**Northern Michigan University**

**Improvement Plan / Assessment Report Form**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | Olson Library (Academic Information Services) |
| This document is the | 🗹 PLAN or 🞎 REPORT for July 1, 201\_ to June 30, 201\_ | Date Submitted: | 9-24-12 rev.10-29-12 |
| Submitted by (Unit Representative) | Darlene Walch |

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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes \_\_ No** |
| Olson Library contributes to the mission of Academic Information Services and to NMU’s teaching, learning, scholarship, and community outreach activities by providing academic programming in information literacy, access to information resources in a range of formats, instructional and consultative services, and a place to study and engage in collaborative scholarship. (Rev. 3/19/09) |

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| **Improvement Plan** |  |  |
| **Administrative Objective #1** *(State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)* |  | **Action Plan/Evidence of Assessment for Objective** *(Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect*? *What method is used to collect the data for the statistic*?) |
| *Objective*: Provide quality information resources in support of the curriculum in a cost effective manner.*Rationale (Why you are setting this objective; mark with “X”)*:X Effectiveness/quality action X Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain): *Alignment (Refer to last pages)*1. *Which AQIP category does this address? 1*
2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*:
 |  | *Measures*:Collect statistical data to show growth and modification of the collection indicative of changes in resources:1. Expenditures and additions by type of material
2. Deletions of outdated materials
3. Continue the long-term weeding project, removing from the shelves materials that have not been used.  The target for the end of FY15 is to reduce the circulating collection on the library’s third floor by 50% from its 2009 size.
4. Print material (books, journals, etc.) expenditures will be monitored and compared to expenditures for electronic resources (databases, journal collections, and ebooks).  The 2013 target is to expend 78% of library acquisition funds directed toward electronic resources.
5. Books in digital form will be reviewed in the context of collection policies and curricular needs.  Books in digital form will be favored when content, ease of access, and cost factors are positive.  The FY13 target is to increase digital book expenditures by 30% over FY12.
6. Resource use data by type of material and discipline based on circulation and browse statistics
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| **Assessment Report** |  |  |
| **Summary of Data Collected** *(Provide trend data and summary)* |  | **Description of how results were used to improve services** *(Offers conclusions or interpretation and explains how data was used to make changes for improvement as related to the objective)* |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) |
| **Improvement Plan** |  |  |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective**  |
| *Objective*:Establish a comprehensive scholarly works repository by implementing Digital Commons in order to record, preserve, and publicize the intellectual output of faculty, staff, and students of Northern Michigan University. This will replace the “Scholarly Works” website currently in use since the website is not user friendly, can only be searched by individuals at NMU, and is outdated. The Scholarly Works website is administered by Information Technology (AdIT) and they do not have the resources to improve and maintain it. Moving this function to the academic arm of the university and working with a third party vendor will help insure its growth and maintenance.*Rationale (Why you are setting this objective; mark with “X”)*:X Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure X Create baseline  Other (explain): *Alignment (Refer to last pages)*1. *Which AQIP category does this address? 1, 3*
2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: CA1
 |  | *Describe timetable plans to achieve objective*.1. Import Scholarly Works data into Digital Commons, with a target completion date of the start of the Winter 2013 semester.
2. Implement promotional campaign. This campaign will begin in November 2012 and continue to May 2013.
3. Faculty from all academic departments will be the first targeted group to submit materials into the institutional repository. This data will be indexed in worldwide databases, making the data findable to the scholarly world at large, thus increasing the awareness of intellectual endeavors at Northern Michigan University.

