Clemson University Libraries Assessment Plan
2000/2001
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.
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.

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A. Means of Assessment:
Journals which are received in both print and electronic format will be reviewed to determine which can be acquired only in electronic format; titles not currently received electronically but which are available in this format will be identified for possible acquisition.

Criteria for Success:
Subscriptions to print journals will be converted to electronic form where practical from a use and cost perspective.

RESULT: Subscriptions to three major online journal services were initiated: IEEE Electronic Journals, ACS Electronic Journals and Science Direct. Print versions will be evaluated for cancellation in the fall. The ACM Digital Service was initiated and the print journals were canceled. JSTOR phases 2 and 3 were added.

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B. Means of Assessment:
The "utility" concept for maintaining journal subscriptions will be implemented.

Criteria for Success:
$250,000 will be added to the serials budget to maintain existing subscriptions.

RESULT: Specific funding was designated in the Libraries Strategic Plan for the next five years, to assure that the increased cost of serials would be recognized; it was funded for the first year.

C. Means of Assessment:
Monograph holdings will be increased to provide more immediate access to this material by our local users and collaborative partners.

Criteria for Success:
$300,000 will be added to the monograph budget in 2000/01.

RESULT: $300,000 was added to the monograph budget in 2000/01

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D. Means of Assessment:
Existing technologies will be evaluated, purchased and implemented to improve services provided by the Library.

Criteria for Success:

1. The ILLIAD interlibrary loan system will be purchased to improve the ILL process.

   RESULT: ILLIAD hardware and software have been purchased and will be installed upon delivery. New ARIEL hardware and software have also been purchased to aid ILLIAD and to increase speedy document delivery.

2. The Baker and Taylor Title Source II online database will be purchased to improve current acquisitions ordering procedures.

   RESULT: Baker and Taylor's Title Source II is in the process of being acquired. It will be used as a substitute for Books in Print and as a backup for placing rush order requests..

3. FULOAD will be modified and implemented to accept MARCIVE loads in place of GTO.

   RESULT: FULOAD has been customized and is being used to import bibliographic records from MARCIVE, netLibrary, and OCLC. GTO loading has been discontinued in Cataloging.

4. Wireless technology will be incorporated into cataloging and database maintenance operations to expedite various functions.

   RESULT: Laptops and a barcode scanner have been purchased for using when the wireless system is available.

5. New technologies for improving enhancements of online bibliographic records for multimedia will be investigated and recommendations made for implementation.

   RESULT: Postponed due to unit workload increase.

6. Bibliographic and holdings record will be enriched with hyperlink capabilities in preparation for the Web catalog.

   RESULT: Bibliographic records containing internet URLs continue to be added to the database. Methods to check URL viability are under review.

7. Two analog microform reader/printers will be replaced with digital microform reader/printers and one of the replace analog reader/printers will be relocated to the Public Documents area.

RESULT: Two digital microform reader/printers have been purchased. One analog reader/printer will be moved to the Public Documents area this summer. Members of USG and Reserves Unit attended a seminar sponsored by Palmetto Microfilming to learn about new products.

8. A large format printer will be acquired .

RESULT: A Printing Output Facility with large format printer and engineering copier has been established in the Architecture Library which serves the needs of all Library users. Patron response has been favorable.

9. A scanning station will be set up for use by library patrons. – Reference.

RESULT: One Scanning Station was set up in Cooper near the Circulation desk. Patron response was favorable, and demand was so heavy that a second Scanning Station was added.. This is currently the only location on campus offering scanning services to all students, faculty and staff.

ADDITIONAL RESULTS:
  1. *Reference and Architecture purchased new dot-matrix printers so that some access to free printing from Library workstations is still possible.*

  2. *USG made a recommendation to Administrative Council to sponsor a printer for the DCIT workstations on Level 5 after DCIT removed theirs. A printer should be in place later in 2001.*

  3. *A new machine for purchasing a generic Tiger Stripe card for use at campus facilities has been installed in the Libraries.*

  4. *The print stations in the Libraries are in the process of being Tiger Striped to help student access to print capabilities.*

E. Means of Assessment:
The number and variety of electronic databases will be expanded and made available remotely.

Criteria for Success:
1. A proxy server will be implemented to allow remote users access to at least 90% of our electronic resources.

