



Administrative Unit Outcomes Plan and Report (Academic and Student Services & Administrative Support Units)

SECTION I: UNIT INFORMATION

Annual Report Year	2021-22	Contact Person	Julene Jones
Unit	Libraries	Email Address	julene.jones@uky.edu
Reports To	Dean Doug E. Way, Libraries		
Mission	The mission of the University of Kentucky Libraries is to ignite the human drive to discover, create, and connect by facilitating access to information, empowering learners, and collaborating with our communities to advance knowledge, enhance scholarship, and preserve the history and culture of the Commonwealth. Discover. Create. Connect. (2021)		
Description of Services Provided	Online and print collections and resources, reference and research consultation assistance, information literacy, interlibrary loan, individual and group study spaces.		
Populations Served (e.g., Online, Off-campus, Faculty)	All campus, including online and off-campus UK affiliates, students, staff, and faculty. Also includes community patrons.		
Current draft date	5/24/22 jlj		

SECTION II: OUTCOMES AND ASSESSMENT

Complete the table for each outcome the unit will assess during the current cycle. At least 1 outcome should align with the 2021 University Strategic Plan; the Strategic Plan objective(s) to which a given outcome aligns should be specified in the space provided below the field containing the outcome statement. The University Strategic Plan goals and objectives are provided in Appendix I. During the planning phase, the unit should specify the measure(s) that will be used to assess each outcome, a target for each measure, and the year(s) for which data will be (or have been) collected and reported as part of the current cycle. During the reporting phase, a summary of results, interpretation of results, and any actions planned in response to the results should be provided for each measure. The unit will be asked to provide a reflection on any actions taken as part of the current cycle at the end of the following year.

*Libraries' note: Measures assessed or actions taken during the current reporting fiscal year are shown in the table in **bold font**.*

Outcome #1 Statement:		Students identify the Library as influential in their successful academic performance. (direct and indirect)					
Strategic Plan Objective(s) Aligned with (e.g., 2.1)		UK Strategic Plan Principle SF1					
Measure	Measurement (Measurement should include the process, the tools, and resources planned to measure the outcome/objective, as well as specific individuals responsible for collecting the data (Here, individuals responsible noted in Year assessed column))	Target (Target should be directly related to the measurement)	Year(s) Assessed (e.g., AY 2021-22, Calendar Year 2021) Including who is responsible for this assessment	Results (Description of results)	Interpretation of Results (Include whether the target was met or unmet, what this means for the unit, when metrics will be reassessed, and next steps)	Actions Planned (Description of actions planned or enhancements that will occur in response to results. Include any budgetary considerations)	Reflection on Past Action Planned (Evidence that planned actions occurred. Descriptions of effectiveness of actions at improving operations and efficiencies)
1	LibQUAL+ (General Satisfaction Question 2), on- and off-campus undergraduate and graduate student responses	LibQUAL+: GS-2 scores \geq previous instrument implementation(s)	FY21, FY26 (Julene Jones, Director of Library Assessment))	LibQUAL+ 2020 GS-2 score increased since LibQUAL+ 2017 for both undergraduate and graduate students (See FY21 report)	Target was met; LibQUAL+ will be run again in FY26. (See FY21 report)	See LibQUAL+ Action Plan; Library Satisfaction Survey will be run in FY23	See LibQUAL+ Action Plan (2021), updated every 6 months. All plans on the Action Plan could influence this measure.

2	LibQUAL+ (UK Selected Question 5), on- and off-campus undergraduate and graduate student responses	LibQUAL+: UK-5 scores \geq previous instrument implementation(s)	FY21, FY26 (Julene Jones)	2020 was the first time UK-5 was used in LibQUAL+ 2020. (See FY21 report)	Score indicated that UK Libraries is adequately meeting this expectation; more data is needed; LibQUAL+ will be run again in FY26. (See FY21 report)	See LibQUAL+ Action Plan; Library Satisfaction Survey will be run in FY23	See LibQUAL+ Action Plan (2021), updated every 6 months. All plans on the Action Plan could influence this measure.
3	Library Satisfaction Survey (LSS), relevant on- and off-campus undergraduate and graduate student responses	Scores on relevant LSS measures \geq previous implementations	FY23 (instrument will be deployed Fall 2022) (Julene Jones)			This survey will include the opportunity for respondents to rate the impact of the Libraries on their academic success.	

Outcome #2 Statement:		Students will identify, locate, evaluate, and use appropriate information in their research. (indirect, <i>direct to be determined</i>)					
Strategic Plan Objective(s) Aligned with (e.g., 2.1)							
Measure	Measurement	Target	Year(s) Assessed	Results	Interpretation of Results	Actions Planned	Reflection on Past Action Planned
1	LibQUAL+: each of the five information literacy outcomes (ILO) questions, on- and off-campus undergraduate and graduate student responses	LibQUAL+ ILO scores \geq scores in previous implementation(s)	FY21, FY26 (Julene Jones)	For undergraduate students, all ILO scores increased between LibQUAL+ 2017 and 2020. For Graduate students, all items except for one increased during this period. (See FY21 report)	Undergraduates perceive that UK Libraries helps them stay abreast of developments in their field; aids their academic advancement; increases their academic efficiency; assists them in distinguishing between trustworthy and untrustworthy information and provides them with	Increase outreach to graduate students while continuing to support undergraduate education; increase learning objects created for and targeted to graduate students.	An inventory of learning objects is ongoing; new learning objects will be created by the Educational Services Matrix Group based on identified

					the information skills they need. Graduate students perceive the same impact on all items except enabling them to become more efficient in their work. (See FY21 report)	See LibQUAL+ Action Plan (2021)	gaps. See LibQUAL+ Action Plan (2021), updated every 6 months.
2	<i>Educational Services information literacy assessment(s) (to be determined by Educational Services Unit)</i>	<i>TBD by Library Educational Services Unit (Stacey Greenwell) by July 1, 2022</i>	<i>TBD by Library Educational Services Unit (Stacey Greenwell, Coordinator)</i>				

Outcome #3 Statement:		Library users can identify and access information resources provided by the Library for their educational and research needs. (indirect)					
Strategic Plan Objective(s) Aligned with (e.g., 2.1)							
Measure	Measurement	Target	Year(s) Assessed	Results	Interpretation of Results	Actions Planned	Reflection on Past Action Planned
1	LibQUAL+: questions IC-2, IC-6, IC-7, aggregated and disaggregated by user type	UKL LibQUAL+ IC-2, IC-6 and IC-7 ≥ previous instrument implementation(s) and IC-2, IC-6 and IC-7 perceived scores ≥ minimum scores (i.e., positive adequacy gap scores)	FY21, FY26 (Julene Jones)	Overall and undergraduate IC-2, IC-6, and IC-7 scores increased; grad student scores increased for IC-2 and IC-7 but decreased for IC-6. Faculty IC-6 and IC-7 scores increased but IC-2 scores decreased. (See FY21 report)	Faculty members are highly dissatisfied with the Libraries website (IC-2). Graduate students are not finding easy-to-use access tools to enable self-sufficiency (IC-6) (See FY21 report)	Redesign of Library website by a consultant with rollout planned for Fall 2022 (IC-2); additional learning objects targeted to graduate students developed (IC-6). See LibQUAL+ Action Plan (2021)	

2	Library Satisfaction Survey (LSS) relevant results	Scores on relevant LSS measures \geq previous implementations	FY23 (instrument will be deployed Fall 2022) (Julene Jones)			This survey will include the opportunity for respondents to rate the ease of identifying and accessing library resources.	
3	Continuous improvements in library discovery systems, Library website / UX	Documented enhancement(s) to the Library website, or to access or discovery systems via WAC, ILS committee and/or systems librarian	Annually (Jason Griffith, Systems Librarian)	Continuous improvement in FY21 included migration of the Libraries A-Z list of electronic databases; the employment of a vendor to improve the Libraries' website; the deployment of Primo VE (Libraries' online catalog) and subsequent implementation of direct linking to electronic resources in Primo VE. A web deployer librarian position was created.	The improved Libraries' website will be deployed in Fall 2022. The Web Developer Librarian Search Committee began its work in August 2021.		PrimoVE, particularly direct linking in PrimoVE, has streamlined UKL UX. An internal library faculty member was hired as the new Library Web Developer. Authentication protocols are being reduced and improved to enhance UKL's UX.

Outcome #4 Statement:		Library personnel provide research support throughout the research lifecycle (direct and indirect)					
Strategic Plan Objective(s) Aligned with (e.g., 2.1)		UK Strategic Plan Principle I13					
Measure	Measurement	Target	Year(s) Assessed	Results	Interpretation of Results	Actions Planned	Reflection on Past Action Planned
1	LibQUAL+: overall <i>Affect of Service</i> dimension	Overall UKL LibQUAL+ <i>Affect of Service</i> scores \geq previous instrument implementation(s)	FY21, FY26 (Julene Jones)	All 2020 LibQUAL+ <i>Affect of Service</i> scores increased since	Overall respondents as well as each respondent group, disaggregated,	See LibQUAL+ Action Plan (2021)	An inventory of learning objects is being performed; one librarian has

	scores, aggregated and disaggregated by user type	and/or \geq previous adequacy gap percentile from ARL normative scores; UKL LibQUAL+ perceived scores \geq minimum scores (i.e., positive adequacy gap scores)		2017; (See FY21 report)	reported higher <i>Affect of Service</i> scores in 2020 than in 2017. We conclude that library personnel are providing satisfactory customer service and are satisfactorily providing requested information. (See FY21 report)		been appointed as the academic liaison to the UK Graduate School; the Educational Services Matrix Group is promoting the graduate student LibGuide; a STEM workshop series is ongoing with sessions being recorded.
2	Library Satisfaction Survey (LSS) relevant results	Scores on relevant LSS measures \geq previous implementations	FY23 (instrument will be deployed Fall 2022) (Julene Jones)			This survey will include the opportunity for respondents to rate the impact of Library research support.	
3	Counts of reference transactions and consults by UKL employees in Association for Research Libraries (ARL) annual data	Trends in ARL index data for reference transactions are comparable to the level of University Review benchmark institutions	Annual ARL data (Julene Jones)	Outreach activities (reference and undergraduate peer tutor hours) were increased, though overall reference transactions continue to decline. (See FY21 report)	Reference services were increased during the COVID-19 pandemic, as were the hours for the Undergraduate Peer Tutors. When comparing against our ARL benchmarks, 2020 data indicate that our decreasing count of reference transactions is similar to those of our benchmarks. (See FY21 report)		
4	Campus outreach of RDSC	Campus outreach by RDSC and Digital	Annual (Chair of RDSC Committee and	RDSC fielded campus researchers' queries regarding research	RDSC supported researchers' activities and needs. The		CreateUK is being used by over 100 users.

