Clemson University Libraries Assessment Plan
2004/2005 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.

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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: Funding from the state legislature to support the PASCAL digital library initiative provided access to a number of databases including CINAHL, MLA, and ERIC to which the CU Libraries already subscribed. These purchases resulted in a cost avoidance of $17,000 which we can redirect toward resources needed locally. In addition, we gained access to two major full text collections from EBSCO: Academic Search Premier and Business Source Premier. We have also participated in a newly formed consortium consisting of institutions from both North and South Carolina. Through this consortium we were able to continue our subscriptions to Springer and Kluwer while adding access to over 90 titles published by Brill Academic Publishers. We are also pursuing offers through the Carolina Consortium for journals from Oxford University Press, Cambridge University Press, and Mary Ann Liebert. Mary Ann Liebert publishes in the areas of biotechnology, biomedical research, and nursing. Through the ESIG Consortium we were able to add access to approximately 1200 titles published by Taylor and Francis. Taylor and Francis is a large STM publisher that has recently acquired CRC Press, Gordon & Breach, and Dekker. In addition, we have added a backfile to the math journals published by SIAM, purchased a newly announced JSTOR collection (Biological Sciences), added online religion and theology journals to the ATLA Religion Database, purchased the Professional Development Collection of education journals from EBSCO, and acquired a site license for online access to The Chronicle of Higher Education. We have also purchased two major full-text newspaper collections: the Historical New York Times, 1851-2001 and the 19th century, part I of African American Newspapers. We are continually analyzing our print collections and are converting to online when possible.

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 2004-2005 to over $1,000,000.

Assignment: Joe Boykin

Results: Monograph funds increased to $1,000,000 for 2004-2005

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 has been implemented.

2. Investigate adding an oversized scanner and color printer for public use. Beth Helsel
   Results: Both an oversized scanner and color printer has been made available for public use on the 5th Level.

3. Implement the new ILS system. Beth Helsel
   Results: Portions of the new ILS system have been installed and implemented, the balance of the primary systems will be installed by the end of July, 2005.

D. Means of Assessment:
As much as possible, provide government information to our patrons in electronic formats.

Criteria for Success:
The Documents Section of the Cataloging Unit has initiated a Pilot Project designed to be an incremental step toward becoming an all-electronic federal depository. During the first phase of the pilot we will explore the feasibility of receiving only electronic documents from 23 selected government agencies. If these documents are available in dual formats, we will generally select electronic only, with the exception of a short list of titles that are identified as essential to receive in print. In addition, we will continue to receive maps, posters, selected CD-ROMs, and DVD-ROMs in their original tangible format.

Assuming the success of Phase 1, we will identify and select electronic documents from agencies for which we retain permanent public access. If these documents are available in dual formats, we will make a determination on a case-by-case basis whether to select only

electronic, or also the print. We will follow all applicable guidelines relating to the selection and retention of documents for depository publications.

Assignment: Jan Comfort

Results: After 18 months of planning, we have signed a Memorandum of Understanding (MOU) with the Government Printing Office (GPO) to begin the project. The MOU outlines a 3-year partnership to facilitate the migration of tangible documents distribution to electronic dissemination for Federal depository libraries while assessing the operational and service implications of a regional Federal depository library with a primarily electronic collection.

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E. Means of Assessment:
> Set up a joint DCIT/Library Help Desk on Level 5 of Cooper Library.

Criteria for Success:
> For 54 hours a week the Help Desk is staffed by DCIT and Library students to assist patrons using the DCIT computer labs on Level 5, their own laptops or printers and scanners in the area.

Assignment: Beth Helsel
Results: The Joint Help Desk with DCIT has been established and functioning.
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F. Means of Assessment:
> Increase user's awareness of services and resources available in the Libraries.

Criteria for Success:
Have the appropriate liaison name attached to each class folder in MY CLE, Blackboard and WebCT.

Assignment: Rosanne Maw and Liaisons

Results: Implemented Fall 2004.   A list of all librarians was scanned and loaded as a separate document to each class on Blackboard and CLE under the title of "Subject Librarians."   This will enable the students to contact a librarian who can help them with research pertaining to their field of study.

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G. 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: Architecture Library

Results: Using the James Madison system and ArtStor we continue to improve access to digital images.
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H. 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: Ad Hoc Committee

Results: The Ad hoc committee has submitted its proposal to the Library's Administrative Council and that body is working out the details.

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:** Continue to receive feedback from users on the effectiveness of the Libraries.

Criteria for Success: Focus groups will be organized around specific areas of interest.

Assignment: Jan Comfort

Results: A subcommittee of the User Services Group (USG) has been formed, and has begun planning focus groups for fall of 2005, following the implementation of the new Integrated Library System. The Group is in the process of analyzing Client-based learning projects completed by students to address needs identified by library "clients." The results of this analysis will be shared with the USG and will be integrated into future assessment plans and reports.

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: Mold was removed Dec 03 & Jan 04 but not again pending Phase 2 HVAC Project.
2. Paint with brighter colors. Teri Alexander
   Results: Opened up four more study/meeting rooms on level 1 (when RSCS moved & Computer Lab machines moved to level 5)
   Dismantled two old service desks & added more tables/chairs on level 1. Also Facilities replaced the orange carpet with vinyl tile which dramatically improved the appearance and the lighting. Also moved some comfortable seating down to level 2.

B. **Means of Assessment:**
Plan the renovation of the HVAC systems in Cooper Library.

Criteria for Success: Work with the designers and Facilities staff on the planning of work to complete the HVAC renovation of Cooper Library.

Assignment: Teri Alexander

Results: The design effort for the completion of the total renovation of Cooper Library's HVAC system is nearly complete. Construction is anticipated to begin in October or November, 2005.

C. Means of Assessment:
   Improve seating areas within Cooper Library.

Criteria for Success:
   Add more lounge chairs, place some on each level.

Assignment:Teri Alexander, Joe Boykin
Results: no more added but we did relocate comfortable seating to level two.

D. Means of Assessment:
Improve Library facilities.

Criteria for Success:

   1. Increase the number of network outlets available for users.   Add network connections to the study cubbies on Levels 5 and 36 additional network jacks along the center walls of Level 6. Teri Alexander
   Results: New power outlets and network outlets have been added to the sixth level and new network outlets have been placed in all of the "study cubbies."

   2. 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: Information phones have been placed on each level of Cooper Library.

   3. Deploy two remote book return units. Circulation Unit
   Results: One book drop installed at Hendrix Student Center and one installed at Holmes Dorm (Honors College).

4. Create at least one "smart" study area in location vacated by RSCS move. Beth Helsel
Results: A request was made to DCIT to install the necessary equipment, we are waiting for completion.

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: A job description has been developed.

2. Search, find and employ an individual meeting the job description criteria for an electronics librarian. Library Faculty and Library Administration
   Results: A request for the new position was made to the Provost and will be allocated in 2005-2006.

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: Not completed.

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.
　　Results: A new statewide union catalog has been acquired through a RFP.

　　2. Plan implementation of the new system in a consortia environment.
　　Results: The new union catalog is in implementation phase and we will be adding our data once our new system's implementation is complete.

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: Our representative, Gail Julian, has been very active working with this group which has been selecting databases to be added with statewide funds and to work cooperatively with other libraries both in SC and NC to form a consortium to leverage our strength of numbers for better prices from the database vendors.

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: The Library Development Director has worked with liaisons and others to develop a list of resources needed.

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