

Clemson University Libraries Assessment Plan 2003/2004 Report

Mission: The Mission of the University Libraries is to support Clemson University in fulfilling its teaching, research and public service goals including educating individuals for effective life-long learning. The Libraries are to identify, acquire, preserve, organize and disseminate information from a variety of sources and locations with priority being given to supporting the undergraduate and graduate curricula. As part of a land-grant university, the Libraries will make their resources and many of their services available to all, particularly the residents of South Carolina.

Goal: ...to support Clemson University in fulfilling its teaching, research and public service goals...

Intended Outcomes:

1. Provide information resources and services to our users when they need them with a heavy emphasis on providing information electronically to the user's desktop.
2. Identify measures of success that most clearly reflect our unique goals and mission.
3. Improve the facilities and use of space within Cooper Library to better serve our clientele and make Cooper Library the academic center on campus for collaboration.
4. Staff the Libraries appropriately for the new mission of the Libraries.
5. Actively seek collaborative partners and be proactive in the initiation of collaborative programs. Further, the Libraries will annually evaluate the success of its collaborative efforts.
6. Increase funding from all sources to supply the funds necessary to meet the above goals.

Intended Outcome no. 1: Provide information resources and services to our users when they need them with a heavy emphasis on providing information electronically to the user's desktop.

A. Means of Assessment:

Expand our subscriptions to journals (especially in electronic form) to provide greater access for students, staff and faculty.

Criteria for Success:

Acquire new journals through collaborative efforts and direct purchase. Whenever possible, these subscriptions will be for electronic versions.

Assignment: IAC

Results: Subscriptions and standing orders for 91 individual titles were placed this year. While a few of the 91 are standing orders for book series, the majority are periodical subscriptions. Online was selected if available; however, some publications are still only available in print format. Large online backfiles of Synlett, Synthesis, and the Institute of Physics publications were also added. We have continued to add JSTOR archives as they become available, this year adding Arts and Sciences III, IV, and Complement. In addition, databases containing full text content were acquired. These include Communication Mass Media Complete and PsycArticles from EbscoHost, the Society of Automotive Engineers Publications and Standards Database, and ScienceExpress, a preprints database for Science Magazine.

B. Means of Assessment:

Increase Monograph holdings to provide more immediate access to this material by our local users and collaborative partners.

Criteria for Success:

The total budget for monograph purchases will be increased during 2003-2004 to over \$850,000.

Assignment: Joe Boykin

Results: Approximately \$904,699 is anticipated to be spent for monographic purchases this year. This amount includes \$40,000 for 250 ebooks from Marcel Dekker purchased cooperatively with USC. In addition, due to the advent of online ordering systems and outsourcing some cataloging and physical processing functions to a vendor, print books are being received and on the shelf in a much shorter timeframe. Three online encyclopedias from Marcel Dekker were purchased this year along with the Kluwer Online Reference Library making reference materials more accessible to off site users. The Knovel database of science and engineering books and databases was also

renewed. Cataloging records for Knovel are being pursued at this time in order to make these titles more accessible.

C. Means of Assessment:

Technologies will be evaluated, purchased and implemented to improve services provided by the Library.

Criteria for Success:

1. Complete the implementation of the ILLIAD interlibrary loan system to improve the ILL process. Jens Holley
Results: ILLIAD training has taken place, and implementation will take place concurrently with the new RSCS offices being opened.
2. Investigate adding an oversized scanner and color printer for public use. Beth Helsel
Results: The IRC II in Systems has proposed a solution and it has been forwarded for consideration in the FY05 library budget.
3. With the Research + group within PASCAL, prepare and submit a RFP for a centralized library system and award a contract to the best system. Beth Helsel
Results: Four proposals for systems have been received and are being evaluated, with a probable top vendor being designated by Jul 13, 2004.
4. Plan for implementation of the new system. Beth Helsel
Results: Until the vendor is selected the implementation plan cannot be made, especially since implementation involves 7 other institutions. However, Clemson has been working on cleaning up its database and has sent 2 representatives to a migration presentation by a consultant that USC funded.

D. Means of Assessment:

Add an additional seat to OCLC World Cat for increased access.