    RESULT: The proxy server is running in test mode. The Systems Unit is exploring ways to make it communicate with the university's authentication server to simplify and expedite access to remote sources.

2. Subscriptions to SciFinder and Dissertations Abstracts will be added.

    RESULT: Subscriptions to SciFinder and Dissertation Abstracts were added.

    Many other databases and reference resources were added or upgraded during the year. Among them were:

    CABDirect; BIOSIS;Market Research Reports; Facts.com; Issues and Controversies; Faulkner's; CRC Handbooks; Country Watch; Ancestry.com; Chemical Sources; Grove Dictionary of Music; Kirk-Othmer Encyclopedia of Chemical Technology; ACM Special Interest Groups; Harpweek; Reuters Business Insights

    Upgrades or expansions*:*

    PsycInfo; Sociofile; World Shakespeare Bibliography; Ullman's Encyclopedia of Industrial Chemistry

    New Discus Files: (Cooperative state program)
    InfoTrac One File; LegalTrac

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F. Means of Assessment:
Partner with the Graduate School to provide storage and access to theses and dissertation submitted electronically.

Criteria for Success:
1. Hardware and software will be set up to provide access via the WWW to electronic versions of Clemson theses and dissertations.

> **RESULT:** *The Graduate School has not yet committed to storing theses and dissertations electronically. Nevertheless, specifications have been done for hardware and costs projected, both for the project as set up by Virginia Tech and for the project done through Clemson's CLE.*

> **2.** Cataloging processes will be revised to deal with the submission of theses and dissertations in electronic format.

> **RESULT:** *No electronic theses received yet.*

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G. Means of Assessment:
Provision of books in electronic format will be introduced and evaluated.

Criteria for Success:
> **1.** An assortment of titles will be provided on Rocket eBooks and users surveyed immediately after use to sample readers' opinions. – Popular Reading Group

> **RESULT:** *User response to eBooks was favorable. The eight eBooks used for the pilot Popular Reading project circulated an average of 10.5 times each between May 2000 and February 2001. Since the devices circulate for 4 week, the statistics indicate that generally all the devices were checked out all the time. The project will continue with the original eight books plus an additional five RCA Books.*

> **2.** The ASERL purchase of a collection of electronic books from NetLibrary will be joined, and questions regarding their use will be included in library assessment tools to determine user opinion.

> **RESULT:** *The ASERL purchase of a collection of electronic books from NetLibrary was completed; means to assess the use of this collection have yet to be devised.*

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H. Means of Assessment:
Provide up-to-date workstations and Internet connections within the Library for library staff and users.

Criteria for Success:
> **1.** A replacement program to renew workstations at least every three years will be established: more than one-half of the staff machines which were placed in service in 1998 will be replaced in 2000/01 and the replaced machines will replace the public workstations placed in service in 1996

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> ***RESULT:** Seventy new employee workstations were installed. The staff machines that were replaced were used to upgrade all the public workstations, resulting in machines for the public that are only two years old and more powerful.*

2. A wireless network will be established in Cooper Library and a checkout service for laptops with wireless antennas will be in place by the end of 2000/01.

   > ***RESULT:** DCIT is currently wiring Levels 4, 5 and 6 in Cooper Library, as well as wiring in the Systems Unit. Five laptops with wireless capability are being configured for patron use.*

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I. Means of Assessment:
Library facilities will be provided on a 24-hour basis.

Criteria for Success:
Gunnin Architecture Library will be open continuously from Sunday afternoon until Friday afternoon, while maintaining current Saturday hours.

***RESULT:** Gunnin Architecture Library was open from Sunday at 2 p.m. to Friday at 5 p.m. Fall and Spring semesters . Patrons were pleased and these hours will be continued next academic year.*

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

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A. Means of Assessment:
The Libraries will collaborate with the University Assessment Committee to determine which areas need to be measured and what types of measurements to use to determine the success of the Library in meeting its mission and goals.

Criteria for Success:
UAC recommendations will be incorporated into assessment tools.

***RESULT:** Recommendations from the University Assessment Committee Subcommittee on Library Assessment will be evaluated and implemented as appropriate during the upcoming year.*

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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 on campus for collaboration.

A. Means of Assessment:
Space for user collaboration will be increased by removing at least 5% of the Libraries' printed resources to other locations.

