives to provide a high quality, distinctive undergraduate experience, to provide excellent graduate programs with exceptional opportunities for scholarship, research, creative work and service, and to establish the infrastructure required to promote and sustain high quality research.

## *Intended Objectives, Methods for Assessment, Criteria for Success, Assessment Results, and Use of Results*

### **Intended Objective 1**

The University Library will provide easy access to all collections and services, enabling users to find and use needed resources simply and quickly.

**Method for Assessing Objective 1 and Criterion for Success:** On a three-year revolving schedule, users of each service point in the library system are surveyed to assess service quality. Topics of investigation include staff accessibility and knowledge, as well as the quality of the collection and the adequacy of staff and other resources to meet users' needs in a timely way. A majority of users will rate the service at the specified service point as excellent or good.

**Summary of Assessment Data Collected for Objective 1:** Surveys were developed and administered by the Library Services Committee, as part of the ongoing Quality Services Assessment Program. Service points which have been subjects of surveys include the information desk, circulation services, reference department, microforms, the serials service point, interlibrary loan, the Hofheimer art library, and special collections.

**Use of Assessment Results from Intended Objective 1 to Improve Educational Support or Administrative Unit:** Following data collection, results have been employed to focus efforts for improvement. Service points that have been assessed twice have reported higher positive responses in the second survey.

### **Intended Objective 2**

The University Library will enhance collections and services through digital technologies.

**Method for Assessing Objective 2 and Criterion for Success:** The Library's Web site will lead users to the fully developed catalog, an array of bibliographic databases, significant full text journal holdings, tutorials and other instructional material developed for students in a single discipline, and manuscript material digitized for exhibits and scholarly use. The homepage and selected component parts will be tested regularly for usability, using accepted methodology.

**Summary of Assessment Data Collected for Objective 2:** Trends in the use of the Library's digital resources were reviewed, supported by the extensive use data collected online. Where appropriate, usability studies were carried out.

**Use of Assessment Results from Intended Objective 2 to Improve Educational Support or Administrative Unit:** User interfaces on the Library's Web site and online instructional material were refined in light of assessment results.

**Intended Objective 3**

The University Library will develop and implement a multi-year plan for expanding library collections and information access to support enhanced research and creative output, internationalization of the curriculum, and developing distance learning programs.

**Method for Assessing Objective 3 and Criterion for Success:** Assessments of present library collections will be carried out to identify critical collecting needs for research in each discipline represented in the University. Data collection will take several forms, including a benchmark comparison of the Library's existing collection with those of peer institutions in the discipline, as well as information gathered from current faculty, evaluation of recent requests for the purchase of materials, and interlibrary loan requests in the discipline. At the close of the 2001/2002 academic year, 30 assessments will be prepared and available for review on the Library's homepage.

**Summary of Assessment Data Collected for Objective 3:** 32 collection assessments have been finished, reviewed by the Library's Collection Development Council, and posted on the <http://libstaff.lib.odu.edu> Web site.

**Use of Assessment Results from Intended Objective 3 to Improve Educational Support or Administrative Unit:** Library collection needs have been tabulated for ease of review. The results of the assessments are used regularly in requests for external funding and in reports to accrediting bodies. Resources identified as critical needs have been acquired for the Library's collections to the extent that funds have been available.