Criteria for Success:

The additional seat will be purchased.

Assignment: IAC

Results: Two additional seats have been added to WorldCat.

E. Means of Assessment:

Improve user's access to microform materials.

Criteria for Success:

Acquire a new Canon MS 300 Reader/Printer

Assignment: Rosanne Maw

Results: Purchased a Canon MS 400 Reader/Printer with coin-op, May 2004

F. Means of Assessment:

Increase user's awareness of services and resources available in the Libraries.

Criteria for Success:

1. Have the appropriate liaison name attached to each class folder in MY CLE, Blackboard and WebCT. Rosanne Maw and Liaisons

Results: Did not accomplish this. Referred people to the Libraries Web page for liaison information. The list will be posted to Blackboard in Fall of 2004.

2. Utilize a variety of mechanisms, many suggested at the Library Summit, to make users aware of services and resources. Micki Reid and Liaisons

Results: Mechanisms used:

Attendance at departmental faculty meetings

Newsletters—Many of the liaisons send out newsletters on a regular basis.

Several liaisons, who have not done newsletters in the past, sent them this year.

New Material Lists—Many include new material lists with their newsletter.

Visits to the University Center—All of the liaisons who have programs at the University Center visited at least once during the year.

Instruction: Taught subject area library instruction as well as two liaisons taught academic courses this year. Some of the instruction was done in the regular classroom for part of a class session.

Handouts—Updated or developed handouts about services and resources. These were sent to faculty and to the University Center. (Example: "Popular Magazines and Newspapers in Foreign Languages" was sent to all faculty in the Languages Department.

Web pages—Subject area web pages were added or updated. Pam and Mickie have kept all material on the Libraries web pages up-to-date. Liaisons made suggestions for improving the subject access web pages; especially the one that gave subject access to e-books.

E-Mails—All liaisons communicated with their faculty through e-mails. They especially highlight new resources and services through e-mail. They sought input from them on information access development such as the Dekker e-books.

Personal Tours—Tours are given to new faculty, faculty recruits, and to graduate students.

Bulletin Boards—Used to publicize the Popular reading collection

Office Visits—Several of the librarians were visible within the departments through visiting in offices or attending meetings or seminars.
Collaboration—Several liaisons collaborated with client-based projects for English 304 and Industrial Engineering.
Still Trying—To secure some space in departmental buildings for the liaisons.
Staff Development- For one of our reference meetings we toured the new Biosystems Building. We hope to do more of these tours next year.

G. Means of Assessment:

Increase availability of resources located in Special Collections.

Criteria for Success:

Increase the time Special Collections is open beyond the normal 8:00 AM to 4:30 PM.

Assignment: Mike Kohl

Results: Special Collections is now open Monday-Thursday 8AM-6PM and on Friday 8AM- 4:30PM during the Academic Year and 8AM-4:30 PM Monday, Thursday, Friday and 8AM-6PM Tuesday & Wednesday during the summer (May-mid August)

H. Means of Assessment:

Determine the need, if any, for longer access to Cooper Library by faculty and graduate students during term breaks.

Criteria for Success:

Liaisons will survey their departments' faculty and graduate students.

Assignment: Liaisons and USG

Results: Conducted an informal poll of the faculty regarding Intersession hours and determined that the current hours of operation are adequate.

I. Means of Assessment:

Improve access to the images in the Gunnin Library needed for teaching and research.

Criteria for Success:

Continue to build the digital image database with purchased images and creation of images from existing slide collection.

Assignment: Sarah McCleskey and Sarah Legins

Results: We have improved access to images needed by Gunnin Library patrons for teaching and research. This has included images already held by the Library in slide format, as well as images acquired through subscription and purchase of digital products. Most significantly, the Libraries' subscription to ARTstor has enabled access to 300,000 new images. The Gunnin Library's in-house image database, MDID, has been supplemented with about 2,000 images acquired through scanning and purchase.

J. Means of Assessment:

Increase access to the journals available.

Criteria for Success:

Add the standard journal abbreviations in the catalog records when available.

Assignment: Kathryn Wesley

Results: In early April, with the help of Beth Helsel and Denise James, journal abbreviations became viewable in the catalog, in both the web version (complete record view) and telnet version (long view).