RESULT: The Ad Hoc Materials Relocation Group has worked with liaisons to identify candidate materials for weeding or storage. Progress has been made in selections. A storage room on Level 1 was designated as a temporary holding area for approximately 9,000 volumes. The room has been cleared and shelving ordered. 9,000 volumes should be stored there by the end of summer 2001. It is imperative that the Libraries' continue to pursue a remote storage location.

Criteria for Success:
5% of the Libraries printed resources will be removed to other locations.

RESULT: Policies and procedures for moving approximately 7,200 serial volumes to a storage location within the Cooper Library have been determined. Shelving has been ordered and the packing and storage of the materials will commence after shelving is installed.

B. Means of Assessment
A Cyber Café will be created in the 5th level lounge area to be operated by ARAMark and Java City.

Criteria for Success:
The Cyber Café will be in operation.

RESULT: Java City's Cyber Café went into operation during Spring Semester 2001

C. Means of Assessment
Collaborate with the campus planner to prepare for the long-term renovation of Cooper Library.

Criteria for Success:
Meetings will be held and plans created.

RESULT: Meetings were held with the campus planner and the architects employed by the University to develop the University's Master Plan. In those meeting the long-term facility needs of the Libraries were reviewed. These

included the need for remote storage facility and the complete renovation of Cooper Library.

D. Means of Assessment
Facilities will be improved, including:

1. Replacement of the roof

RESULT: *The replacement of the roof will be completed by June 30.*

2. Completion of the design for HVAC replacement

RESULT: *Schematics for replacement of the HVAC were completed; the next phase—construction documents—was not implemented due to lack of funds.*

3. Distribution of most of the workstations housed in the 5th level DCIT lab to larger worktables outside the lounge to provide users more space around the computers.

RESULT: *Completed. In addition, eight new computers will be added to this area in FY 01-02*

4. Provision of wireless internet access in all parts of the Libraries starting with the 5th level.

RESULT: *DCIT is currently wiring Levels 4, 5 and 6 in Cooper Library, as well as wiring in the Systems Unit. Five laptops with wireless capability are being configured for patron use.*

5. Reupholstering of the lounge furniture throughout Cooper Library.

RESULT: *MM&R funds are not available for this project: the Library will have to assume the cost in the next fiscal year if this is to be accomplished.*

6. Reupholstering of 100 carrel chairs.

RESULT: *Completed*

Criteria for Success:
Above projects will be completed.

E. Means of Assessment
Relocate two of the three current external book drops to the east and west parking lots to provide "drive-up" service.

Criteria for Success:
Book drops will be relocated.

RESULT: Book drops have been relocated.

F. Means of Assessment
Revise Disaster Plan for Cooper Library and create disaster plans for Special Collections and Gunnin Architectural Library.

Criteria for Success:
Disaster plans are created and in place and known by all staff.

RESULT: The ad hoc disaster planning taskforce completed its task of drafting disaster plans for the University Libraries. These plans were submitted to the Libraries Administrative Council then forwarded to the libraries disaster recovery group for review and approval.
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Intended Outcome no. 4: Staff the Libraries appropriately for the new mission of the Libraries.
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A. Means of Assessment
Additional staffing needs and priorities will be identified and action taken as appropriate.

Criteria for Success:
1. A Human Resources Manager will be hired and priorities set related to staff issues in the changing library environment—e.g. improved communication and implementation of a more formalized system of training.
2. Type of staff and competencies needed for the future will be determined.

   RESULT: A Human Resources Manager has been hired. Priorities and training issues are currently under discussion.
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B. Means of Assessment
Opportunities for employee training and development will be increased.

Criteria for Success:
Opportunities for employee training and development will be provided using the services of SOLINET, SCLA and other organizations. A budget will be allocated for classified staff development.

***RESULT:** A budget was established for classified staff development and a group established to administer it.*
***ADDITIONAL RESULT:** USG worked with the Help Desk Coordinator and the Training/Development Group to organize training in Summer 2000 for the many new products available through CU Explorer. The sessions were well-attended and we plan to organize similar sessions in Summer 2001. USG also co-sponsored other workshops with the Training and Development Group (e.g. Customer Service Workshop).*

C. Means of Assessment:
The possible outsourcing of some library functions will be explored to see if this can be done economically and efficiently.

