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USFSM Information Commons Resource Desk Assessment 2019-2020

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Library Assessment & Impact

1. First Name: Jessica Last Name: Szempruch
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3. Campus: Sarasota Library Unit: Sarasota Department: Library Services/Information Commons
4. Title of Assessment [name of project or course-include prefix and number]:

Information Commons Resource Desk Assessment
5. Assessment Category: ___Collections X Services ___Facilities/Equipment
6. Assessment Time Period: July 2019 - March 2020
7. Audience/Population: Students (undergraduate and graduate), Staff, Faculty
8. What is the purpose of the assessment? [max: 500 words]
Please address the following points as appropriate:
 - a) What problem are you trying to solve?
 - b) What service or function are you trying to improve?
 - c) What criteria demonstrate success?
 - d) What is the anticipated impact?

Staff and faculty employed in USFSM Information Commons collect data on all of the transactions which take place at our Resource Desk. This data is used to track and plan improvements upon said services, inform staffing decisions, and prioritize additional purchases. Data collection focuses on date/time of contact; staff/faculty who provided assistance; contact type; purpose; and equipment or supplies requested (if applicable).

Reflection on this data allows Information Commons' leadership to make improvements to the area and enhance services. Comparing year to year data allows us to recognize growth and patterns.

I hypothesize that data will show a need for increased staffing coverage in order to provide enhanced support. Additionally, I believe data will reflect the importance of our equipment loan and course reserves programs to student success and timely course completion.

9. Please check off any PBF or Preeminence metrics to which this activity correlates:

| | PBF metrics |
|---|--|
| | Percent of Bachelor's graduates employed or continuing education |
| | Median wages of graduates employed full time |
| | Average cost to students |
| X | Four-year graduation rate |
| X | Academic progress rate |
| | Bachelor's degrees awarded in areas of strategic emphasis |
| | University access rate |
| | Graduate degrees awarded in areas of strategic emphasis |
| | Percent of BAs awarded without excess hours |
| X | Six-year graduation rate |

| | Preeminence Metrics |
|--|---|
| | Average GPA and SAT score |
| | Top 50 rankings |
| | Freshman retention rate |
| | Four-year graduation rate |
| | National Academy memberships |
| | Science and engineering research expenditures |
| | Non-Medical science and engineering research expenditures |
| | Disciplines ranked in top 100 for research expenditures |
| | Utility Patents awarded |
| | Doctoral degrees awarded annually |
| | Number of post-docs appointed |
| | Endowment size |

10. Assessment Methodology and Data Points:

Recorded in LibInsights: date/time; contact type; purpose of visit; equipment loaned (if applicable); person who completed transaction

11. Schedule/plan:

Statistics are created and maintained on an on-going basis. Immediately following each interaction, entries are recorded in LibInsights. Statistics are reviewed on a regular basis for trends and outliers.

12. Expected outcomes:

I expect that by continually recording and evaluating data from Resource Desk transactions, we can continue to improve and increase services to all patrons. Additionally, the volume of data will demonstrate a need for additional full-time staff presence at the Resource Desk in order to shift those responsibilities away from the faculty librarian and to insure thorough coverage.

[Post-assessment]

Discussion of Findings/Results:

- a) What did the data show? (summarize statistics, if applicable)
- b) What did you learn?
- c) Applicability/usage?
- d) If you did the assessment again, what would you change?

July 2019 - March 2020

Two part-time student assistants (Evan Fruehauf and Bianca Tortolano) and one librarian (Jessica Szempruch) completed 1372 Resource Desk transactions between July 2019 and March 12, 2020.

- # by employee:

Evan - 538 (39.21%)

Bianca - 345 (25.15%)

Jessica - 485 (35.35%)

- nearly 98% of these interactions were the product of walk-in visits
- Most common requests for assistance: printing; equipment loan; room reservation; technical assistance
- Most common loan requests: laptops; calculators; textbooks

Plan for improvement/next steps:

- Data shows a high number of printer and technology related questions. This shows that more education is needed on basic USFSM technology requirements. This represents an opportunity to work with other campus stakeholders (eLearning, student success, orientation) on outreach and tutorial creation.
- A large portion of questions came from walk in visits. With changes to our service model following COVID-19, this percentage may decrease.
- Increased use of textbooks and course reserves indicates that improvements from last year are working. This is an area where we will continue to collaborate with USFSM Student Government to provide additional high-need textbooks, as well as to advertise our holdings.
- Nearly 60% of equipment loans were for laptops. This indicates the importance of keeping our laptops fully functional, as well as potentially obtaining more units if necessary.

- Data shows an overwhelming amount of these transactions (over 35%) were completed by the one USFSM faculty librarian. Additional full-time staffing is necessary in order to remove the librarian from the day-to-day Resource Desk work processes (other than as an emergency backup), thus allowing her to focus on the more complicated information literacy tasks. Additionally, increased staffing would allow for more comprehensive coverage hours and increased depth of services provided.
- Current collection methods focus primarily of quantitative data. A digital feedback form will be utilized in FY2021 in order to streamline collection of important qualitative data.

Assessment results (attach summary document/file with raw data):

[Raw data](#)