	Committee / Digital Scholarship Unit	Scholarship Unit is sustained	Digital Scholarship Directors and Coordinators, Sarah Dorpinghaus and Jennifer Hootman)	data management plans for grant proposals, data storage, and retention policies. The Digital Scholarship Visioning Task Force proposed the creation of a Digital Scholarship Center, with a Digital Scholarship Listening Working Group created in August 2021. CreateUK pilot project undertaken. (See FY21 report)	Digital Scholarship Visioning and Listening Task Forces considered the digital scholarship needs of UK researchers (faculty and graduate students). The Digital Humanities Librarian and the Digital Humanities cohort supported undergraduate coursework and research via CreateUK. (See FY21 report)		Plans progress for the new Digital Scholarship Center in the Science and Engineering Library.
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Outcome #5 Statement:		Library users are satisfied with the collections provided by the Libraries for their educational, business, and research needs. (direct and indirect)					
Strategic Plan Objective(s) Aligned with (e.g., 2.1)		UK Strategic Plan Principles SF 1 and II3					
Measure	Measurement	Target	Year(s) Assessed	Results	Interpretation of Results	Actions Planned	Reflection on Past Action Planned
1	LibQUAL+: IC-1, IC-3, IC-4, IC-8, overall and disaggregated by user types	Select UKL IC LibQUAL+ scores \geq previous instrument implementation(s); UKL LibQUAL+ perceived scores \geq minimum scores (i.e., positive adequacy gap scores)	FY21, FY26 (Julene Jones)	Below minimum-acceptable scores were received from faculty respondents in LibQUAL+ 2020, on items IC-1 and IC-4. IC-8 and IC-3 decreased from 2017 to 2020 for disaggregated respondents. (See FY21 report)	Below minimum scores on IC-1 led the Libraries to investigate direct linking in Primo and reducing multiple sign in screens for off-campus access. The below-minimum scores on IC-4 and decrease in scores for IC-3 and IC-8 will impact the Library	See LibQUAL+ Action Plan (2021)	Access to collections has been increased through the implementation of direct linking in PrimoVE; Dean made presentation to Research Advisory Group regarding the impact that the Libraries'

					Satisfaction Survey's questions. (See FY21 report)		decreasing collection budget in FY21 through FY23 is and will have on resource access.
2	Library Satisfaction Survey (LSS) relevant results	Scores on relevant LSS measures \geq previous implementations	FY23 (instrument will be deployed Fall 2022) (Julene Jones)			This survey will include the opportunity for respondents to suggest resource(s) for the Libraries to consider purchasing.	
3	ARL: ILL usage, collection circulation and collection materials expenditures	ARL index data indicates that collection circulation, ILL usage, and collection materials expenditure trends are comparable to the level of University Review benchmark institutions	Annual (Julene Jones)	UK Libraries' initial circulation transactions per 1,000 students ranks 11 th out of our 12 University Review Committee (URC) benchmark institutions. ILL loans per 1,000 students ranks 10 th out of our 12 and borrows per 1,000 students, 8 th out of 12. In terms of total materials expenditures per 1,000 students, UKL ranks 7th out of the 12 benchmarks.	When reviewing all of UKL data in comparison to our URC benchmarks, UKL consistently ranks in the lowest half or quarter. However, the trend data over time for UKL collection circulation, ILL transactions and materials expenditures is comparable.	Continue to monitor University budget reduction impact on Library Collections budget	
4	Library collections budget re-allocations made by AD or Collections	Collection budget allocations are revised relative to University departmental or curricular changes	Annual (Chair of Collections Advisory Committee in conjunction with AD for	Though the overall collection budget was reduced significantly in FY20 and FY21, the Libraries reviewed collection budgets in	In FY21, new programs were developed for the African American and Africana Studies and the Gender and		UKL allocations for collections support were revised as UK curricula changed. Support for DEI-

	Advisory Committee		Education, Outreach and Research)	order to reallocate resources as departments and/or curricula changed.	Women Studies department developed a doctoral program. DEI resources were purchased in FY22		related resources was made in FY22.
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Outcome #6 Statement:		The Library provides clean, inviting, and adequate space, conducive to study and research, with suitable environmental conditions and convenient hours for its services, personnel, resources, and collections. (direct and indirect)					
Strategic Plan Objective(s) Aligned with (e.g., 2.1)		UK Strategic Plan Principles II3 and PC4					
Measure	Measurement	Target	Year(s) Assessed	Results	Interpretation of Results	Actions Planned	Reflection on Past Action Planned
1	LibQUAL+: <i>Library as Place</i> dimension scores, aggregated and disaggregated by user types	Overall UKL LibQUAL+ Library as Place scores \geq previous instrument implementation(s) and/or \geq previous adequacy gap percentile from ARL normative scores; UKL LibQUAL+ perceived scores \geq minimum scores (i.e., positive adequacy gap scores)	FY21, FY26 (Julene Jones)	Each of the LibQUAL+ 2020 D-M scores for Library as Place rose from their 2017 values (See FY21 report)	Not only did the D-M scores in LibQUAL+ 2020 values increase, but the faculty respondents indicated that library spaces exceeded their expectations! Full analysis indicates the library users indicate that library spaces are considered to be safe, welcoming and inclusive. (See FY21 report)	See LibQUAL+ Action Plan (2021)	A concern raised by the LQ+ 2020 results led to the improvements of wifi strength in Young Library in Spring 2022. The WTYL space survey was developed and implemented. The King Library Great Hall was updated with soft seating and promoted as a student study space.
2	Library Satisfaction Survey (LSS) relevant results	Scores on relevant LSS measures \geq previous implementations	FY23 (instrument will be deployed Fall 2022) (Julene Jones)			This survey will include the opportunity for respondents to rate Library spaces (adequacy, atmosphere,	

						resources and collections).	
3	Library Facilities List	Library Facilities List is maintained, documenting footprint of and renovations to libraries on campus, as well as collections in each location	Annually (Julene Jones)	Library Facilities List was updated in FY22.	The FY22 Facilities List was provided to the University personnel writing SACSCOC 13.7, Physical Facilities.		
4	William T. Young Library Space Survey (ran 2/22-4/22)	Users of the Young Library report that they are satisfied with the spaces, perceive that they are welcome and safe within them.	Spring 2022 (Julene Jones)	Undergraduate and graduate student users are satisfied with WTYL spaces; faculty less so. All report need for building maintenance and more individual and/or quiet space	User group perceptions vary, though are consistent in perceiving WTYL as safe and welcoming. All user groups desire the addition of individual study space and enforcement and/or addition of quiet study areas.	Results from WTYL space survey will be presented to all libraries in August; Executive Committee is drafting plan to address results.	
5	FY22 Strategic Initiatives 1 & 2	Improve library spaces based on user feedback from LibQUAL+ (wayfinding) in FY22 Strategic Initiative 2; Seek feedback from under-served or marginalized communities and implement improvements following that feedback (FY22 Strategic Initiative 1)	Calendar year 2022; Strategic Initiative Committees for Initiative 1 (Jen Martin and Taylor Leigh, co-chairs) and Initiative 2 (Shanna Wilbur, chair)			Strategic Initiative Committees work will be concluded in July and December 2022.	

*In FY21, Measure 6.4 related to the newly instituted (at the time) ACRL Facilities Survey. This survey did not persist into 2022.

LibQUAL+ Questions included in this Assessment Plan

Affect of Service (AS)-1 Employees who instill confidence in users

AS-2 Giving users individual attention

AS-3 Employees who are consistently courteous

AS-4 Readiness to respond to users' questions

AS-5 Employees who have the knowledge to answer user questions

AS-6 Employees who deal with users in a caring fashion

AS-7 Employees who understand the needs of their users

AS-8 Willingness to help users

AS-9 Dependability in handling users' service problems

Information Control (IC)-1 Making electronic resources accessible from my home or office

IC-2 A library Web site enabling me to locate information on my own

IC-3 The printed library materials I need for my work

IC-4 The electronic information resources I need

IC-6 Easy-to-use access tools that allow me to find things on my own

IC-7 Making information easily accessible for independent use

IC-8 Print and/or electronic journal collections I require for my work

Library as Place (LP)-1 Library space that inspires study and learning

LP-2 Quiet space for individual activities

LP-3 A comfortable and inviting location

LP-4 A getaway for study, learning, or research

LP-5 Community space for group learning and group study

Information Literacy Outcomes (ILO)-1 The library helps me stay abreast of developments in my field(s) of interest.

ILO-2 The library aids my advancement in my academic discipline or work.

ILO-3 The library enables me to be more efficient in my academic pursuits or work.

ILO-4 The library helps me distinguish between trustworthy and untrustworthy information.

ILO-5 The library provides me with the information skills I need in my work or study.

UK-selected (UK)-5 The library assists me in achieving academic success.

General Satisfaction (GS)-2 In general, I am satisfied with library support for my learning, research, and/or teaching needs.

Notes

The objectives upon which this Library Assessment Plan is based were selected from those developed as the ACRL Standards for Libraries in Higher Education, available at <https://www.ala.org/acrl/standards/standardslibraries>

LibQUAL+ normative ARL scores are only produced for the overall dimensions of Affect of Service, Library as Place and Information Control, so only apply here to Outcomes 4 & 6.

The Library Satisfaction Survey (LSS) is updated prior to each implementation, so questions may not be identical across implementations.

APPENDIX I: UK STRATEGIC PLAN GOALS AND OBJECTIVES

PUTTING STUDENTS FIRST

SF1	Expand on the existing foundation of a focused, intentional, purpose-driven curricular and co/extra-curricular experience with state-wide and global relevance, led and fostered by faculty and staff excellence.
SF2	Further utilize the distinctive attribute of an academic medical center and full range of academic colleges and offerings to further develop efforts to enhance holistic student well-being as part of a comprehensive approach to support for our community, in connection with activities within the principle “Taking Care of Our People.”
SF3	Enhance our smart enrollment plan for the economic growth, workforce and societal development of the Commonwealth — in alignment with CPE’s stated goals around educational attainment — that reflects the diverse, interdependent and complex world our students will enter.
SF4	Enhance and engage in a student-first ethos that inclusively embraces all students (e.g., full-time, part-time, transfer, non-traditional, international, etc.) utilizing equity mindedness lens.

TAKING CARE OF OUR PEOPLE

OP1	Enhance the highest levels of holistic wellness for faculty, staff and students by expanding comprehensive, integrated structures to support working and learning environments where all may flourish and thrive.
OP2	Advance further our transformational culture and environment where students, faculty and staff are enabled and inspired to flourish and thrive by experiencing meaning and engagement in work and learning.
OP3	Create a healthier Kentucky for a more diverse and better prepared workforce for tomorrow, in coordination with “Putting Students First” and “Inspiring Ingenuity” principles.
OP4	Expand and enhance the land-grant engagement mission to include the entire campus community and leverage community-based resources to accelerate health, workforce and economic development across the Commonwealth.

INSPIRING INGENUITY

II1	Build upon our strengths in research and creative work to address a broader range of local, national and global challenges, the solutions to which will attract prosperity and well-being to Kentucky and its citizens.
II2	Advance a culture of innovation in research, teaching and creative work that integrates disciplines and/or fields of study to address local, national and international challenges.
II3	Promote an agile research and creativity ecosystem that supports impactful, self-sustaining and efficient research addressing present and future challenges facing our local, national and global communities.