K. Means of Assessment:

Increase service capability by adding an Information Desk in the Lobby of Cooper Library.

Criteria for Success:

Create an Information Desk on the Entrance side of the Lobby, staffed with Library Staff volunteers and students.

Assignment: USG and Teri Alexander

Results: This was postponed until next year so that the study done by a group of students could be used in the planning.

L. Means of Assessment:

Improve user's ability to pay for services and products in the Libraries.

Criteria for Success:

1. Make all vending machines capable of accepting cash or TigerStripe.

Jens Holley

Results: A new copier lease is being implemented by July 1, and all the new copiers will accept both TigerStripe and cash. The vending machines are currently not physically capable of handling both systems, but new vending machines are being investigated. Also, the concept of a new mini-store in the old Copier Room may alleviate some of the need for the vending machines.

2. Accept credit and debit cards for payment of fines, lost books, etc.
Teri Alexander and Sarah McCleskey

Results: Credit card payments are accepted at Cooper and Gunnin Libraries.

M. Means of Assessment:

Reduce the number of “referrals” a user receives to solve his/her problem in the Libraries.

Criteria for Success:

1. Increase and encourage staff cross training to help staff understand other staff’s functions. Employee Training and Development Group

Results: The Training & Development Group established and began a series of training for Libraries staff based on functions and resources of the Libraries. These sessions have been well attended and have included such topics as Meet the Unit Heads, Overview of the Library (searching/ordering), Electronic Journals, Images and the Clemson Libraries, Special Collections, How to Find an Article, Shelf to Shelf, etc. The Committee is continuing to develop sessions (based on recent surveys) that will give further exposure to current and new functions and resources. Each unit head is submitting a list of the 10 most frequently asked questions by patrons and other units staff and the correct response to each. This information will be shared with all Libraries employees when complete.

A special committee has been established and is pursuing the possibility of a Career Path Program for classified staff. If successful this will allow a number of classified staff to be cross-trained on all functions within the Libraries as they progress toward advancement.

2. Create FAQs for use at the Information Desk and on web pages.
USG

Results: This was also postponed until a decision was made about the Information Desk

Intended Outcome no. 2: Identify measures of success that most clearly reflect our unique goals and mission.

A. Means of Assessment:

The Libraries will continue to participate in the LIBQUAL+ assessment program and use the data received from the previous year to adjust the Libraries' Strategic Plan.

Criteria for Success:

The Library will participate in 2004 version of LIBQUAL+ and will use the data from LIBQUAL+ 2004 to adjust the Libraries' Strategic Plan.

Assignment: Jan Comfort

Results: In September 2003, the Libraries held "Library Summit III", organized around qualitative data from LibQUAL+™ 2003, and comments from the Suggestion Box. Information from the Summit was presented in several Town Meetings, giving the entire Library Staff an opportunity to respond. Results of the Summit and the follow-up meetings with staff were used to prioritize projects in the Financial Plan, and to modify the Libraries' Strategic Plan. Results from LibQUAL+™ 2004 will be used in a similar way. Clemson's Library Summit model has been presented at several international meetings. After consulting with Peg Tyler and Jan Comfort, Texas A&M University recently hosted a successful Library Summit.

Intended Outcome no. 3: Improve the facilities and use of space within Cooper Library to better serve our clientele and make Cooper Library the academic center for collaboration on campus.

A. Means of Assessment:

Significantly improve the overall environment on the first level of Cooper Library.

Criteria for Success:

1. Remove mold on books. Teri Alexander
Results: Completed Christmas break 2003.
2. Paint with brighter colors. Teri Alexander
Results: Pending cost estimate from the Paint Shop.
3. Determine feasibility of adding dehumidifiers and if feasible, add. Teri Alexander
Results: Pending final analysis & recommendations from campus study
4. Request funding to complete the HVAC renovation on the first and second levels. Joe Boykin

Results: Funding requested & is part of the document CPIP document for 2005-2006 if approved.

5. Request funding to replace the carpet on level one. Joe Boykin

Results: Funding requested & is part of the proposed CPIP document for 2006-2007 if approved.

B. Means of Assessment:

Improve the signage to assist users locating areas within the Libraries.

Criteria for Success:

Hire a consultant to recommend a signage system and then implement recommendations.

Assignment: Joe Boykin, Tammy Crane, Teri Alexander

Results: Consultant has been hired, awaiting their report/recommendations for signage

C. Means of Assessment:

Improve seating areas within Cooper Library.

Criteria for Success:

1. Add more lounge chairs, place some on each level. Teri Alexander, Joe Boykin

Results: Moved to next fiscal year 04-05 pending cost figures.

2. Open the balcony with furniture provided by donations. Teri Alexander, Tammy Crane and Joe Boykin

Results: Balcony has been furnished with 5 Carousel tables with umbrellas, 5 Manistee benches, 11 planters, 1 ash urn and 2 trash receptacles.

D. Means of Assessment:

Improve Library facilities.

Criteria for Success:

1. Renovate or replace Circulation Desk in Cooper Library and relocate closer to the exit. Teri Alexander

Results: Renovation moved to next FY 04-05 due to timeliness and funding.

2. Re-upholster the furniture in as many public areas of Cooper Library as possible. Teri Alexander

Results: Completed chairs for Reserve & Media L2. Need additional funding.

3. Renovate meeting rooms, the conference room, and study rooms. Teri Alexander
Results: This criteria moved to next fiscal year 04-05 due to funding. No final plans available yet to renovate.
4. Determine the future of the Byrnes and Brown rooms. Joe Boykin and Special Collections Unit
Results: An interior designer from FMO is working on plans to renovate the Brown Room as a conference room, once plans are available a cost estimate can be made
5. Remove the service desk on the exit side of the Lobby. Teri Alexander
Results: Accomplished Spring Break 2004.
6. Relocate the RSCS offices to a more suitable location. Jens Holley, Tammy Crane, Teri Alexander
Results: RSCS office construction has been completed.
7. Request additional MMR funding for appropriate floor covering for the First Level of Cooper Library. Joe Boykin
Results: Funding requested & approved. In the CPIP document scheduled for 2006-2007.
8. Relocate Daniel Lab machines within the public areas of Cooper and Gunnin Libraries. Teri Alexander, Beth Helsel, Sarah McCleskey
Results: 2 additional workstations have been added to Gunnin Library and the first step was to close the Libraries' 1st level lap and move to the 5th level with new furniture. The Daniel machines will be moved to the East Side of the 5th level when new furniture can be purchased.
9. Increase the number of power outlets available for users. Teri Alexander
Results: Numerous outlets added to the 5th level and tentative plans have been made to increase outlets on levels 2 & 4.
10. Establish a "smoke free zone" immediately in front of Cooper Library. Teri Alexander
Results: New signage ordered – waiting installation.
11. Install a PA system in Cooper Library. Teri Alexander
Results: Decided to postpone due to estimated cost received from contractor.

12. Place "Information Phones" on each level for users to notify someone in case of emergency or to ask for assistance. Users would have option to call the circulation desk or the reference desk. Tammy Crane

Results: Awaiting a response from Telecommunications on installation of "Information Phones".

13. Place an ATM machine in Cooper Library. Teri Alexander

Results: Campus Services in planning to install an ATM along with the Convenience Store by the Fall 2004.

14. Determine locations needed for remote book return units. Circulation Unit

Results: Locations selected & book returns ordered. Not yet rec'd.

15. Create at least one "smart" study area in location vacated by RSCS move. Beth Helsel

Results: DCIT will set up a smart classroom panel (as opposed to a podium) in the large, vacated room on Level 1 that Resource Sharing used to occupy. However, this cannot be done until during the Fall 2004 semester.

16. Employ a contract cleaner for Cooper Library to supplement our existing Housekeeping operation. Teri Alexander, Tammy Crane

Results: Had a cleaning contract with K-Mac Services until K-Mac closed their doors in May. A new purchase order is going out for bid but will most likely not be bid until July 1 due to the fiscal year end and cleaning services is not needed until the fall semester.

17. Have the windows cleaned at least once and carpets cleaned at least twice this year. Teri Alexander

Results: Windows cleaned Summer 2004. Carpet cleaned quarterly.

Intended Outcome no. 4: Staff the Libraries appropriately for the new mission of the Libraries.

A. Means of Assessment

Additional staffing needs and priorities will be identified and appropriate action will be taken.

Criteria for Success:

1. Determine appropriate job description for an electronics librarian. Joe Boykin
Results: We have worked with consultants and Library Deans to help determine the type of duties and organizational structure. The job description is now in process.
 2. Search, find and employ an individual meeting the job description criteria for an electronics librarian. Library Faculty and Library Administration
Results: On hold till the job description is completed.
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B. Means of Assessment:

Schedule "Town Meetings" with staff to seek their input on the impact of the changing environment on staff needs.

Criteria for Success:

Sessions will be held and comments from the sessions will be compiled and submitted to the Library Administrative Council for review and incorporation.

Assignment: Joe Boykin

Results: Three town meetings were held after the Library Summit III to seek Library Faculty and Staff input on the suggestions received at the summit.

C. Means of Assessment:

Compare compensation levels of library faculty with those at Southern Universities Group institutions.

Criteria for Success:

A report will be submitted to the Library Administrative Council.

Assignment: Jens Holley and Joe Boykin

Results: The compensation levels of library faculty with those of the Southern University Group was accomplished during the time frame for filling out the SUG statistical report and details were provided to the Provost.

D. Means of Assessment:

Complete the reclassifications requested by the units.

Criteria for Success:

Have all requests submitted.

Assignment: Joyce Peebles

Results: All 16 requests from the units were submitted to University HR by the first of December 2003. 9 (and one salary approval but not position change) have been approved and 6 (and one position change) are pending. Further justification was required for 4. Weekly coordination continues with the HR Consultant to finalize the remaining requests. Two additional upgrade requests will be coming from Architecture by the first of August 2004.

Intended Outcome no. 5: Actively seek collaborative partners and be proactive in the initiation of collaborative programs. Further, the Libraries will annually evaluate the success of its collaborative efforts.

A. Means of Assessment:

With the other libraries in South Carolina, establish a statewide union catalog of resources and the mechanism for our users to quickly access and receive that material.

Criteria for Success:

1. With the Research + institutions, create an RFP for a new statewide system which will incorporate the other libraries in the state. Beth Helsel
Results: Four proposals for systems have been received and are being evaluated, with a probable top vendor being designated by July 13, 2004.
2. Plan implementation of the new system in a consortia environment. Beth Helsel
Results: Until the vendor is selected the implementation plan cannot be made, especially since implementation involves 7 other institutions. However, Clemson has been working on cleaning up its database and has sent 2 representatives to a migration presentation by a consultant that USC funded.

B. Means of Assessment:

Participate in the PASCAL Collection Development Committee and work to cooperatively enhance and reduce expenditures for electronic resources.

Criteria for Success:

Our representative will be an active participant and report on the committee's efforts to the Libraries' Information Access Committee and Administrative Council.

Assignment: Gail Julian

Results: Participated with other South Carolina institutions in compiling a list of database commonalities. This list will be used as a guide when considering future purchases. Purchases through PASCAL this past year include 250 Dekker ebooks purchased with USC, a backfile of Institute of Physics journals purchased for the state, some EbscoHost databases, and the ACM Digital Library. These joint purchases resulted in cost savings and increased access and in some cases a preferred interface.

Intended Outcome no. 6: Increase funding from all sources to supply the funds necessary to meet the above goals.

A. Means of Assessment:

Develop a list of needed resources with associated costs: Calculate the size of endowment needed for each resource. Prioritize the major resources.

Criteria for Success:

Prioritized resource list will be created.

Assignment: Liaisons, Unit Heads, Joe Boykin, Joy Van Daele

Results: Liaisons have sent many lists of resources to Joy Van Daele

B. Means of Assessment:

Develop a plan for the Libraries for budget allocation and implementation: Identify new products, services and systems needed. Review needs annually and forecast needs for the next three years. List specific costs for each new initiative including the type (recurring or one-time) of funding needed.

Criteria for Success:

Extend our Strategic Plan for an additional three years.

Assignment: Administrative Council

Results: Information gained from Library Summit III was used to help plan for the next three years. The actual document is in process.