### OUTCOMES ASSESSMENT FORM

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<th>DEPARTMENT</th>
<th>PROGRAM FUNCTION</th>
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<tr>
<td>Library</td>
<td>Provide Adequate Staff</td>
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**LSUE Strategic Plan: Goal 1 (Human Resources):**

**Objective 1.2.** Support the professional growth & development of employees.  
**Objective 1.3.** Foster a spirit of collegiality and collaboration among employees to achieve the goals of the university.

**Board of Regents Master Plan: Goal II: Ensure Quality and Accountability.**  
**Objective III: Strategy 1.** Adopt “best practice” policies and target resources to improve services and facets of the college environment.

Library Staff exhibit a strong sense of collegiality and they collaborate as a team on policies and procedures to support improved services to LSUE’s service area.

### EXPECTED RESULTS:

Library users find willing and knowledgeable staff for assistance.

### ASSESSMENT PROCEDURES:

1. Student satisfaction is measured on the annual Student Survey.  
2. Librarians have graduate degrees in library science.  
3. Each librarian and staff person takes part in a staff development activity annually.

### RESPONSIBILITY FOR ASSESSMENT:

1. Assessment Office administers the Student Survey.  
2. Librarian credentials are on file in Personnel Office.  
3. Library’s Annual Report lists staff development activities.

### USE OF ASSESSMENT FINDINGS:

Annual staff evaluations use assessment data to improve performance.
LSUE Strategic Plan: Goal IV:
Objective 4.1. Enhance the quality of the learning environment at LSUE.
Strategy 4.1.3. Offer a variety of instructional formats to enhance student learning and scheduling needs.
Strategy 4.1.4. Support faculty in the acquisition, development, and use of technology and instructional techniques.

LSUE Operational Plan (2001-2002):
Goal I: To improve the overall quality and effectiveness of LSUE’s Administrative Infrastructure.

The library staff actively support students’ use of computers and related technology both in the library and the computer lab. Bibliographic Instruction sessions are regularly scheduled to meet the needs of students and faculty in their academic programs.

EXPECTED RESULTS:

Students use personal computers as routine tools in their academic coursework.

ASSESSMENT PROCEDURES:

1. Computer laboratory information will be presented in every bibliographic instruction session.
2. Software will parallel that used in classes across the campus and be verified by examination of syllabi.
3. Information on computers in library computer lab will hold study guides, class notes, tests, etc., for student use.

RESPONSIBILITY FOR ASSESSMENT:

1. Librarians and student assistants will monitor computer laboratory use.
2. Librarians will examine syllabi to maintain current software.

USE OF ASSESSMENT FINDINGS:

Librarians, working with faculty, will analyze use of the computer laboratory.
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<td>Library</td>
<td>Audiovisual Service</td>
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**Board of Regents Master Plan: Goal III: Enhance Services to Communities and State.**

**LSUE Strategic Plan: Goal 4:**

**Objective 4.1.** Enhance the quality of the learning environment at LSUE.

**Strategy 4.1.3.** Offer a variety of instructional formats to enhance student learning.

**Strategy 4.1.4.** Support faculty in the acquisition, development, and use of technology and instructional techniques.

Access to Audio Visual Services has been vastly improved through a restructuring of the Video Collection. The new arrangement is more accessible and lend itself to browsing. The collection itself enhances the quality of LSUE’s learning environment and offers an alternative instructional format to support student learning.

**EXPECTED RESULTS:**

Faculty and students find appropriate audio visual equipment to support their courses and interests at LSUE.

**ASSESSMENT PROCEDURES:**

1. The budget for new and replacement equipment will increase 10% each year.
2. User response will be measured in the annual Faculty and Student Surveys.
3. Use statistics will be tabulated.
4. Faculty opinions will be measured on the annual Faculty survey.

**RESPONSIBILITY FOR ASSESSMENT:**

1. The Business Office verifies expenditures.
2. Assessment Officer annually administers the Student Survey and the Faculty Survey.
3. The Library tabulates equipment use.

**USE OF ASSESSMENT FINDINGS:**

Survey results are analyzed each year to determine selections and policies.
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<td>Library</td>
<td>Community Use</td>
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**Board of Regents Master Plan: Goal III: Enhance Services to Communities and State**

**LSUE Strategic Plan: Goal 5:** LSUE will utilize extended resources to develop and promote distance and lifelong learning opportunities for constituencies in the local service area and state.

**Goal 6:** LSUE will develop and promote a multi-faceted range of non-credit, credit, and alternative delivery systems tailored to meet the needs of the traditional and non-traditional student population.

**LSUE Operational Plan (2001-2002): Goal II:** To improve access to higher education services for all citizens of LSUE’s service area.

LeDoux Library interacts with the community to inform patrons of its information resources and services. Meetings with local school and civic organizations support this initiative.

**EXPECTED RESULTS:**

Citizens use the LeDoux Library when resources cannot be found in their local public libraries.

**ASSESSMENT PROCEDURES:**

1. Two hundred new community users will be issued Special Borrower’s Cards each year.
2. Five school groups of students and/or teachers will be hosted at the LeDoux Library each year.
3. A monthly exhibit and speaker will be sponsored. Fifty participants will attend each program.
4. Friends membership will increase 10% each year.
5. Mutual library agreements with public libraries of the three parishes of LSUE’s service area will be updated annually.