ENSURING GREATER TRUST, TRANSPARENCY, AND ACCOUNTABILITY

TTA1	To ensure a more responsive institution that can timely adapt when necessary or during challenges, assess language and application of university guidance and policies to better structure and define roles with respect to the bedrock principle of shared governance among faculty, students, staff and administrators.
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TTA2	Empower effective decision-making at administrative, unit, departmental and college levels by utilizing resource-based budgeting approaches in a transparent fashion necessary to support the university's mission in alignment with the Strategic Plan and institutional values.
TTA3	Strengthen and expand orientation and training across all levels to promote compliance with university standards and processes through programs grounded in UK's institutional values, goals and objectives.
TTA4	Develop additional programs and approaches to engaging, resonant communication with both internal and external audiences.
BRINGING TOGETHER MANY PEOPLE, ONE COMMUNITY	
PC1	To broadly demonstrate and communicate the value of diversity of the UK campus to the Commonwealth of Kentucky and to the global community to create more interaction and involvement between campus and communities on DEI matters
PC2	Further recruit and retain diverse populations (students, faculty, staff) within all units on campus.
PC3	To create greater and direct partnerships between the university and communities throughout the Commonwealth on DEI-related matters.
PC4	To model and provide a hospitable, safe and inclusive environment acknowledging our past and creating opportunities for the free and open exchange of ideas to all people of the Commonwealth, the United States and the world.



Administrative Unit Outcomes Plan and Report (Academic and Student Services & Administrative Support Units)

Library Assessment Report: FY22

Executive Summary

Assessment Plan

The following were adopted in 2020 as the Library Assessment Plan Outcomes (the Libraries Assessment Plan can be seen in **Appendix A**):

- (1) Students identify the Library as influential in terms of their successful academic performance.
- (2) Students demonstrate proficiency in finding, evaluating, and using information.
- (3) Library users can identify and access information resources provided by the Library for their educational and research needs.
- (4) Library personnel provide research support throughout the research lifecycle.
- (5) Library users are satisfied with the collections provided by the Libraries for their educational, business, and research needs.
- (6) Library users recognize Library spaces as inclusive, safe, and welcoming environments.

The available metrics for these outcomes for 2022 include UK Libraries' and the University Review Committee (URC) benchmarks' Association of Research Libraries (ARL) statistics, ARL index data from 2015-2020, ARL data regarding availability of reference services and ILL, circulation transactions, and physical collection expenditures, as well as Library and Research and Data Services Committee outreach activities. Further metrics include the 2022 William T. Young Space Survey results, activities by the Integrated Library Systems (ILS) committee, the Web Advisory Committee (WAC), and the Systems Librarian. In FY23, data from the Library Satisfaction Survey will be added.

Assessment Results, FY22

In FY22, the following outcomes were assessed: 3.3, 4.3, 4.4, 5.3, 5.4, 6.4 and 6.5.

3.3: Outcome achieved or in progress

Improvements were made to the library's discovery system, PrimoVE, directly responding to user expressed frustrations with the library catalog from LibQUAL+ 2020 respondents. Further, the new library website will be deployed in Fall 2022, with the objective to improve UX with which LibQUAL+ 2020 respondents also indicated significant difficulties.

4.3: Outcome achieved

Reference and consultation support provided by UK Libraries is low relative to our University Review Committee Benchmark institutions, though reference counts at all of these institutions are also trending downwards.

4.4: Outcome achieved

Targeted research support and a digital content web hosting service, CreateUK, is offered is provided by the Research Data Services Committee and the Digital Scholarship Unit and will be further bolstered by the establishment of the Digital Scholarship Center.

5.3: Outcome partially achieved

When compared to the University Review Committee Benchmark Institutions' ARL index data, UKL ranks very low in terms of counts of both ILL loans and borrows and of initial circulations, however the trend in the majority of these benchmarks is that all of these counts are decreasing, which is also the case at UK Libraries. UKL's ranking for initial circulation counts rose this year, which could either be interpreted as our circulations were relatively higher, or our benchmarks were relatively lower. Our counts relative to our benchmark institutions are still comparable.

Our overall physical collections budget has been significantly reduced, and remains low in comparison to our University Review Committee benchmarks though the trend of small increases in expenditures over time is similar to these benchmarks.

5.4: Outcome achieved

When possible, the Libraries' limited collection budget was reallocated this year both to support changes in academic programs and to support DEI efforts.

6.4: Outcome achieved

The William T. Young Library Space Survey indicated that the majority users of Young Library report that they are satisfied with the spaces and perceive that they are welcome and safe within them. Faculty members made up a small category of respondents to the survey, though those that did respond indicated that they were not as satisfied as other user groups.

6.5: Outcome achieved

The working groups for FY22 Strategic Initiatives 1 and 2 sought out feedback from marginalized or under-served campus communities to improve their experiences in the libraries and to improve wayfinding in library spaces. Both working groups will review their findings and present recommendations in FY23.

Based on the defined metrics for each of the above listed targets, UK Libraries is meeting the targets for all those assessed in FY22.

Action Plans

- Institute Libraries' new website with support for continuing development and maintenance. This new website is planned for roll-out in Fall 2022.
- Continue to assess Libraries' website and user experience
- Implement Library Satisfaction Survey in Fall 2022 to monitor user perceptions of library access tools, monitor the impact of research support activities, seek input from campus affiliates about suggested purchases for Library collections, and determine user perceptions of inclusivity, safety, or sense of welcome in Library spaces.
- Establish the Digital Scholarship Center
- Continue to monitor collection budget allocations as curricula and departmental changes are made
- Consider and implement feedback received from the William T. Young Space Survey
- FY22 Strategic Initiative 1 Working Group will identify actionable feedback and make recommendations to EC regarding perceptions and usage of library spaces from marginalized or under-served users by June 30, 2022
- FY22 Strategic Initiative 2 Working Group will make recommendations to EC regarding wayfinding in library spaces by December 31, 2022

Identified Improvements, FY22

Identified improvements have been documented in this report for Outcomes 3 and 5, given that so little time has passed since the inception of this report in December 2020 and that so much of FY20 and FY21 have been focused on maintaining library operations during the COVID-19 pandemic.

For Outcome 3, the identified improvements are related to the dissatisfaction expressed in the 2020 implementation of LibQUAL+ by graduate and professional students with the current access tools the Libraries use and the dissatisfaction expressed by faculty member respondents with the Libraries' website. This is an item that faculty members in particular indicated as highly desirable. Faculty members were also dissatisfied with the efforts the Libraries have made to make "information easily accessible for independent use", which may be an outcome of their dissatisfaction with the Libraries' website.

The identified improvements that have been or are being made in FY22 are:

- In 2020, the Library used one-time funds to hire a vendor (NewCity) to improve the Libraries website architecture and usability, prioritizing mobile optimization, user impact and enhanced navigation for end users and internal service providers. The redesigned website is anticipated to be live by Fall 2022.
- The PrimoVE discovery system now features direct linking to provide immediate access to an article or e-book when available from a preferred vendor without displaying intervening menu(s) of choices.
- A permanent Web Developer Librarian was hired after an internal search.

For Outcome 4, UKL data continues to be low compared to our University Review Committee Benchmark institutions, and our reference service model is changing as of Fall 2022.

The targeted research and digital scholarship support that the Libraries offers will be further bolstered by the establishment of the Digital Scholarship Center.

The identified improvements that have been or are being made in FY22 are continuing to plan for the new Digital Scholarship Center as well as the implementation of the new reference model and related renovations in W. T. Young Library.

For Outcome 5, the identified improvement in FY22 was to continue to support UKL collection development in the FY22 Libraries' Strategic Initiative of identifying and purchasing DEI-supporting materials or materials from under-represented voices or publishers.

Finally, for Outcome 6, the identified improvement in FY22 were:

- To deploy the William T. Young Library Space Survey which indicated that the majority users of Young Library are satisfied with the spaces and perceive that they are welcome and safe within them. This survey is being reviewed by the Executive Committee to determine next steps and priorities.
- To create working groups for FY22 Strategic Initiatives 1 and 2 sought out feedback from marginalized or under-served campus communities to improve their experiences in the libraries and to improve wayfinding in library spaces. Both working groups will review their findings and present recommendations in FY23.

Library Assessment Report, 2021-2022

Libraries' Mission Statement (2021)

The mission of the University of Kentucky Libraries is to ignite the human drive to discover, create, and connect by facilitating access to information, empowering learners, and collaborating with our communities to advance knowledge, enhance scholarship, and preserve the history and culture of the Commonwealth. *Discover. Create. Connect.*

Outcome 1. Students identify the Library as influential in terms of their successful academic performance.

Assessment Methods / Measures

- LibQUAL+ Lite General Satisfaction-2 for undergraduate and graduate/professional student (graduate) respondents
- LibQUAL+ Lite Library Selected item 5 (UK-5), if LibQUAL+ implementations after 2020 continue to use this item
- Library Satisfaction Survey

Performance Goals (item in italics does not apply during this period)

- *LibQUAL+ Lite General Satisfaction-2 for undergraduate and graduate respondents \geq score in previous implementations*
- *LibQUAL+ Lite Library Selected item 5 (UK-5), (if LibQUAL+ implementations after 2020 continue to use this item) \geq score in previous implementations*
- *Library Satisfaction Survey Scores \geq previous implementations*

Benchmarks and Results

None of the measures under Outcome 1 were assessed during FY22.

Outcome 2. Students demonstrate proficiency in finding, evaluating, and using information.

Assessment Methods / Measures

- LibQUAL+ Information Literacy Outcomes questions for undergraduate and graduate respondents;
- Information Literacy assessment (data not available during this period, to be determined by UKL Educational Services unit)

Performance Goals (item in italics does not apply during this period)

- *LibQUAL+ Information Literacy Outcomes (ILO) questions (5) for undergraduate and graduate/professional student (graduate) respondents \geq previous instrument implementation(s);*
- *Information Literacy assessment (data not available during this period, to be determined by UKL Educational Services unit and may include SLO(s), peer- or self-evaluations.)*

Benchmarks and Results

None of the measures under Outcome 2 were assessed during FY22.

Outcome 3. Library users can identify and access information resources provided by the Library for their educational and research needs.

