Library & Information Services

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University Mission Statement/Goals

• Maintaining a commitment to operational efficiency and continuous improvement.

Unit Mission Statement

Our mission is to serve customers with reliable resources and services, enabling the university to meet its goals in a transparent and seamless computing environment and space.

Outcomes	Means of Assessment	Findings	Actions
1. Users will feel comfortable with the reliability of LIS critical systems.	System logs will show an average of .9% unscheduled downtime for critical systems (Web, Email, Network, Datatel/Peoplesoft).	Average unscheduled downtime for the year was .8%.	**We've done a good job on this, but we need to do a better job monitoring systems. Next year we'll move to .5%. We also need to re-evaluate what critical systems are (Blackboard, myDrive, etc)**
	Focus group of staff and students will show at least 75% approval of reliability of critical systems.	Though we don't have a hard %, the focus group comments show that students and faculty are more confident in reliability of critical systems than last year.	
2. Improve communications with customers.	LIS will conduct a survey each semester of campus users regarding efficacy of email bulletins with 60% satisfaction rate.	We didn't do this, because during the year email bulletins changed. We now have a system that advertises on the my.byuh.edu homepage when systems will be down. We do have anecdotal evidence, though, that we need to improve our communication (the IP phone project communication is one example)	**With the change in email bulletins, we need to modify this means of assessment. Besides just communicating with customers, we need to show we're listening to them—having them suggest the products and services we should provide, and guiding them in what works best in our environment. We also need to develop a feedback form for when we visit departments.**
	LIS will conduct technical briefings each semester and successfully visit department heads 2x's annually with at least 50% response rate for feedback.	IT Services met with each department once this past year, but did not gather any feedback.	
3. Increase satisfaction of products and services.	Graduation exit surveys will show at least a 88% approval of LIS products and services.	89% of graduates rated the library as either good, very good, or excellent. 90% of graduates rated "computer labs and resources" as good, very good, or excellent.	**We will continue to hold focus groups every semester—they provide valuable feedback for us.**
	Focus groups will be held at least once a semester to get feedback on products and services and suggestions for improvement, with reports then sent to the CIO for possible implementation.	Focus groups were held in Winter and Fall, and the summaries and results were shared with the CIOCC.	**Next year we'll shoot for 90%. Also, we might want to adjust the category in the survey to reflect more of enterprise IT, and not just labs.**