

Selected Goals from 2004-2005 Annual Reports

Unit: Library Services

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

High Quality Education (1)

Unit Goal

What were your unit level goals for 2004-2005 as contained in your 2003-2004 Annual Report?

3. Provide reference and information services

What action did you undertake to achieve this goal?

- Regularly scheduled assistance was made available to the FGCU community at the reference desk during posted hours of service, as well as by appointment and through e-mail

By what means did you assess goal achievement?

- Secret Shopper Surveys were used to assess reference service accuracy and compliance with RUSA guidelines
- Feedback forms were completed by users after each individual consultation session

Describe the assessment results and the conclusions about goal attainment you inferred from them.

Some dissatisfaction was expressed in the Secret Shopper Surveys (scale of 1-10 with 1 being poorest rating) with reference behaviors and skills in three areas:

1. Success of library staff in finding the information sought

Ratings:

1

3 - 2

5 - 2

6 - 6

7 - 2

8 - 5

9 - 7

10 - 24 (mean: 8.6, median: 7)

2. How well library staff followed up

Ratings:

1 - 4

2

3

4

5 - 3

7 - 2

8 - 4

9

10 - 7 (mean: 6.75, median: 7)

or, I did not need the library staff to follow up. 25

3. Whether the library staff member asked "Does this fully answer your question?"

Yes 26 - 65%

No 9 - 35%

4. Feedback forms completed by users after individual consultation sessions indicate that these sessions are useful so they will continue as the "My Librarian" service

What continuous improvement resulted from the use of the assessment data?

- As these behaviors are well-known to librarians, the Head of Customer Services has provided additional training for reference paraprofessionals to ensure follow-up behaviors are exhibited as these behaviors result in improved service.
 - Further improvements in service are anticipated when two additional positions that have been approved for Academic Year 2005-2006 are filled.
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