Assessment Methods / Measures

- LibQUAL+ scores for items IC-2, IC-6, IC-7 for overall users, and disaggregated
- Library Satisfaction Survey
- Continuous improvements in discovery systems / UX

Performance Goals (item in italics does not apply during this period)

- *LibQUAL+ Information Control items 2, 6, and 7 for overall respondents, for undergraduate and graduate/professional student (graduate) respondents \geq previous instrument implementation(s);*
- Improvements made to discovery systems, Library website, and/or UX
- *Library Satisfaction Survey Scores \geq previous implementations*

3.3 Benchmarks and Results

- The website optimization company, New City, conducted a variety of use studies and has presented their findings and conclusions from those studies to the Web Advisory Committee, the Executive Committee and in a meeting of all-library employees. The new Libraries website is planned for deployment in Fall 2022.
- The Director of IT is working to reduce the number of authentications for direct access to electronic resources by implementing for EZproxy and ILLiad the UK Campus IDP/SAML/CAS/Shibboleth server which is already being used to authenticate UK affiliates into Primo (Infokat Discovery), Aeon, HathiTrust and other library tools. Implementing this phased plan would mean that online users would only have to login to a single library tool during a given library session. They would not be required to log into additional tools during that same session, as hidden tokens would be passed between tools as users deployed them;
- A library faculty position was approved for a Web Developer Librarian to provide support for the Libraries Drupal website that is being developed. The search committee for this position began its work in August 2021. This search ultimately failed, but a Web Developer Librarian was subsequently appointed internally.
- Finally, in FY22 the ILS committee added creator characteristics to Primo (MARC 386) and improvements to series statements fields, reported on Primo VE experiences during first few months following implementation, and reviewed requests for new locations and changes to existing locations submitted by Library colleagues;

Identified Improvements and Conclusion: Outcome achieved or is being addressed

In FY22 improvements were made to the library's discovery system, PrimoVE, by continuing to support direct linking, creating additional location codes or editing existing ones and adding creator characteristics to the display. The planned reduction in authentications will directly respond to user expressed frustrations from LibQUAL+ 2020 respondents as well the planned new library website, to be deployed in Fall 2022.

This data largely demonstrates support for Outcome 3, that library users can identify and access information resources provided by the Library for their educational and research needs, and that necessary improvements in these areas are being made.

Action Plan

- Institute Libraries' new website with support for continuing development and maintenance. This new website is planned for roll-out in Fall 2022.
- Implement Library Satisfaction Survey in Fall 2022 to monitor user perceptions of library access tools
- Continue to assess Libraries' website and user experience

Outcome 4. **Library personnel provide research support throughout the research lifecycle.**

Assessment Methods / Measures

- LibQUAL+ scores for Affect of Service dimension overall, for overall users, and disaggregated
- Library Satisfaction Survey;
- Hours of reference personnel availability (all modes);
- Hours of Fall Information Desk in W. T. Young Library and availability of peer tutors;
- ARL counts of reference transactions and consults;
- Metrics for ExploreUK, UKnowledge, CreateUK pilot; and
- Outreach efforts of Research Data Services Committee (RDSC) and of the Digital Scholarship Unit

Performance Goals (item in italics does not apply during this period)

- *LibQUAL+ scores for Affect of Service dimension overall for overall respondents, for disaggregated respondents \geq previous instrument implementation(s);*
- *Library Satisfaction Survey items \geq previous instrument implementation(s);*
- Reference personnel and peer tutors are available and a fall information desk is offered;
- ARL counts of reference transactions and consults are trending similarly to our benchmark institutions;
- Concerted efforts are made by the RDSC Committee and by the Digital Scholarship Unit to support researchers throughout the research lifecycle.

Benchmarks and Results

4.3

Hours of Reference, Fall Information Desk, and Peer tutors, 2021-2022

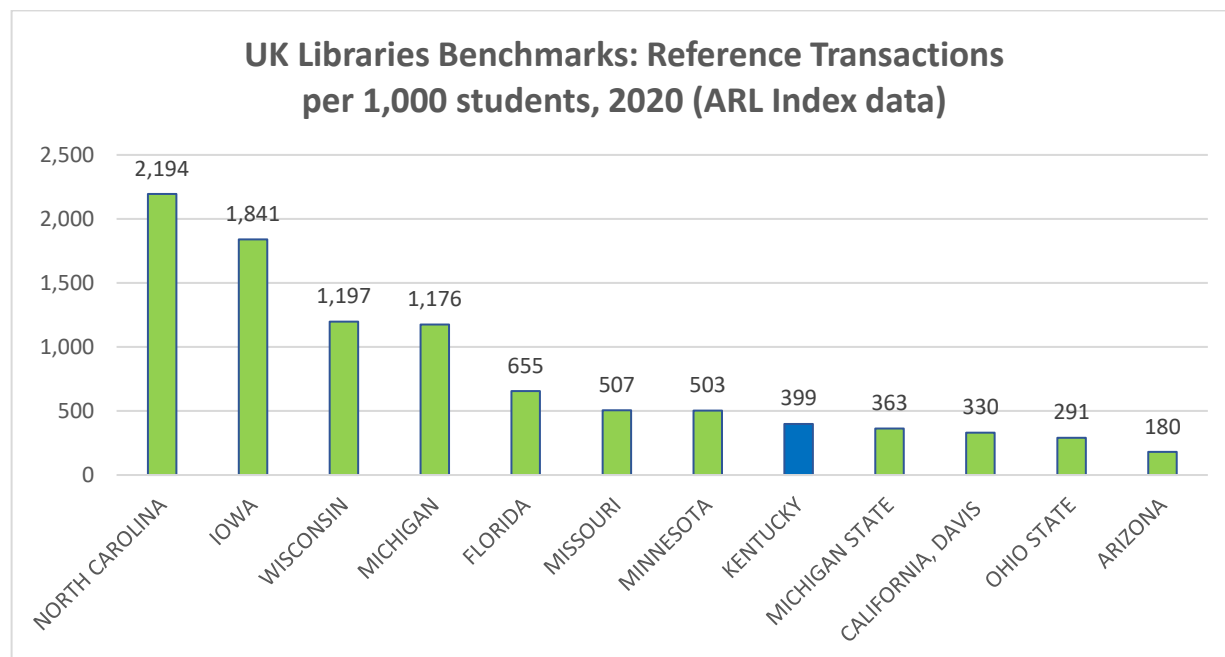
At the start of the Fall 2021 semester, Reference services returned to their pre-pandemic hours, with desk assistance available 51 hours (Monday through Thursday, 9 AM to 7 PM; Friday, 9 AM to 5 PM and Sunday 4 PM to 7 PM). Chat hours returned to their 40 hours per week level as did continuous e-mail service (refdesk@uky.edu), and text messaging. Consult services (via Zoom, or in-person) continued to be available upon request.

The Fall Information desk was held at the Young security desk for the first two full weeks that included the first day of classes of the Fall semester.

Two Undergraduate Peer Tutors held online appointments during FY22.

ARL data regarding reference transactions and consults

When comparing 2020 ARL data¹ of UK Libraries against our twelve University Review Committee Benchmarks, UK Libraries ranks eighth of the twelve benchmarks in terms of count of reference transactions per 1,000 students as shown in the graph and table below. In the FY21 Assessment report, using 2019 ARL data, UK ranked ninth of the twelve benchmarks.

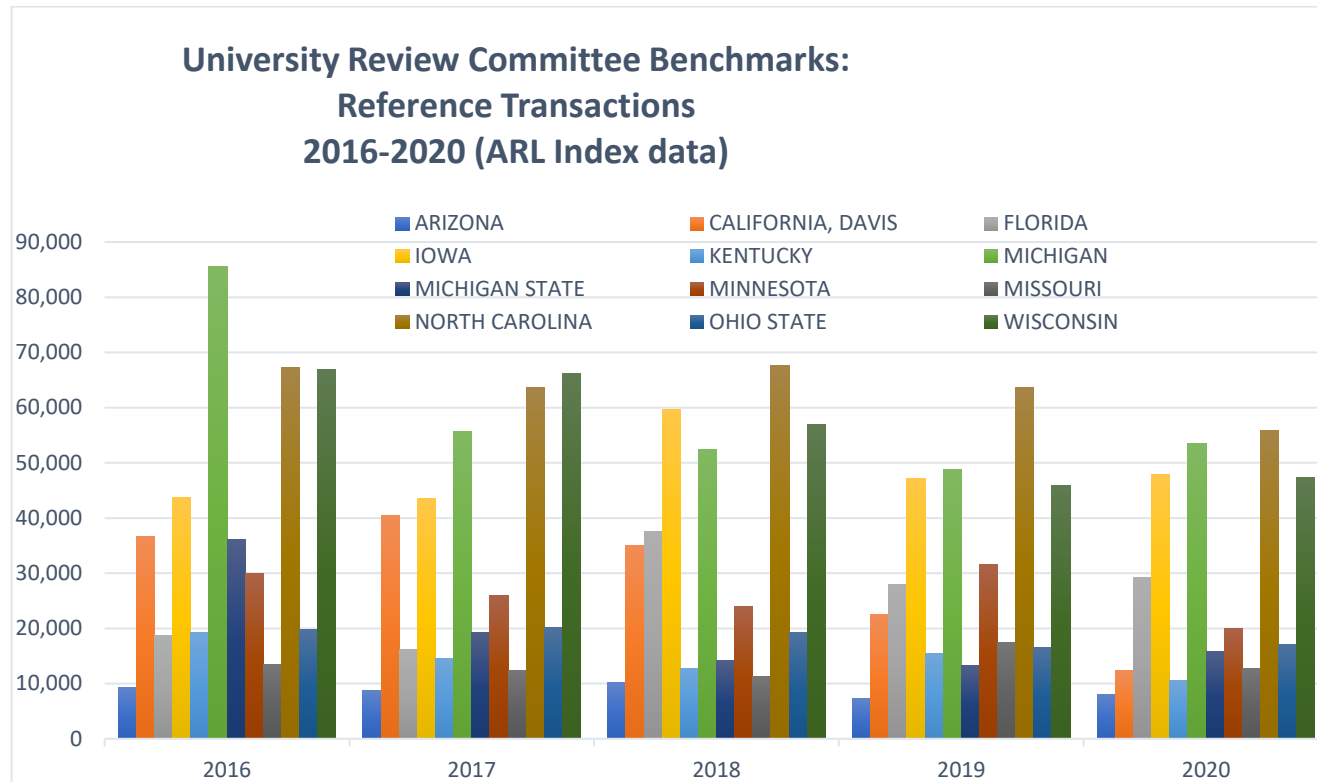


Reference Transactions	2020 Reference Transactions	2020, Total Full-time Students Enrolled	2020, Reference Transactions per 1,000 students
NORTH CAROLINA	55,781	25,423	2,194
IOWA	47,940	26,045	1,841
WISCONSIN	47,294	39,515	1,197
MICHIGAN	53,529	45,510	1,176
FLORIDA	29,180	44,559	655
MISSOURI	12,802	25,265	507
MINNESOTA	19,957	39,683	503
KENTUCKY	10,488	26,301	399
MICHIGAN STATE	15,856	43,693	363
CALIFORNIA, DAVIS	12,292	37,241	330
OHIO STATE	17,149	58,854	291
ARIZONA	8,031	44,536	180

As in the FY21 Assessment Report, when comparing against the reference transaction counts over time, UK Libraries' trend of reduction in reference transactions is trending similarly to our benchmark institutions. Plans

¹ This ARL data is the latest available for our benchmarks as of May 2022.

are in place to relocate Reference Services in the William T. Young Library to the first floor, staffed by Reference staff and student employees only. This new space will open in Fall 2022.



4.4

RDSC, Digital Scholarship Center, and Digital Scholarship Unit

Concerted efforts are made by the Research Data Services Committee (RDSC) and by the Digital Scholarship Unit to support researchers throughout the research lifecycle:

- The Libraries' RDSC maintains a Research Data Services at UK LibGuide at https://libguides.uky.edu/research_data;
- In FY21, the Committee fielded researchers' questions regarding data to inform grant proposals, data storage frameworks and capacity, data retention and destruction policies, and provided assistance with UK Faculty's data management plans. Further, they updated the data reference request form and migrated it to Springshare to more accurately track requests and began to plan the customization of DMPTool for patron use;
- The Digital Scholarship Visioning Task Force issued a report proposing the creation of a Digital Scholarship Center in the Science and Engineering Library in July 2021. A Listening Task Force began its work to solicit input on the Digital Scholarship Center in August 2021 and issued its report in October 2021. The Dean, one Associate Dean and the library faculty member in charge of space visited several campuses to tour their Digital Scholarship Centers. This Center will be located on the second (entry) floor of the Science and Engineering Library with construction planned for late summer or fall and a tentative opening date of 2023. The space will be "technology-rich, interdisciplinary, and flexible" designed to "support undergraduates, graduates and faculty researchers, filling gaps on our campus." (quotes from Dean Way, 2/21/22 Faculty Meeting Minutes);

- A 3-year CreateUK pilot project was undertaken in 2019 to support digital projects created in UK courses and research. This project has been renewed for an additional three years. This is a web hosting service with over 100 applications for UK-affiliates' digital projects. CreateUK is a web-hosting space for faculty and students to create, manage, and share their research outputs and academic work in digital form. It is being used by well over 100 users which include campus faculty, undergraduate students, graduate students, staff, post-doctoral scholars, research analysts, information technologists, and more. WordPress functionalities comprise the majority of the applications and the most popular ones. Other popular applications include Omeka, Scalar, and Grav, to name a few. CreateUK is being utilized for faculty research, course projects and portfolios, research lab websites, and digital exhibits.

Conclusion: **Outcome achieved**

Reference and consultation support provided by UK Libraries is low relative to our University Review Committee Benchmark institutions, though reference counts at all of these institutions are also trending downwards. Targeted research support and a digital content web hosting service, CreateUK, is offered is provided by the Research Data Services Committee and the Digital Scholarship Unit and will be further bolstered by the establishment of the Digital Scholarship Center.

This data demonstrates support for Outcome 4, that library personnel provide research support throughout the research lifecycle.

Action Plan

- Establish the Digital Scholarship Center
- Implement Library Satisfaction Survey in 2022 to monitor the impact of research support activities

Outcome 5. Library users are satisfied with the collections provided by the Libraries for their educational, business, and research needs.

Assessment Methods / Measures

- LibQUAL+ scores for items IC-1, IC-3, IC-4, and IC-8 for overall users, and disaggregated;
- Library Satisfaction Survey;
- ARL counts of Circulation and Interlibrary Loan transactions, and Collections expenditures data; and
- Modifications to the Libraries collections budget allocations

Performance Goals (item in italics does not apply during this period)

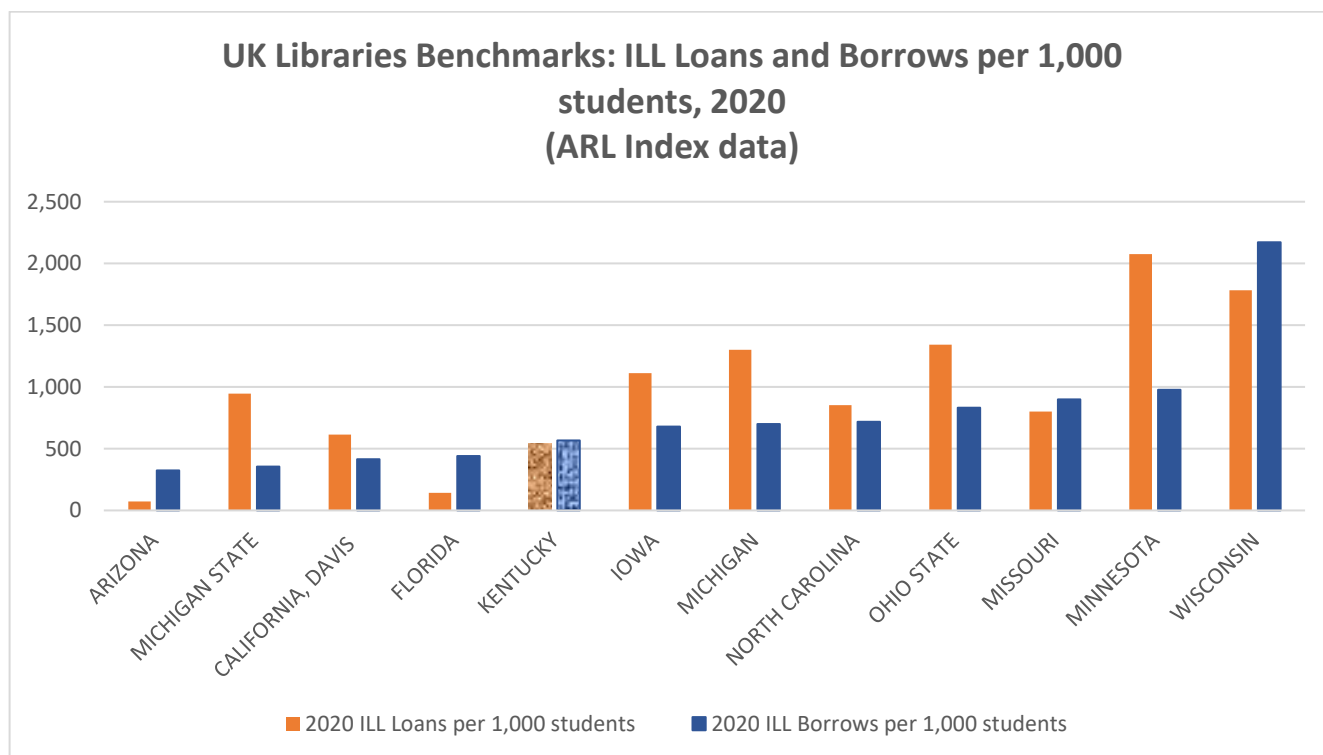
- *LibQUAL+ Information Control items 1, 3, 4, and 8 for overall respondents, for undergraduate and graduate/professional student (graduate) respondents \geq previous instrument implementation(s);*
- *UKL LibQUAL+ perceived scores \geq minimum scores (i.e., positive adequacy gap scores);*
- *Library Satisfaction Survey Scores \geq previous implementations;*
- ARL counts of collection circulation, ILL usage, and physical collections expenditure data and trends are similar to benchmarks'; and
- Collection budget allocations are revised relative to University departmental or program changes

Benchmarks and Results

5.3

ARL Interlibrary Loan (ILL) usage data

UK Libraries provides access to not only the materials to which it has purchased access, but through the Interlibrary Loan (ILL) department, it also provides access to materials that other libraries or institutions have purchased or purchased access to. When comparing 2020 ARL index data² of UK Libraries against our twelve University Review Committee Benchmarks, UK Libraries ranks tenth of the twelve benchmarks in terms of count of ILL loans transactions per 1,000 students and eighth of the twelve benchmarks in terms of count of ILL borrows per 1,000 students. Both of these rankings are the same as in FY21.



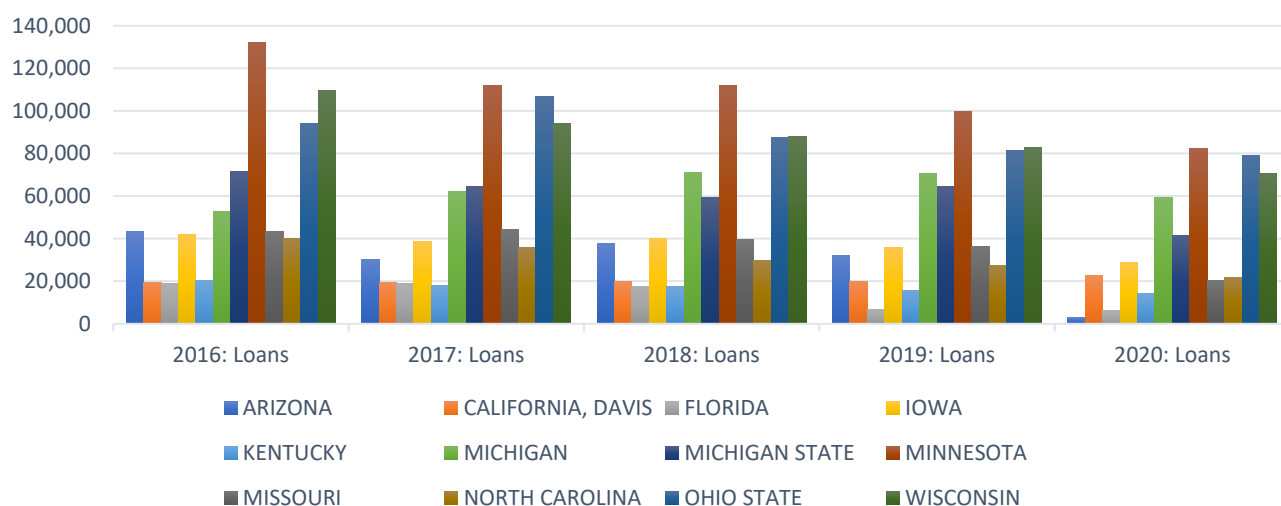
ILL Transactions	2020: ILL Loans	2020: ILL Borrows	2020, Total Full-time Students Enrolled	2020 ILL Loans per 1,000 students	2020 ILL Borrows per 1,000 students
MINNESOTA	82,380	38,784	39,683	2,076	977
WISCONSIN	70,440	85,813	39,515	1,783	2,172
OHIO STATE	79,037	49,011	58,854	1,343	833
MICHIGAN	59,189	31,856	45,510	1,301	700
IOWA	28,960	17,655	26,045	1,112	678
MICHIGAN STATE	41,352	15,530	43,693	946	355
NORTH CAROLINA	21,693	18,238	25,423	853	717
MISSOURI	20,217	22,736	25,265	800	900

² Ibid.