*Beyond completing the above steps, how will you judge whether the objective was a success? Examples: If the rationale was Efficiency/cost, what is the desired and/or minimum target criteria for savings in time or cost? If the rationale was Satisfaction, what is the measure and what increase is desired*?1. Proportion of Scholarly Works records imported into Digital Commons: 50%.
2. Attendance at campus presentation and number of Digital Commons logins or searches after records imported: goal is to have 10% of faculty attend the campus presentation and at least a 50% increase in Commons site hits following the promotional campaign’s beginning.
3. New information about scholarly works is added to the Commons by at least 10% of the faculty.
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| **Assessment Report** |  |  |
| **Summary of Data Collected #2** (*Summarize the evidence)* |  | **Description of how results were used to improve services** |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) |
| **Improvement Plan** |  |  |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective**  |
| *Objective*:Complete review and analysis of the Holocaust/Human Rights Collection to identify areas for development (e.g. materials in specific subject areas, authors, publishers, or formats that will enhance and strengthen the collection). *Rationale (Why you are setting this objective; mark with “X”)*:X Effectiveness/quality action X Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain): *Alignment (Refer to last pages)*1. *Which AQIP category does this address? 1*
2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*:
 |  | *Describe timetable plans to achieve objective*.1. Finish mapping the scope of the collection to NMU’s curriculum, specifying subject strengths of the collection and relevant academic programs, by June 30, 2013.
2. Identify specific materials and spending plan to develop the collection further via acquisitions, licensing, or access on demand, by June 30, 2013.
3. Use subject mapping to identify and begin implementing strategies to promote and expand use of the collection among academic departments and faculty. Faculty and departments with the most direct ties between collection content and curricula will be targeted. The exact number of departments involved remains unknown until subject mapping is completed. This activity will continue for an undetermined period beyond 2012-2013.

*Beyond completing the above steps, how will you judge whether the objective was a success*? Providing information on the collection will enable faculty to develop syllabi and assignments that will potentially increase collection usage. While we hope to see increased collection use tied to curriculum, actual faculty participation is largely external to the Library; thus we cannot identify formats, targets, or timelines for course revisions and academic use of the collection. We can measure only total usage, which is also subject to other factors. The original objective focused on assessing the collection itself, with the data to be used for developing the collection and finding ways to increase academic use. This year will complete the assessment objective for the Holocaust/Human Rights Collection. |
| **Assessment Report** |  |  |
| **Summary of Data Collected #3** (*Summarize the evidence)* |  | **Description of how results were used to improve services** |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) |

**AQIP Functions within the University:**

Some unit objectives address specific operational issues directly related to AQIP reporting. Listed below are AQIP categories. Use these category numbers to describe the context of each objective, i.e. which category does that objective address?
 (A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

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| ***AQIP Categories*** |
| Category 1 | Helping Students Learn documents the curricular and co-curricular processes and student learning support. |
| Category 2 | Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach. |
| Category 3 | Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies, targets and meets their needs. |
| Category 4 | Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs. |
| Category 5 | Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions. |
| Category 6 | Supporting Institutional Operations documents student and administrative support services, safety, and facilities. |
| Category 7 | Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards. |
| Category 8 | Planning Continuous Improvement documents NMU’s strategic and administrative planning processes. |
| Category 9 | Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies). |

(A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

**Road Map Codes to Tie to Unit Objectives**

Some unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at [www.nmu.edu/roadmap2015](http://www.nmu.edu/roadmap2015).

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| ***Road Map to 2015 Goals*** |
| ***Code*** | ***Innovation Goals*** |
| **I-1** | Balance successful programs with new offerings |
| **I-2** | Professional development program that rewards innovation and collaboration |
| **I-3** | A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad |
| **I-4** | Develop the financial resources to support innovation and student success |
|  | ***Meaningful Lives Goals*** |
| **ML-1** | A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world |
| **ML-2** | Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network |
| **ML-3** | Integrate the highest possible level of information technology skills and competencies throughout the university |
|  | ***Campus Attributes Goals*** |
| **CA-1** | Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus |
| **CA-2** | Enhance processes throughout campus operations to guide the use of resources and inform resource allocation |
| **CA-3** | Enhance the portfolio of academic programs, research and other activities that leverage the university’s location  |
| **CA-4** | Be a model community for sustainable education and practices |
|  | ***Community Engagement Goals*** |
| **CE-1** | Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity.  |
| **CE-2** | Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives.  |
| **CE-3** | Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience |
| **CE-4** | Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula.  |