

Data Set

Scenario: You have finished compiling the peer evaluations for the reference desk. You have a copy (to the right) of the survey questions for this year, as well as three year data for two questions for which you have scores that are “does not meet expectations.”(see below) Identify a problem and a strategy/intervention to solve it.

Peer Evaluations

Survey Questions

1. Does the librarian seem approachable and generally aware of the reference floor while at the reference desk?
2. Does the librarian greet people in a courteous manner as they approach the reference desk?
3. Does the librarian understand the user's needs and respond accordingly?
4. Does the librarian make full use of the available resources to meet the user's needs?
5. Does the librarian seem at ease and take steps to make the user comfortable?
6. Does the librarian ask follow-up questions to ensure the user's needs are met?
7. Does the librarian close the transaction tactfully and make the user aware they are available should they require further assistance?

Three Year Comparable Data

Does the librarian make full use of the available resources to meet the user's needs?

| | 2008 | | 2009 | | 2010 | |
|--------------------------------|------|-----|------|-----|------|-----|
| Does Not Meet Expectations (1) | - | - | 5 | 18% | 1 | 3% |
| Meets Expectations (2) | 13 | 57% | 7 | 25% | 14 | 45% |
| Exceeds Expectations (3) | 10 | 43% | 16 | 57% | 16 | 52% |

Does the librarian seem at ease and take steps to make the user comfortable?

| | 2008 | | 2009 | | 2010 | |
|--------------------------------|------|-----|------|-----|------|-----|
| Does Not Meet Expectations (1) | 2 | 9% | 1 | 4% | -- | 0% |
| Meets Expectations (2) | 15 | 65% | 20 | 71% | 25 | 81% |
| Exceeds Expectations (3) | 6 | 26% | 7 | 25% | 6 | 19% |

Data Set (Group A)

Scenario: Your institution has administered the Standardized Assessment of Information Literacy Skills (SAILS) to all of the incoming freshman and to students entering their junior year. Below are the results of these two assessments. Identify a problem and a strategy/intervention to solve it.

| | Freshman | | | Juniors | | |
|--|------------------------|----------------------|------------------|------------------------|----------------------|------------------|
| | My Institution | Institutions Like Me | All Institutions | My Institution | Institutions Like Me | All Institutions |
| Developing a Research Strategy | 526 (+ -) 12 | 562 (+ -) 2 | 569 (+ -) 1 | 499 (+ -) 21 | 500 (+ -) 3 | 494 (+ -) 1 |
| Selecting Finding Tools | 513 (+ -) 15 | 544 (+ -) 2 | 549 (+ -) 1 | 524 (+ -) 33 | 524 (+ -) 4 | 515 (+ -) 1 |
| Searching | 488 (+ -) 11 | 534 (+ -) 2 | 539 (+ -) 1 | 480 (+ -) 22 | 479 (+ -) 3 | 475 (+ -) 1 |
| Using Finding Tool Features | 514 (+ -) 20 | 558 (+ -) 3 | 565 (+ -) 1 | 560 (+ -) 31 | 543 (+ -) 4 | 536 (+ -) 2 |
| Retrieving Sources | 509 (+ -) 20 | 552 (+ -) 3 | 556 (+ -) 2 | 572 (+ -) 30 | 556 (+ -) 5 | 548 (+ -) 2 |
| Evaluating Sources | 539 (+ -) 13 | 573 (+ -) 2 | 575 (+ -) 1 | 489 (+ -) 26 | 476 (+ -) 3 | 475 (+ -) 1 |
| Documenting Sources | 522 (+ -) 16 | 562 (+ -) 2 | 573 (+ -) 1 | 470 (+ -) 29 | 463 (+ -) 5 | 453 (+ -) 2 |
| Understanding Economic, Legal, and Social Issues | 501 (+ -) 13 | 535 (+ -) 2 | 542 (+ -) 1 | 461 (+ -) 23 | 443 (+ -) 3 | 444 (+ -) 1 |

Data Set (Group B)

Scenario: You have completed your peer evaluations of your library's instructions. Below is a summary of the results. Identify a problem and a strategy/intervention to solve it.

