Assessment Plan – Administrative and Academic Support Unit Level

<table>
<thead>
<tr>
<th>Expected Outcomes: Something the department or unit wants to achieve; desired end results for the organization or program, rather than actions. 3-5 ideal, maximum 10.</th>
<th>Assessment Methods: What factors, variables, or elements will you measure to gauge your success at reaching your expected outcome?</th>
<th>Targets/Benchmarks: For each of these indicators, what is the minimum result, target, benchmark, or value that will represent success at achieving this outcome?</th>
<th>When Will Assessment Be Conducted and Reviewed? How and when will you collect and analyze results?</th>
<th>Use of Results: How will you use results for planning, improvements, and decision making?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library patrons and staff experience a well maintained, safe and functional environment that is conducive to learning and</td>
<td>1. Physical environment standards 2. Noise complaints 3. Record of complaints about building conditions and accessibility especially to the physically</td>
<td>1. Reported plumbing &amp; electrical faults are repaired within 2 hours. 2. Responses on LibQual+ survey LP questions- mean score of 2 3. Minimize number of complaints on</td>
<td>1. Monthly 2. Monthly 3. Annually</td>
<td>1. Improving maintenance procedures 2. Revising policies &amp; procedures 3. Renew and replace faulty equipment fixtures and</td>
</tr>
</tbody>
</table>
| Library will manage its financial resources in an effective and efficient manner. | 1. General budget statistics  
2. Acquisitions statistics  
3. Departmental statistics  
4. Database statistics  
5. Serials statistics | 1. Budget is neither over nor under spent in all areas – library equipment resources, materials (books, serials, databases)  
2. Acquisitions budget spent or encumbered by June 1  
3. All departments stay within budget  
4. Database budget reviewed for cancellations and renewals by June 1  
5. Serials budget reviewed for cancellation and renewals by June 1 | 1,2, Weekly review of statistics in all categories with monthly reports to all concerned departments.  
3. Monthly review of budget  
4.5, Monthly review of budget with cancellations and renewals in mind – reports to concerned departments as required | Acquisition of current, information resources.  
Encourages faculty participation in selection of resources.  
Evaluation of serve provided by vendors – poor/good/excellent |
| Patrons will have access to required and needed resources quickly by reducing the time from request to accessibility. | 1. Cataloging statistics  
2. Review files  
3. End processing statistics  
4. Serials statistics  
5. Order record statistics  
6. Acquisitions statistics  
7. Vendor performance statistics | 1,2,3 New materials cataloged and processed within 2 months of receipt  
4. Orders placed for new serials within 3 days of receipt of approval. Claims for missing periodical issues made within 2 weeks.  
5,6. Orders are processed within 1 month of receipt. Review outstanding order for claims or cancel every two months | 1. Run monthly reviews.  
2. Spot check monthly.  
3. Spot checks weekly. | Provide materials required/requested as quickly as possible.  
Quality of service from vendor can be assessed accurately  
Improvement in turn around time from order to receiving to the potential user. |
| AUC’s national and international presence is enhanced | 7. Vendors supply materials in a timely fashion. | 1. Number and value of grants, endowments and gifts.  
2. Active participation by AUC Librarians in international and regional activities | 1. One grant, one important gift, per year. One endowment.  
2. Participates in at least 2 conferences per year from organizations such as OCLC WorldCat, LC Naco, RLG SHARES, AMICAL, the Egyptian Library Association (Internat’l Section), the Egyptian University Libraries Consortium, American Library Association | 1& 2 In Dean’s annual report, from information supplied by participants. | For maintaining and directing efforts towards enhancement of international presence - e.g. suggesting grant proposals, targeting donors, identifying international and regional activities. |
| Workforce is informed and motivated. | | 1. Performance evaluations.  
2. Internal communications  
3. Attendance at professional conferences / workshops outside the AUC  
4. Attendance at AUC T&D training sessions  
5. Anonymous internal employee survey | 1. All faculty and staff receive annual evaluation  
2. Each division / department holds one meeting per semester  
3. Each person entitled to attend a conference does so, and gives a presentation to an agreed group  
4. Each staff member attends one T&D session per year  
5. 75% of employees indicate motivation and/or satisfaction for work performed. | Annually, from individual and departmental reports, internal survey | Library Admin reviews all evaluations and identifies needs in terms of training and motivation through written self assessment and/or the internal survey. This may lead to changing structures in the Library. |