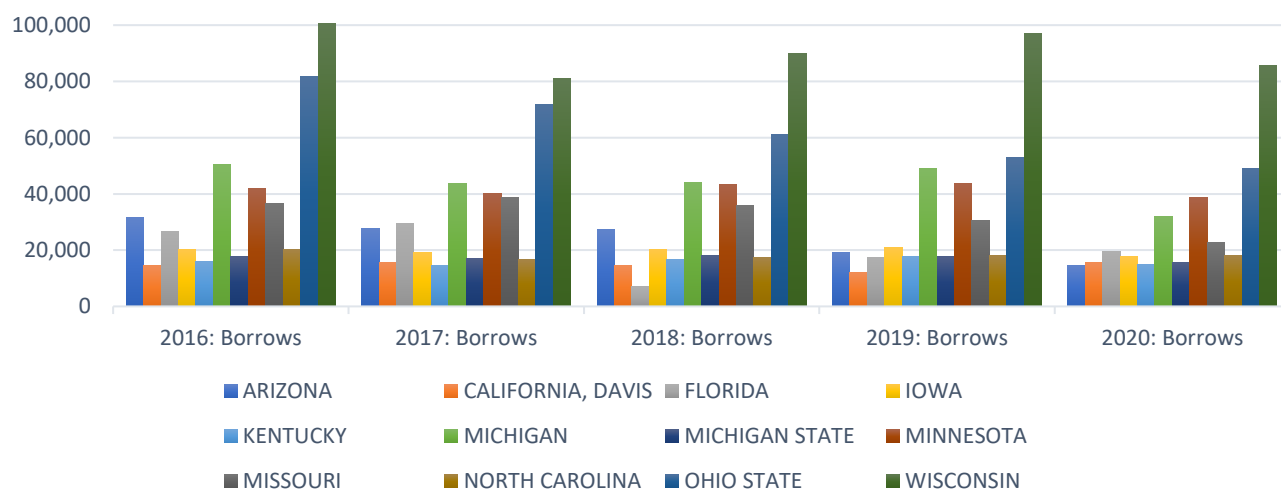
CALIFORNIA, DAVIS	22,827	15,474	37,241	613	416
KENTUCKY	14,188	14,905	26,301	539	567
FLORIDA	6,308	19,606	44,559	142	440
ARIZONA	3,179	14,462	44,536	71	325

However, as can be seen in the graphs below, when comparing against the ILL loans and borrows transaction counts over time, UK Libraries' trend of reduction in ILL transactions continues to trend similarly to our benchmark institutions.

University Review Committee Benchmarks ILL Loans, 2016-2020 (ARL Index data)

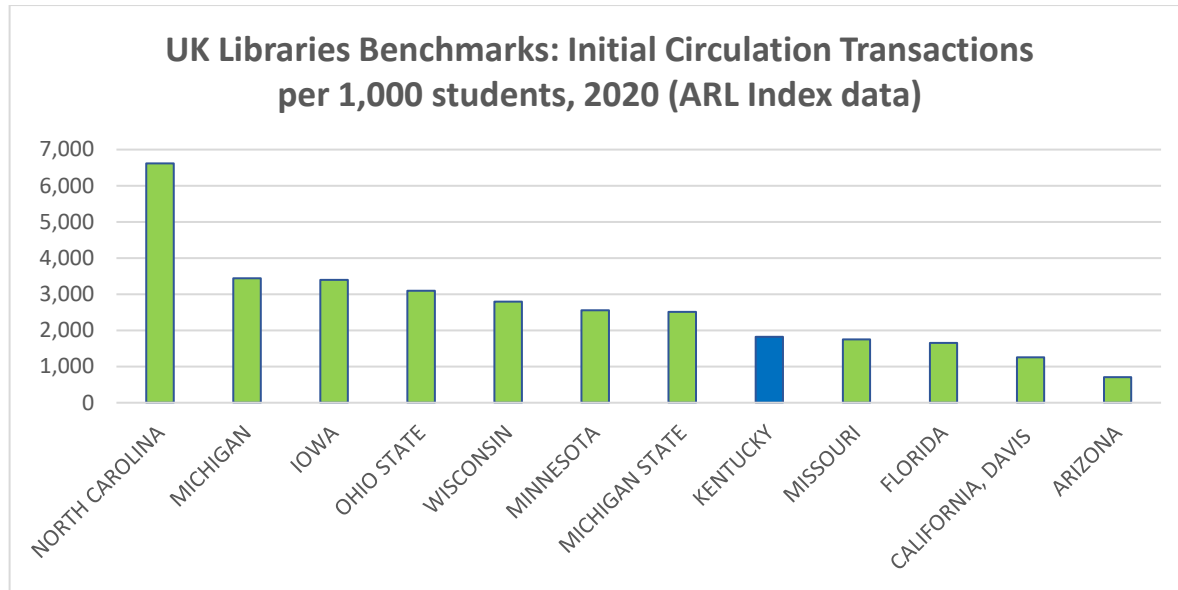


University Review Committee Benchmarks ILL Borrows, 2016-2020 (ARL Index data)



ARL Print Collection Usage Data

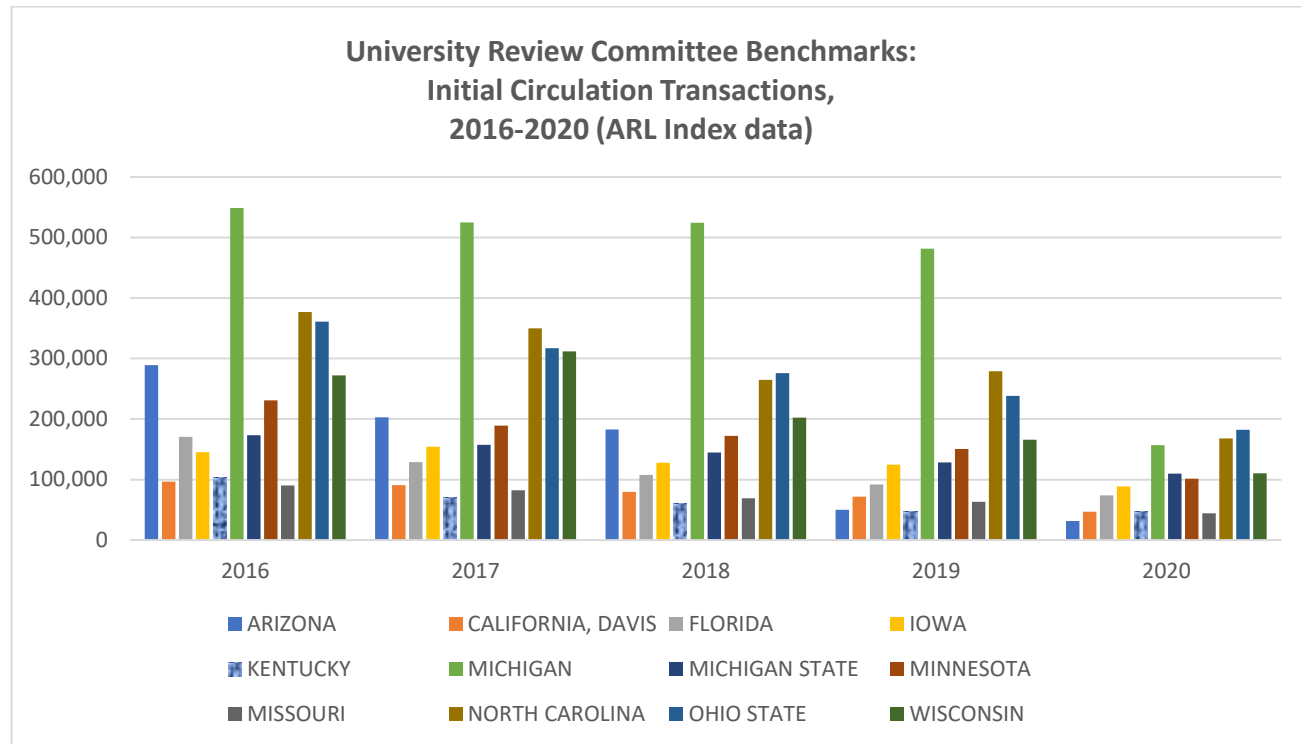
In terms of print collection usage data, proxied by circulation counts, ARL collects “initial circulation data,” meaning the number of volumes that were circulated at least once in a given fiscal year, not including renewal counts. When comparing 2020 ARL index data³ from UK Libraries against our twelve University Review Committee Benchmarks, UK Libraries ranks eighth of the twelve benchmarks in terms of count of initial circulation transactions per 1,000 students. In FY21, UKL ranked eleventh of the twelve benchmarks.



Initial Circulation Transactions	Initial Circulation Transactions, 2020	2020, Total Full-time Students Enrolled	2020, Initial Circulation Transactions per 1,000 students
NORTH CAROLINA	168,136	25,423	6,614
MICHIGAN	156,661	45,510	3,442
IOWA	88,563	26,045	3,400
OHIO STATE	182,391	58,854	3,099
WISCONSIN	110,381	39,515	2,793
MINNESOTA	101,459	39,683	2,557
MICHIGAN STATE	109,808	43,693	2,513
KENTUCKY	47,937	26,301	1,823
MISSOURI	44,278	25,265	1,753
FLORIDA	73,790	44,559	1,656
CALIFORNIA, DAVIS	46,917	37,241	1,260
ARIZONA	31,406	44,536	705

³ Ibid.

However, as can be seen in the graph below, when comparing against the initial circulation count over time, UK Libraries' trend of reduction in circulation transactions continues to trend similarly to our benchmark institutions.

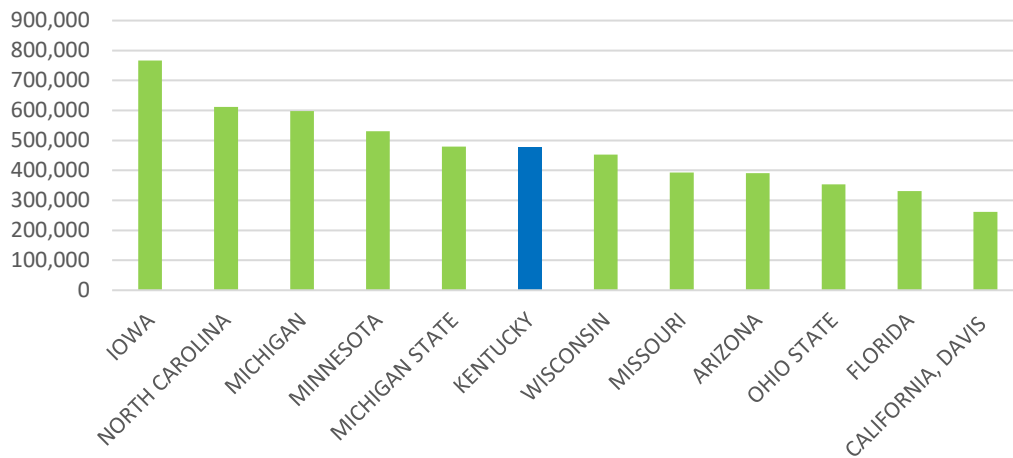


ARL Physical Collection Expenditures Data

UK Libraries collection expenditures were reduced by \$2.4M, or by 11.5%, in FY21, in addition to an existing \$1.8M structural deficit, which has the impact of reducing the collections budget by approximately 20%. With a plan to spread reductions over three fiscal years by using one-time funds, the Libraries has tackled this challenge by successfully renegotiating some large publisher contracts, and beginning a process of cancelling a portion of subscribed journal titles which will continue into future fiscal years. ARL collects print collection expenditure data, which encompasses expenditures for print monographs, current print serial subscriptions, microforms, AV materials, maps, manuscripts and any additional memberships or bibliographic utilities. In other words, expenditures for electronic resources of all types are not included in this count. When comparing 2020 ARL index data⁴ from UK Libraries against our twelve University Review Committee Benchmarks, UK Libraries ranks sixth of the twelve benchmarks in terms of library materials expenditures per 1,000 students. In FY21, UK Libraries ranked seventh of the twelve benchmarks.