**RESPONSIBILITY FOR ASSESSMENT:**

The Library will keep records of the above activities and copies of the library agreements.

**USE OF ASSESSMENT FINDINGS:**

Interactions of the Library Staff with other local librarians and community members and use data will be considered in determining library policies.
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<td>Library</td>
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#### Board of Regents Master Plan: Goal III: Enhance Services for Communities and State.

#### LSUE Operational Plan (2001-2002): Goal II. To improve access to higher education for all citizens of LSUE’s service area.

Government Documents department is enhancing services to community and state through proactive collection development. Access is greatly improved by new SIRSI Unicorn i-link system.

#### EXPECTED RESULTS:

Students, faculty, and local citizens find federal document resources available.

#### ASSESSMENT PROCEDURES:

1. The library will maintain its favorable depository status through the routine inspection by a federal auditor.
2. Document use will increase 10% each year.

#### RESPONSIBILITY FOR ASSESSMENT:

1. A federal inspector visits the library every 5 years and prepares a detailed report.
2. Use records are kept by the library.

#### USE OF ASSESSMENT FINDINGS:

Each year the library staff analyzes use records to determine best selections and service policies.
OUTCOMES ASSESSMENT FORM

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<td>Library</td>
<td>Lifetime Users and Learners</td>
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**Board of Regents Master Plan:**  
**Goal I:** Increase opportunities for student access and success.  
**Goal II:** Enhance services to communities and state.

**LSUE Strategic Plan:**  
**Goal 3:** LSUE will offer quality curricula and instruction to meet the diverse needs of the student population within its service area.

**LSUE Operational Plan (2001-2002):** To improve access to higher education services for all citizens of LSUE’s service area.

Professional library staff meet above criteria to support lifetime users and learners through content-centered bibliographic sessions and assessment surveys of students.

**EXPECTED RESULTS:**  
Students become lifetime library users and learners.

**ASSESSMENT PROCEDURES:**

1. Librarians will reach 1,000 students each year through bibliographic instruction in classrooms.
2. Alumni surveys will indicate library use throughout their lives.
3. A more detailed survey concerning library service will be given to a cross-section of students.

**RESPONSIBILITY FOR ASSESSMENT:**

1. Bibliographic instruction records are kept by the library.
2. The Assessment office conducts the annual Alumni Survey.

**USE OF ASSESSMENT FINDINGS:**

Instruction and response statistics are analyzed in June of each year by the library staff to determine policies.
DEPARTMENT | PROGRAM FUNCTION
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Library | Automation

**Board of Regents Master Plan:**
- **Goal I:** Increase opportunities for student access and success
- **Goal II:** Ensure quality and accountability
- **Goal III:** Enhance services to communities and state

**LSUE Strategic Plan:**
- **Goal 4:** LSUE will provide quality learning experiences.
- **Goal 5:** LSUE will utilize extended resources to develop and promote distance and lifelong learning opportunities for constituencies in the local service area and state.

**LSUE Operational Plan (2001-2002):**
- **Goal II:** To improve access to higher education services for all citizens of LSUE’s service area.

The LeDoux Library’s new SIRSI Unicorn system is a dynamic online catalog that will proactively support all of the above criteria.

**EXPECTED RESULTS:**
Students retrieve and use information through automated catalogs and databases.

**ASSESSMENT PROCEDURES:**
1. Determine user activity on each terminal in the library.
2. Establish LOUIS as library’s information retrieval agency.
3. Analyze annual student survey results.

**RESPONSIBILITY FOR ASSESSMENT:**
1. Library collects terminal data.
2. Assessment Office conducts annual student survey.

**USE OF ASSESSMENT FINDINGS:**
Annually the library staff will review the use statistics to determine ways to improve service.
Use is summarized in the Library’s Annual Report.
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**LSUE Strategic Plan: Goal 4 (Academic Programs):**
**Goal 4: Objective 4.1.** Enhance the quality of the learning environment at LSUE.
**Goal 6: Objective 6.1.** Explore and implement innovative ways to deliver educational opportunities to time and place bound students.

**LSUE Operational Plan (FY 2001-2002): Goal II:** To improve access to higher education services for all citizens of LSUE’s service area.

LeDoux Library is enhancing the quality of LSUE’s learning environment through an innovative online catalog. This new system will provide curricular support of students and faculty on campus and at remote sites. Access for LSUE’s service area will be greatly improved.

**EXPECTED RESULTS:**

Students find adequate resources and services to support their courses and interests.

**ASSESSMENT PROCEDURES:**

1. The annual budget for library materials will provide a minimum of 4 periodicals in each program area, update the book collection in areas of identified weakness, add 100 video tapes, and update the basic book collection.
2. Circulation of materials will increase 10% annually.
3. Records of interlibrary loan transactions will be monitored to determine use.
4. Student satisfaction with library resources, services and hours will be measured by the student survey.
5. The collection development policy will be reviewed annually.
6. Library attendance records are tabulated on a sample basis for daytime use and regularly for night and weekend use.

**RESPONSIBILITY FOR ASSESSMENT:**

1. Budget documentation is reported by the Business Office.
2. Circulation and attendance statistics are tabulated by the Library.
3. Interlibrary loan records are kept in the library.
4. Student Survey is administered by Assessment Officer.

**USE OF ASSESSMENT FINDINGS:**