

Rutgers University Libraries Academic Excellence Quality Indicators

Perspective	Criteria	Timeline	Measures	Data	Methods
Faculty Graduate Students & Undergraduates	Responsive Collections in All Formats	A	Faculty & Student Perception	*	Survey/Focus Groups/Liaison Interviews/LibQUAL+™
		A	System wide Use of Print & Electronic Collections	*	SIRSI/Usage Data
		A	ARL Comparisons	*	ARL Data Analysis / Web Logs/ Vendor Reports
	Easy Access to RUL Collections	A	Access to Collections Elsewhere	*	ILL Fill-Rate/Turnaround Time ILL Manager Reports
		A	Ease of Use of Digital Information	*	Users' Perceptions -- LibQUAL+(TM)
		A		Workstation Capability and Availability -- survey & downtime logs	
		A		Holdings Accuracy Sampling	
		A		Shelving Turnaround Sampling	
		B		Shelving Accuracy Sampling	
		A		RDS Turnaround -- Article Sampling/Fill-Rate/SIRSI Report	
	B	Collection Access & Availability		Turnaround Time from Order to Shelf	
	Environment Conducive to Research and Study	B	Users' Perception	*	LibQUAL+(TM)
	Service Responsiveness of Staff/Librarians	A	Users' Perception	*	LibQUAL+(TM)
	Information Literacy Attainment	A	Student Achievement	*	Project SAILS
Planning for the Future	A	Users' Perception		Survey	
Librarians & Staff	Adequate Institutional Support	B	Annual Budget	*	Annual Reports
	Access to Learning & Development Activities	A	Level of Participation & Satisfaction		Annual Data /Survey/Interviews
	Physical Work Environment	A	Access to Appropriate Computing Equipment	*	Annual Count; Annual Survey; Needs Assessment
		B	Systems Availability	*	Analysis of Down-Time Log Survey
		B	Physical Plant Security		Building Safety Audit
	Organizational Climate	B	Personal Safety		Survey
A		Library Faculty & Staff Perception		Organizational Climate Inventory	
University Administration	Reputation, Leadership & Service	A	External Support	*	Annual Reports
		B	Media Placements		Analysis of Clipping Service
		A	National Rankings		ARL Data
		A	Leadership Roles in University, State, Nation		Survey
		B	Library Faculty & Staff Awards & Publications		Survey
		A	Competitive Grants	*	Annual Data
		B	Outreach Projects/Collaboration Impact		Survey
A	Faculty, Student & Staff Satisfaction	*	LibQUAL+(TM)		
Alumni	Access To Resources	B	Alumni Office Perception		Survey/Focus Group
State of New Jersey	Awareness	B	Perception		Survey
	Collaboration	B	Outreach Projects		Survey

Timeline A=(12 mo.) B=(24+ mo.) *=data currently exists