⁴ Ibid.

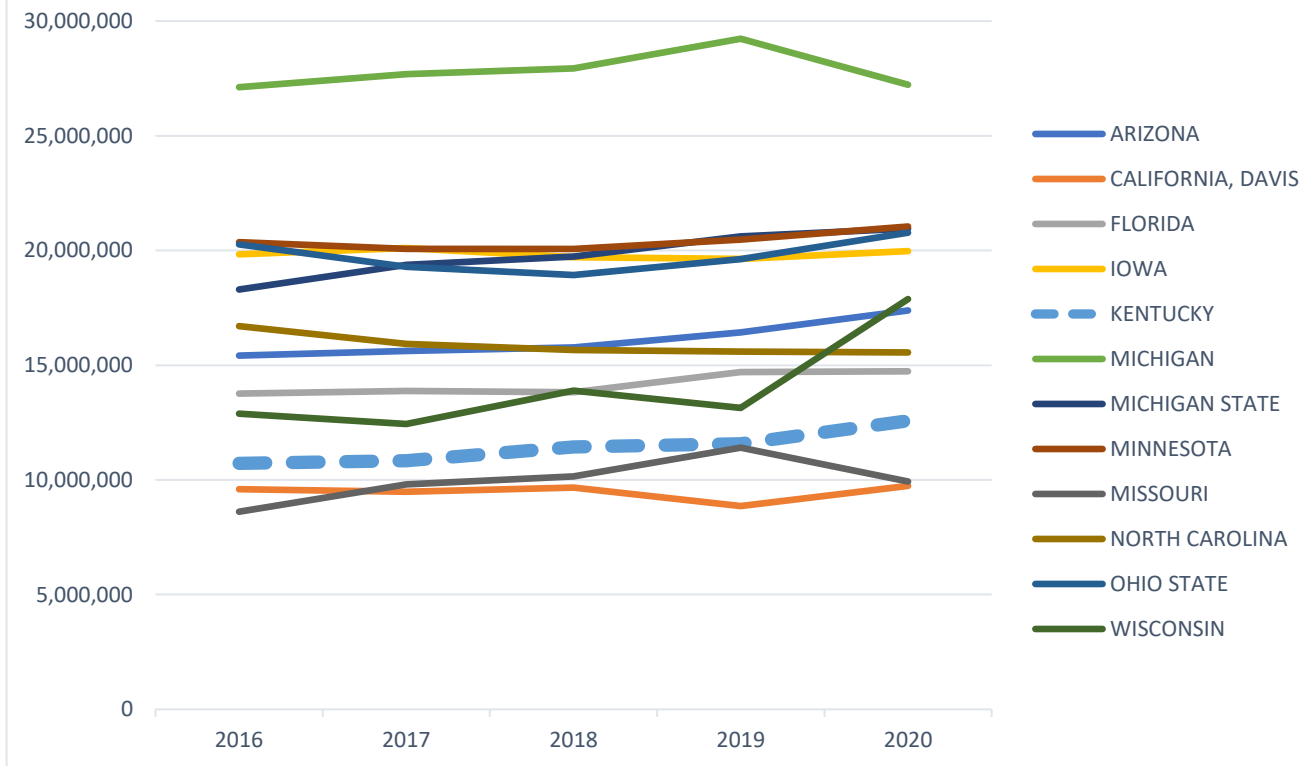
**UK Libraries Benchmarks: Total Materials Expenditures
per 1,000 students, 2020 (ARL Index data)**



Total Expenditures	2020 Total Physical Library Materials Expenditures	2020, Total Full-time Students Enrolled	2020, Physical Library Materials Expenditures per 1,000 students
IOWA	19,974,435	26,045	766,920
NORTH CAROLINA	15,556,709	25,423	611,915
MICHIGAN	27,221,352	45,510	598,140
MINNESOTA	21,045,394	39,683	530,338
MICHIGAN STATE	20,956,027	43,693	479,620
KENTUCKY	12,577,110	26,301	478,199
WISCONSIN	17,882,043	39,515	452,538
MISSOURI	9,935,387	25,265	393,247
ARIZONA	17,385,382	44,536	390,367
OHIO STATE	20,776,568	58,854	353,019
FLORIDA	14,734,264	44,559	330,669
CALIFORNIA, DAVIS	9,740,178	37,241	261,544

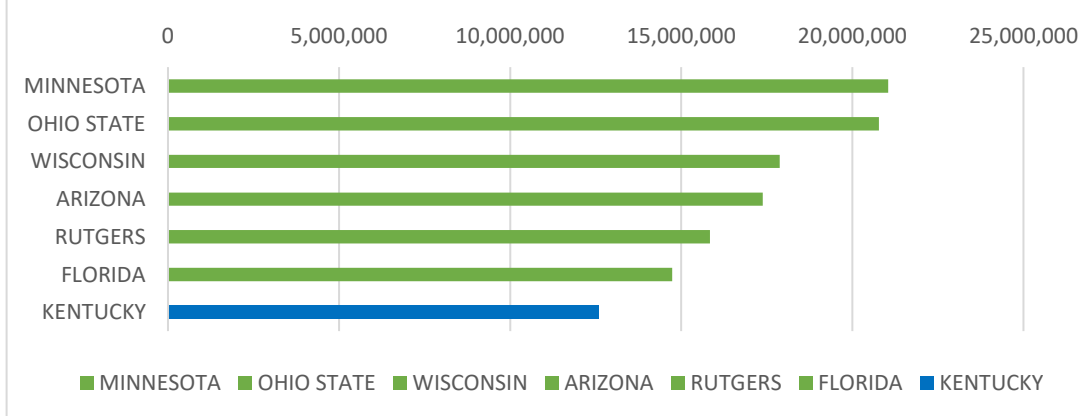
As can be seen in the graph below, when comparing against the total library physical materials expenditure data over time, UK Libraries' trend of maintaining small incremental growth in physical collections expenditures is trending similarly to our benchmark institutions, though our overall physical collection expenditures budget continues to be relatively low when compared to our benchmark institutions.

University Review Committee Benchmarks Total Materials Expenditures 2016-2020 (ARL Index data)



When compared to the six other land grant universities with similar colleges and programs as UK (Universities of Arizona, Florida, Minnesota, Wisconsin as well as Ohio State and Rutgers Universities), the University of Kentucky Libraries' overall materials expenditure (ARL question 7) ranks last.

Land Grant Institutions: Total Physical Library Materials Expenditures (\$) (ARL 2020 Index data)



In both FY20 and FY21, the Libraries collections budget was reduced by \$2 million. Leveraging our endowment funds, discontinuing one-time funded purchases, and advocating to campus administration are the current strategies to mitigate this.

5.4

Changes to Collections Budget for University Curricula

UK Libraries Collections Budget used the one-time fund proposal cycle to primarily purchase diversity, equity, and inclusivity (DEI) related materials. The Collections Advisory Committee (CAC) oversaw these purchases, including DEI medial resources (Taylor & Francis DRM-free, 74 ebooks; EBSCO 56 ebooks; OVID 10 ebooks); JSTOR Hebrew journals collection; indigenous linguistics publications identified by departmental faculty and their academic liaison; fiction and memoirs from diverse perspectives; Kotobarabia, 3 collections to support the Arabic and Islamic Studies program; several DEI focused titles from Oxford Bibliographies Online; 35 Africana and African press ebooks from Project Muse; 9 modules from the ProQuest History Vault that include all the Papers of the NAACP and a new subscription to the World Cinema Collection supporting the International Film Studies Program's curricula of marginalized voices, communities and global regions.

The Collections Advisory Committee's efforts to diversify University of Kentucky Libraries collections were bolstered by the Libraries FY22 Strategic Plan Initiative 5, "Systematically develop collections that are more inclusive and amplify voices from marginalized communities by working with publishers, vendors, donors, and the community and by reallocating funds to advance this work." The Working Group for this Strategic Initiative was chaired by the chair of CAC and included several members of the CAC. Members of this Working Group held discussions with vendors and publishers (De Gruyer, ProQuest, Project Muse) about access to traditionally marginalized voices and discussed ideas on how to embed DEI into the fabric of UK Libraries collection development and strategy going forward by identifying workshops or trainings that include collection development basics as well as DEI-focused collection development.

Conclusion: Outcome partially achieved

When compared to the University Review Committee Benchmark Institutions' ARL index data, UKL ranks very low in terms of counts of both ILL loans and borrows and of initial circulations, however the trend in the majority of these benchmarks is that all of these counts are decreasing, which is also the case at UK Libraries. UKL's ranking for initial circulation counts rose this year, which could either be interpreted as our circulations were relatively higher, or our benchmarks were relatively lower. Our counts relative to our benchmark institutions are still comparable.

Our overall physical collections budget has been significantly reduced, and remains low in comparison to our University Review Committee benchmarks though the trend of small increases in expenditures over time is similar to these benchmarks.

Finally, when possible, the Libraries' limited collection budget was reallocated this year both to support changes in academic programs and to support DEI efforts.

This data demonstrates partial support for Outcome 5, that library users are satisfied with the collections provided by the Libraries for their educational, business, and research needs.

Action Plan

- Continue to monitor collection budget allocations as curricula and departmental changes are made
- Implement Library Satisfaction Survey, seeking input from campus affiliates about suggested purchases for Library collections

Identified Improvements

Many DEI-related materials were purchased this FY, supporting the Libraries' Strategic Plan.

Advocate to the University to increase the Libraries' materials budget, demonstrating the impact of past and present budget allocation cuts.

Outcome 6. Library users recognize Library spaces as inclusive, safe, and welcoming environments.

Assessment Methods / Measures

- LibQUAL+ scores for Library as Place dimension overall, for overall users, and disaggregated
- Library Satisfaction Survey
- William T. Young Space Survey 2022
- FY22 Strategic Initiatives 1 and 2

Performance Goals (item in italics does not apply during this period)

- *LibQUAL+ scores for Library as Place dimension overall for overall respondents, for disaggregated respondents \geq previous instrument implementation(s); and*
- *Library Satisfaction Survey items \geq previous instrument implementation(s).*
- Users of Young Library report that they are satisfied with the spaces, perceive that they are welcome and safe within them.
- Improve wayfinding in library spaces based on user feedback from LibQUAL+
- Seek feedback from under-served or marginalized communities on campus and implement improvements based on that feedback

Benchmarks and Results

6.4

William T. Young Space Survey

A space survey was conducted for the William T. Young Library between February 15, 2022 and April 15, 2022 to determine why and how University of Kentucky faculty, staff, and students use or do not use the Young Library spaces. 85% of the 282 respondents reported using Young Library; the majority of those that did not cited that the location was inconvenient for them.