Peer Evaluations

1 = Does not meet expectations 2 = Meets expectations 3 = Exceeds expectations

December 2010

| Survey Questions | Totals (7) | | |
|--|------------|-----|-----|
| | 1 | 2 | 3 |
| Librarian presented overview of the session and stated the purpose of the session | - | 4 | 3 |
| Librarian had a clear organizational plan and presented topics with a logical sequence | - | 5 | 2 |
| Librarian concluded the session by summarizing the main ideas | - | 6 | - |
| Librarian demonstrated a command of the subject matter | - | 4 | 3 |
| Librarian encouraged student questions | - | 4 | 3 |
| Librarian gave satisfactory answers to student questions | - | 6 | 1 |
| Librarian incorporated student responses into instruction session | - | 4 | 3 |
| Librarian asked questions to monitor student progress | - | 6 | 1 |
| Librarian's language was understandable/free of jargon | - | 5 | 2 |
| Librarian's articulation and pronunciation were clear | - | 5 | 2 |
| Librarian made minimal use of verbalized pauses and catch phrases (er, ah, etc.) | - | 5 | 2 |
| Librarian spoke extemporaneously | - | 5 | 2 |
| Librarian's voice was easily heard | - | 4 | 3 |
| Librarian effectively used body movement and gestures | - | 3 | 4 |
| Librarian made eye contact with students | - | 6 | 1 |
| Librarian was confident and enthusiastic | - | 5 | 2 |
| Librarian defined unfamiliar terms/library jargon | - | 7 | - |
| Librarian limited use of repetitive phrases | - | 7 | - |
| Librarian's instructional materials were used or shown effectively | 2 | 4 | 1 |
| Librarian provided instructional materials on the library k:/ drive twenty-four hours prior to session (previously "Librarian provided a session outline to the observer") | 1 | 5 | 1 |
| Total | 3 | 100 | 36 |
| Percentages | 2% | 72% | 26% |

Data Set (Group C)

Scenario: You have administered surveys to the faculty and students to assess your library's instruction sessions. Below is a summary of the results. Identify a problem and a strategy/intervention to solve it.

| Faculty Evaluation Responses: January-December 2011 | Totals (32) | | |
|---|-------------|--------------|--------------|
| Survey Questions | Agree | Disagree | Neutral |
| The librarian was effective, well organized, and gave a clear presentation. | 32 | 0 | 0 |
| The librarian's instructional materials were used or shown effectively. | 32 | 0 | 0 |
| The librarian made it clear how database searching relates to course assignments. | 32 | 0 | 0 |
| The librarian demonstrated the importance and relevance of the material covered. | 31 | 0 | 1 |
| The students' reactions to the instruction session were positive. | 28 | 1 | 3 |
| | Just Right | Too Long | Too Short |
| Considering the material covered, the instruction session was: | 29 | 1 | 2 |
| | Just Right | Too Remedial | Too Advanced |
| Was the instruction session too remedial or too advanced? | 31 | 1 | 0 |
| | Yes | No | No Response |
| Would you recommend a library instruction session to your colleagues? | 32 | 0 | 0 |

| Student Evaluation Responses: January - December 2011 | Total (232) | | | |
|--|------------------|-------------------------|---------------------|---------------------------|
| Survey Questions | Yes (p) | Some (mp) | No (n) | Not Sure |
| The session was helpful for the research assignment for my class. | 219 | 13 | 0 | 0 |
| | Always clear (p) | Usually clear (mp) | Somewhat clear (mp) | Rarely or never clear (n) |
| The instructor's explanations were: | 174 | 53 | 3 | 1 |
| | Yes (p) | Some (mp) | No (n) | Not Sure |
| The instructor made the library welcoming and approachable for me. | 221 | 9 | 2 | 0 |
| | Organized (p) | Somewhat organized (mp) | Un-organized (n) | Not Sure |
| How would you describe the class instruction? | 217 | 13 | 1 | 1 |
| | Just Right (p) | Too long (n) | Too short (n) | Not Sure |
| The library session was: | 189 | 28 | 4 | 11 |

Closing the Loop Process: Worksheet

- 1. Brainstorm possible problems:
- 2. Select the problem to address:
- 3. Brainstorm possible strategies for solving the selected problem:

| | |
|------------------------------------|------------------------------------|
| Solution: Resources needed: | Solution: Resources needed: |
| Solution: Resources needed: | Solution: Resources needed: |
| Solution: Resources needed: | Solution: Resources needed: |

- 4. Select strategy to implement: