Clemson University Libraries Assessment Plan
2002/2003 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.

Result:

Subscriptions to online journals from Wiley Interscience, Berkeley Electronic Press, MCB Press, the American Society of Agricultural Engineers, and BioOne were initiated. In addition, new subscriptions to 81 individual journal titles were placed, most beginning with 2003. The Art Index database was upgraded to include full text. The JSTOR Language and Literature collection was purchased as were archives of the American Chemical Society journals and polymer archives from Wiley. The Library continued to convert print journals to online and to activate online access where available with print subscriptions.

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 2002-2003 to over $850,000.

Results:

The total monographic budget for fiscal year 02/03 was $875,386. In addition to increased print monographic purchases, online book collections in chemistry were acquired from Wiley.

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.
   Results:

   The ILLIAD implementation continues to be a frustrating process, but is proceeding. It is expected to be fully operational by the fall semester, 2003.

2. Use the online ordering system for the purchase of books from various vendors.
   Results:

   Online ordering systems from YBP, Blackwell's, and online bookstores Amazon and Barnes & Noble were and will continue to be utilized. These online systems from vendors and bookstores have allowed us to increase the speed at which orders are placed and materials received.

3. Investigate new technologies for enhancements of online bibliographic records for multimedia.
   Results:

   This goal has been postponed until a new system with the capability of showing bibliographic enhancements is selected

4. Enrich bibliographic and holdings records with hyperlink capabilities for the new Web catalog.
   Results:

   Continued to add many more urls to the catalog, and obtained program called Serials Solution to aid in keeping the serial urls up-to-date for electronic journals.

5. Implement the James Madison Image Database system for managing and accessing images over the Internet. Begin digitization of items in slide collection
   Results:

   The MDID system has been implemented. Modifications have been made to the MDID's cataloging features to improve searching functionality. Authority

files have been selected to support various cataloging fields, including the Art & Architecture Thesaurus, the Union List of Artist Names, and the Thesaurus for Graphic Materials. Over 500 digital images have been purchased from academic image vendors, with more on the way; about 350 images are currently cataloged in the MDID and available for use. A summer 2003 project has been initiated to digitize the library's 35mm slides, starting with student images from Clemson's Genoa and Charleston distance-study programs.

6. Acquire an oversized scanner and color printer for public use.
   Results:

   A color VIDAR Atlas 36" Large-Format Scanner has been installed (with capability to scan documents up to 36 inches in width and ten feet in length). An H-P 5500dn Laserjet Color Printer has been installed (with capability to print on multiple media formats and in duplex).

7. Add a printer on Level 5 for use with DCIT lab machines.
   Results:

   A Pharos based printer has been added to Level 5 near the DCIT lab machines and mapped from those machines to the printer.

8. Work with USC and PASCAL to review available integrated library systems, and prepare a RFP for a new system.
   Results:

   Clemson has been an active participant in the statewide development of an RFP for an integrated library system to serve most if not all of the public academic libraries. The Clemson University Libraries' Systems Librarian served as co-chair of the RFP development and review team for the State. Clemson along with the other larger institutions in the State are reviewing the vendor awarded the contract to determine if that vendor can meet the needs of this group. We expect a decision to go with this vendor or issue another RFP by the end of July, 2003.

9. Implement patron empowerment in NOTIS 7.2.
   Results:

   Due to technical problems and lack of support from the vendor, patron empowerment has taken longer to implement than anticipated. While not completely functional at this time, we expect to make it available to the users by the beginning of the 2003-2004 fiscal year.

10. Expand public relations effort to assure that users are aware of resources and services available in the Libraries.
   Results:

   A staff member has been assigned public relations duties on a half time basis and meets regularly with the Administrative Office staff and the Administrative Council. Additional publications were done in creative ways to gain the attention of both students and faculty to the resources available.

E. Means of Assessment:
Expand the number and variety of electronic databases and make them available remotely.

Criteria for Success:
Subscriptions to additional major databases will be added.

Results:

$60,000 was allocated from the Libraries budget for new databases. Subject liaisons submitted recommendations for new databases and reference sources. The cost of the recommended databases exceeded the amount allocated; in order to acquire as many of the recommended titles as possible, special funds and subject funds were used as well as the new funds. A list of the databases not able to be funded was referred to the Development Officer via the University Libraries Dean.

Forty-three (43) new resources were added and three previous resources were upgraded. Some include multiple sources, for example, *Oxford Reference Online* includes 100 dictionaries and other reference titles.

Databases and reference sources have been combined into one list. A list of titles is appended. The majority of these resources (91%) are available off campus. The resources added fall into the following funding categories.

Funded with new IAC funds	15 new titles and 3 upgrades
Funded with subject/special funds	14 new titles
Free with print/special trials	11 new titles
Free Government	3 new titles

G. Means of Assessment:
Provide up-to-date software for staff workstations.

Criteria for Success:

1. Staff machines will be outfitted with Windows XP Operating System where appropriate and all will receive Office XP.

Results:

We determined during the year to outfit the staff machines with Windows 2000 rather than XP. We determined we did not want to get ahead of the curve on campus with XP.

H. Means of Assessment:
Review the feasibility of making Cooper Library a 24 hour facility.

Criteria for Success:
Cost and need evaluations will be made for the movement to opening Cooper Library 24 hours.

Results:

The Library conducted a pilot project during the fall 02 and spring 03 sessions. Library hours were extended to 24 hours open Sunday morning until Friday evenings at midnight during the last month of classes & the week of exams. Statistics were gathered by security personnel to determine usage. A more detailed report & recommendation will be presented to Administrative Council later this summer.

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 2003 version of LIBQUAL+ and will use the data from LIBQUAL+ 2002 to adjust the Libraries' Strategic Plan.

Results:

The Libraries participated in LIBQUAL+ in 2003 and have received the data. We want to combine the information from 2002 and 2003 to help us adjust the Libraries' Strategic Plan.

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:
Establish a remote storage facility to store little-used materials and to house the University's Records Management Program.

Criteria for Success:
A remote storage facility will be implemented in the old Garrett's Department Store.

Results:

Facilities have set up; GFA-LAS software for inventory control was purchased and staff trained in using it to set up the remote storage collection and production has begun for shelving the materials.

B. Means of Assessment:
Work with staff from Academic Support Center for successful integration of that function into Cooper Library.

Criteria for Success:
Formal meetings will be held with ASC staff and plans developed for cooperative efforts.

Results:

While formal meeting have not been held, informal meetings have been with a variety of library staff. To meet the additional space needs, the library has cleared additional space for use by the Academic Support Center.

C. Means of Assessment:
Improve Library facilities.

Criteria for Success:

> **1.** Renovate or replace Circulation Desk in Cooper Library.
> **Results:**

Due to budget constraints, this objective is moved to the next year 03-04.

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

   Club chairs on level five are scheduled to be re-covered this month (May). Additional chairs were recovered for the staff lounge and the meeting room on 2nd floor. We hope to continue in the next fiscal year to do more.

3. Renovate meeting rooms, the conference room, and study rooms.
   Results:

   Specifications and funding needs were distributed to the Libraries Development Officer. No results this year.

4. Determine the future of the Byrnes and Brown rooms.
   Results:

   For the foreseeable future these two rooms will remain until adequate alternatives can be found for honoring these two individuals.

5. Relocate the RSCS offices to a more suitable location.
   Results:

   Due to the summer 03 HVAC project, this project is moved to fiscal year 03-04.

6. Request additional MMR funding for appropriate floor covering for the First Level of Cooper Library.
   Results:

   On going discussion are being held with University Facilities as to the best type of floor covering for this level of Cooper Library.

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 the type of staff and competencies needed for the future.
   Results:

   We are still determining the process to use to make these determinations.

2. Employ a full-time library development officer.
   Results:

   The Libraries hired a full-time development officer – Ms. Joy Van Daele.

3. Analyze classified positions in the Libraries and prepare a complete market analysis of compensation.
   Results:

   A significant number of the Library positions have been reviewed for accurate classifications in conjunction with the duties of the positions. Several Library Technical Assistant positions have been changed to such classifications as Archivist, Printing Manager, and Media Resources Specialist. Three positions have been upgraded to Library Specialists, one position to a Media Resources Consultant, and other positions are now under consideration. With titles, job specifications, and salary bands established at the state level, all changes have to be made within these boundaries. The Libraries HR Manager will be coordinating with the University HR department this year to understand how often a study is done by the state, what market analysis are used, and how much input and involvement we may have in another review of Libraries titles and bands within the state.

4. Compare compensation levels of classified staff to similar positions on campus and at peer institutions, and submit a report of the findings to the Library Administrative Council. The report will include information on the success and failure of efforts in other departments, colleges, and offices at Clemson to increase compensation of their classified staffs.
   Results:

   A study was completed and results conveyed to the Administrative Council that revealed salary inequities in several classifications when compared to State levels, CU levels, and two other state university libraries. Justification was submitted for upgrading nine positions in levels and salaries. Seven of the nine have been approved to date. Concentration this year will be on the duties and accuracy of levels within the Library Technical Assistant positions.

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.

Results:

Sessions were not held.

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.

Results:

In discussion with the Provost, Dean, Department Chair and Library Faculty, it became apparent that a Southern Universities Group comparison would not be the most useful measure of comparing faculty compensation for library faculty. Accordingly, a 21-institution peer group was created for comparison purposes. A survey of the faculty compensation plans was directed to these institutions as well as to the top-twenty public institutions as identified in the *U.S. News and World Report*. Not all institutions chosen responded to the survey, but enough did to get a good baseline for comparison purposes. The findings were communicated to the Library Faculty at the fall faculty meeting.

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:
Work with directors/deans of the libraries participating in the Partnership Among South Carolina Academic Libraries (PASCAL) to urge the establishment of a statewide cooperative training committee to facilitate group training.

Criteria for Success:
Clemson will provide leadership in the creation of a cooperative training group.

Results:

PASCAL has established a committee to develop training and professional development programs for the academic libraries in South Carolina. The Libraries' Human Resource Manager has been appointed to that committee.

B. Means of Assessment:
Identify needed resources that can be best acquired cooperatively with other libraries.

Criteria for Success:
Produce a list of resources which can best be acquired cooperatively and provide them to our PASCAL colleagues for action.

Results:
The PASCAL Collection Development Committee, working with the member libraries developed a list of databases for joint purchase. Unfortunately the best prices they could acquire were higher than what Clemson is already paying.

C. Means of Assessment:
Work with collaborators to establish target goals for joint projects. Work with PASCAL members and other partners to improve collaborative efforts where necessary.

Criteria for Success:
Goals and methods of evaluation will be agreed upon, and the success of meeting these goals will be evaluated annually.

Results:
PASCAL has not advanced to the point of establishing target goals for joint projects. Some efforts will be made with the deans of the larger institutions to set goals at a retreat at the end of June, 2003.

D. Means of Assessment:
CU Libraries will actively seek to collaborate with other institutions.

Criteria for Success:
Collaborative activities will increase.

Results:

During the year, further collaboration efforts were made with the SC BRIN group for the purchase of SciFinder Scholar. Although Clemson already subscribes to this service, the collaboration will provide funding from the SC BRIN grant to help offset our costs.

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.

Results:

The Libraries' Director of Development met with the Liaisons and asked for a list of needed resources and the cost of them.

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 year, review status of existing plan and revise as necessary.

Results:

During 2003-2004 the Libraries Strategic Plan will be updated and extended for two additional years.