Of the 241 respondents that had used Young Library for study or work, 80% reported that Young Library currently meets their needs; 11% said that it did not, with the remaining 9% responding that they were unsure. Overall the categories of undergraduate students, graduate students, and staff members reported very high perceptions of Young Library meeting their needs (between 83% and 91% positive perception). However, only 50% of the few faculty members who completed the survey indicated that Young Library meets their needs, though the sample size of faculty members was low.

Between 88% and 91% of overall respondents indicated that they feel welcome, safe, and that they perceive Young Library as inclusive. To assist them in feeling more welcome or included, respondents indicated that they would like for the noise levels within designated quiet study areas to be more strictly enforced, to add of gender-neutral restrooms, to have more comfortable furniture, and improvements in wayfinding. To increase respondents' sense of safety within Young Library, they requested increasing the visible presence of security personnel or security patrols, providing better exterior lighting, having lockers for personal belongings, and the addition of metal detectors.

Suggested improvements to user spaces included specific repurposing or renovation suggestions, improving furniture, and enforcing noise policies. The comfort of the furniture was the highest priority and the most desired change for total respondents and within each category of respondents.

6.5

FY22 Strategic Initiatives 1 & 2

FY22 Strategic Initiative 1 is to “identify and hold focus groups with library non-users and users from marginalized populations to develop and refine services that directly support the needs of these groups.” This Initiative’s working group met with the VP of Student Success, Kirsten Turner, and Dean of Students, Trisha Clement-Montgomery to discuss strategy and logistics involved in soliciting student participation and identified the first round of student groups to meet with. Meetings were held in April 2022. A final report is due from this working group at the end of the fiscal year (i.e., June 30, 2022).

FY22 Strategic Initiative 2 is to “explore and implement solutions to enhance wayfinding in library spaces, to make services and spaces more welcoming and readily accessible to all visitors.” This initiative’s working group completed a signage audit of all campus library locations (excluding the Design Library that will be closing in FY23) and discussed findings. Between May 2022 and December 2022 members will record overall impressions and key takeaways for each location for the final report, develop a strategy to gather feedback about wayfinding needs from user groups and use data from the recent Young Library Space Survey to help them better understand users’ perceptions of spaces and wayfinding for that location. A final report is due from this working group at the end of the calendar year (i.e., December 31, 2022).

Conclusion: Outcome achieved

The William T. Young Library Space Survey indicated that the majority users of Young Library report that they are satisfied with the spaces and perceive that they are welcome and safe within them. Faculty members made up a small category of respondents to the survey, though those that did respond indicated that they were not as satisfied as other user groups. The majority of overall respondents indicated that they feel welcome and safe in Young Library, and that they perceive Young Library as inclusive. The majority of respondents would like noise levels to be addressed in study areas, improvements in furniture and wayfinding, and the addition of gender-neutral restrooms. Suggestions were also made by respondents to increase their sense of safety within and around the building as well as how to repurpose or renovate spaces.

The working groups for FY22 Strategic Initiatives 1 and 2 sought out feedback from marginalized or under-served campus communities to improve their experiences in the libraries and to improve wayfinding in library spaces. Working Group 1 met with leaders across campus and held focus groups in April 2022. Working Group 2 assembled a comprehensive wayfinding signage audit of all campus library locations. Both working groups will review their findings and present recommendations in FY23.

This data demonstrates clear support for Outcome 6, that library users recognize library spaces as inclusive, safe, and welcoming environments.

Action Plan

- Consider and implement feedback received from the William T. Young Space Survey
- FY22 Strategic Initiative 1 Working Group will identify actionable feedback and make recommendations to EC regarding perceptions and usage of library spaces from marginalized or under-served users by June 30, 2022
- FY22 Strategic Initiative 2 Working Group will make recommendations to EC regarding wayfinding in library spaces by December 31, 2022
- Implement Library Satisfaction Survey in 2022 to determine user perceptions of inclusivity, safety, or sense of welcome in Library spaces.



Administrative Unit Outcomes Plan and Report (Academic and Student Services & Administrative Support Units)

Appendix A

Academic and Student Services Assessment Plan: Libraries

Unit Contact Person: Julene Jones, julene.jones@uky.edu, Director of Assessment and Organizational Effectiveness Librarian

Unit Mission Statement: (2021) The mission of the University of Kentucky Libraries is to ignite the human drive to discover, create, and connect by facilitating access to information, empowering learners, and collaborating with our communities to advance knowledge, enhance scholarship, and preserve the history and culture of the Commonwealth. *Discover. Create. Connect.*

	Assessment Plan					
	Objective	Outcome Statement (direct/indirect)	Assessment Method(s) and Measure(s)*	Benchmark	Performance Goal	Timeline
(1) Student Success	The Library contributes to student recruitment, retention, time to degree, and academic success.	Students identify the Library as influential in terms of their successful academic performance. (i)	Library Satisfaction Survey; LibQUAL+ Lite (Gen Sat 2 and UK-5 <i>(if continue to use)</i>)	Benchmark against most recent LibQUAL+ Lite and Library Satisfaction Survey (LSS) results for undergraduate and graduate students	LibQUAL+ GS-2 <i>(and UK-5 if continue to use)</i> scores \geq previous instrument implementation(s); scores on LSS measures \geq previous implementations	LibQUAL+ and Library Satisfaction Survey are run every 2-3 years, alternating
(2) Instruction/ Information Literacy	Library personnel collaborate with faculty to embed information literacy learning outcomes into curricula, courses, and assignments.	Students demonstrate proficiency in finding, evaluating, and using information. (i, <i>some in development</i>)	LibQUAL+ information literacy outcomes questions; <i>information literacy assessment(s), (to be determined by Educational Services by July 1, 2022)</i>	Benchmark against most recent LibQUAL+ Lite information literacy outcomes results for undergraduate and graduate students; <i>benchmark against past information literacy assessments</i>	LibQUAL+ Information literacy outcome scores \geq scores in previous implementation(s)	LibQUAL+: every 4-5 years; <i>Information literacy assessment to be determined</i>
(3) Discovery	The Library creates and/or provides access to all resources and facilitates access	Library users can identify and access information resources provided by the Library for	LibQUAL+ Lite (IC-2, IC-6, IC-7); Library Satisfaction Survey; continuous improvements in	Benchmark against most recent LibQUAL+ Lite IC-2, IC-6 and IC-7 overall and disaggregated results and	Scores \geq previous instrument implementation(s); UKL LibQUAL+ perceived scores \geq minimum scores (i.e., positive adequacy gap	LibQUAL+: every 4-5 years; Library Satisfaction

	from preferred user starting points.	their educational and research needs. (i)	discovery systems, Library website / UX	Library Satisfaction Survey (LSS) measures	scores); scores on LSS measures \geq previous implementations; documented improvements in Library website, or in access or discovery systems	every 4-5 years, alternating <i>Web Advisory Committee studies</i>
(4) Services	The Library provides assistance through multiple platforms to help users find information and support research and curricula.	Library personnel provide research support throughout the research lifecycle. (d&i)	LibQUAL+ Lite (AS overall dimension); track hours of reference personnel availability (all modes), hours of fall Information Desk, availability of peer tutors; ARL counts of reference transactions and consults; and outreach of RDSC Committee / Digital Scholarship	Benchmark against most recent overall AS dimension and disaggregated LibQUAL+ Lite and Library Satisfaction Survey (LSS) results, UK Libraries' ARL reference transaction statistics; document hours of Fall semester Information Desk, peer tutors and relevant RDSC committee / Digital Scholarship work	Overall LibQUAL+ Affect of Service scores \geq previous instrument implementation(s) and/or \geq previous adequacy gap percentile from ARL normative scores; trends in reference transactions are comparable to University Review benchmark institutions (ARL data); UKL LibQUAL+ perceived scores \geq minimum scores (i.e., positive adequacy gap scores); scores on LSS measures \geq previous implementations; RDSC / Digital Scholarship campus outreach is sustained	LibQUAL+ is run every 4-5 years; ARL statistics regarding reference and outreach are collected annually
(5) Collections	The Library provides access to collections aligned with areas of research, curricular foci, or institutional strengths.	Library users are satisfied with the collections provided by the Libraries for their educational, business, and research needs. (d&i)	Library Satisfaction Survey; LibQUAL+ Lite (IC-1, IC-3, IC-4, IC-8) overall and disaggregated; ARL: ILL usage and collection circulation; Library collections budget allocations	Benchmark against most recent Library Satisfaction Survey (LSS) and LibQUAL+ Lite overall and disaggregated results, ARL LibQUAL+ benchmark data, UK Libraries' ARL data regarding ILL and collection usage and collection budget; document modifications in collection budget revisions	Select IC LibQUAL+ and LSS scores \geq previous instrument implementation(s); UKL LibQUAL+ perceived scores \geq minimum scores (i.e., positive adequacy gap scores); Collection circulation, ILL usage and collection budget trends are comparable to University Review benchmark institutions (ARL data); Collection budget allocations are revised relative to	ARL statistics for collection and ILL usage are collected annually; LibQUAL+ and Library Satisfaction survey are conducted every other year, alternating

					University departmental changes	
(6) Space	The Library provides clean, inviting, and adequate space, conducive to study and research, with suitable environmental conditions and convenient hours for its services, personnel, resources, and collections.	Library users recognize Library spaces as inclusive, safe, and welcoming environments. (i)	Library Satisfaction Survey; LibQUAL+ Lite (LP overall dimension); Library space surveys; FY22 Strategic Initiatives 1 & 2; [Facilities List]	Benchmark against most recent overall LP dimension, overall as well as disaggregated results and ARL LibQUAL+ benchmark data as well as Library Satisfaction Survey (LSS) and Library space survey results; improve library spaces for marginalized communities (FY22 Strategic Initiative 1) and improve wayfinding (2)	Scores \geq previous instrument implementation(s) and/or \geq previous adequacy gap percentile from ARL normative scores; UKL LibQUAL+ perceived scores \geq minimum scores (i.e., positive adequacy gap scores); scores on LSS measures \geq previous implementations;	LibQUAL and the Library Satisfaction survey are conducted every other year, alternating

Adoption Date of Assessment Plan: 12/15/2020; last revised 05/19/2022

Notes: Normative ARL scores are only produced for the overall dimensions of Affect of Service, Library as Place and Information Control, so only apply here to Outcomes 4 & 6. The Library Satisfaction Survey is updated prior to each implementation, so selected questions may not be identical from year to year.

*Annual strategic plan progress report may be added as source of data (strategic plan for 2021-2026 in development 2020-2021); LibQUAL+ Lite scores may be represented in report by D-M scores.⁵

⁵ Dennis, B. & Bower, T, (2007) "How to Get More From Your Quantitative LibQUAL+™ Dataset: Making Results Practical." Western Michigan University Libraries Faculty & Staff Publications. 25. Available at https://scholarworks.wmich.edu/library_pubs/25