Criteria for Success:
A recommendation will be made to the Library Administrative Council

***RESULT:** Preparatory work has been done on an outsourcing plan for cataloging and acquisitions to be done during fiscal year 2001/02.*

D. Means of Assessment:
Appropriate performance measures for employee evaluations that reflect the Libraries' new goals and resulting job changes will be developed.

Criteria for Success:
Performance measures will be updated and incorporated into the EPMS procedures.

***RESULT:** Due to the very recent hiring of the Human Resources Manager, this means of assessment will be postponed until next year.*

E. Means of Assessment:
Sessions will be scheduled 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 compiled and submitted to the Library Administrative Council for review and incorporation.

***RESULT:** Due to the recent employment of the Human Resources Manager these sessions have not been held. One Town Meeting has been held which covered a variety of topics, and others will be held.*

F. Means of Assessment:
Compensation levels of library faculty will be compared with those at Southern Research Institutions and compensation levels of classified staff will be compared to similar positions on campus and at peer institutions.

Criteria for Success:
A report will be submitted to the Library Administrative Council comparing both faculty compensation and compensation and classification levels of classified staff with similar positions at peer institutions and at Clemson University. The report will include information on the success and failure of efforts in other departments, colleges and offices at Clemson to increase compensation levels of their classified staffs.

RESULT: Due to the very recent hiring of the Human Resources Manager, this means of assessment will be postponed until next year.

Intended Outcome no. 5: The Libraries will actively seek collaborative partners and be proactive in the initiation of collaborative programs.

A. Means of Assessment:
Provide leadership with South Carolina academic libraries to acquire, on a consortial basis, access to all of the Elsevier Science journals in electronic form.

Criteria for Success:
Access will be negotiated and implemented.

RESULT: A South Carolina ad hoc consortia was created for the purpose of acquiring the Science Direct product and the product has been acquired by that group.

B. Means of Assessment:
Join with a number of ASERL libraries to expand our users' access to the collective resources of other ASERL libraries.

Criteria for Success:
The Libraries will join the ASERL project and make the services available to our users.

RESULT: Clemson University Libraries has joined the ASERL KUDZU project which allows our users to get rapid delivery of materials from the other thirteen participating research libraries. Turnaround time for receiving borrowed materials has dropped dramatically as a result.

The Z39.50 server to allow cross catalog searching, including Clemson's catalog, is awaiting the last upgrade of the NOTIS software, due to be shipped very soon.

C: Means of Assessment: (additional)
Increase reciprocal ILL agreements to improve the Libraries' ability to share resources with other libraries.

Criteria for success: Agreements will be arranged.

RESULT: Agreements with 5 additional institutions have been established

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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 major resources needed with costs: calculate the size of endowment needed for each resource, prioritize the major resources needed, provide College development officers with funding requirement to support their College's information needs with costs and endowment size.

Criteria for Success:
List will be created.

RESULT: USG has created a list of equipment needs and costs. It is posted on the Staff Web.

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

Criteria for Success:
Plan will be developed.

RESULT: As an outcome of the two Library Summits, the Libraries have developed a Business Plan and Strategic Plan which gives specific detail in plans and cost for new initiatives for the next four years.

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C. Means of Assessment:
Implement a three-level support plan: seek a major corporate sponsor ($10 million); seek several major gifts/grants from major foundations, government sources, individuals and naming opportunities; continue and expand annual giving campaigns.

Criteria for Success:

A plan will be developed with the Development Office for a major fund raising effort to benefit the Libraries.

RESULT: The One Clemson Campaign has been initiated and will be given high priority at the conclusion of the ending Capital Campaign in the summer of 2001. The One Clemson Campaign focuses on raising $10 million dollars for the Libraries and the new football facility with 60% of the income going to the Libraries.

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D. Means of Assessment:
Establish a part-time public relations position.

Criteria for Success:
Position will be established.

RESULT: A part-time position has been established along with an advisory group for library publicity.

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E. Means of Assessment:
Seek other sources of funding on campus in tandem with the University Administration.

Criteria for Success:
Other sources will be identified and allocated to the Libraries.

RESULT: A major additional source of funding was acquired in 2000-2001 with the University's decision, based upon the recommendation of the Provost, of allocating the income from Barnes and Noble, the operators of the campus bookstore to the Libraries.