Clemson University Libraries Assessment Report
2005/2006 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 and databases (especially in electronic form) to provide greater access for students, staff and faculty.

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

Assignment: IAC

Results: New databases and journals were added from a combination of new monies and savings realized from PASCAL purchases. Journals were purchased in electronic format if available. In addition, selectors purchased a number of journals and databases with monograph funds. Major database purchases include Inspec, the Wall Street Journal, SocIndex, HeinOnline, Wharton research data service, Mintel's global new products, and the Vault online career library. The Library joined archival initiatives through LOCKSS and Portico and participated in journal package purchases through the Carolina Consortium which included Mary Ann Liebert, Cambridge University Press, and Oxford University Press. Reference purchased the Xreferplus service as well as many other resources. Alumni editions of EBSCO databases are being researched.

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 2005-2006 to over $1,000,000.

Assignment: Joe Boykin

Results: The total monograph budget was increased to $1,000,000.

C. Means of Assessment:
Technologies will be evaluated, purchased and implemented to improve services provided by the Library.

Criteria for Success:
     1. Continue implementation of the new ILS system and its components.

Assignment: Beth Helsel

Results: Core modules of Millennium have been installed and implemented; university authentication, Web Bridge and the Remote Storage/Millennium interface will functional during summer 2006.

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

Criteria for Success:
Collaborate with the Government Printing Office (GPO) and Marcive (vendor of bibliographic records) to design a pilot project.

Assignment: Jan Comfort, Carol Morgan, Lisa Bodenheimer

Results: After 18 months of planning, we have signed a Memorandum of Understanding (MOU) with the Government Printing Office (GPO) to begin the Pilot Light project. The MOU outlines a 3-year partnership to facilitate the migration of tangible document distribution to electronic dissemination for Federal Depository Libraries (FDLs). In addition, Clemson University Libraries will assess the operational and service implications of a serving as a Regional FDL with a primarily electronic collection. (JC 5/2006). A procedure for selecting and providing access to electronic federal documents via the catalog has been created and is now in use, with full-level Marcive bibliographic records being loaded at regular intervals. (LB 6/2006)

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E. Means of Assessment:
Increase service capability by adding an Interactive Informational Kiosk in the Lobby of Cooper Library.

Criteria for Success:
Install a kiosk on the entrance side of the lobby and create informational content that provides directional assistance as well as other general library information.

Assignment: Ad Hoc Committee

Results:
An electronic, interactive kiosk was purchased for the library using donated funds. The kiosk will offer directional information as well as a staff directory for Cooper Library. An endowment of sorts has been set up for the on-going maintenance of the kiosk and the backdrop. (AG 5/26/06)

F. Means of Assessment

Provide "open access" to CU electronic theses and dissertations through a server managed by the Library.

Criteria for Success:

Determine appropriate software and using that software, provide no charge access to CU theses and dissertations in electronic form to users from CU and from other institutions.

Assignment: Beth Helsel

Results: Awaiting beginning of ETD submission and approvals.

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: Participate in the LibQUAL+ Survey.

Assignment: Jan Comfort

Results: Clemson University Libraries implemented the LibQUAL+ survey in Spring of 2006. Results will be available at the ALA annual conference in June 2006, where we will also present data relating to our Library Summit, (which was based on LibQUAL+ comments from earlier iterations of the survey). 2006 results data will be incorporated into various assessment reports.

In addition, results from various Library-related service learning projects completed by Clemson students over the past several years were summarized in a report to be submitted to Admin Council.

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: Increase security of the area by adding a security guard station and coordinating increased patrols by the CUPD. Work with Facilities to obtain quotes on improved lighting <in conjunction with the HVAC Phase 2 project> and request funding.

Assignment: Teri Alexander

Results: A security post was added to level 1 & staffed during peak usage times. "Project Whisper" Ind.Eng.801 group members measured light levels & made recommendations to the client <Teri Alexander> and maintenance staff. We officially requested that maintenance staff make in-house improvements during the summer 2006. Additional improvements will come as a result of the upcoming HVAC Phase 2 project in 2006-2007.

B. Means of Assessment:
   Plan the renovation of the HVAC systems Phase 2 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 project was delayed several times & the start date is unknown; however the design work is completed & construction document will go out to bid summer 2006. We believe the project may begin in late fall 2006 & will be completed in 12 – 14 months.

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

Criteria for Success:
      Plan for complete renovation of level 4 furnishings and seek funding.

Assignment: Joe Boykin, Teri Alexander, Peggy Cover

Results: Design completed. Funding? One group of new seating was ordered for the Newspaper Reading area & will be received in July 2006.

D. Means of Assessment:
Improve Library facilities.

Criteria for Success:
     1. Create at least one "smart" study area by providing a LCD projector for student use.

Assignment: Beth Helsel

Results: LCD Projector purchased and secured to a table. After other details such as reservations and instructions are determined, it will be ready for use by students in the Fall 2006 in 103 Group Study Room.

     2. Improve electrical on levels 1 & 2 and other prime locations.

Assignment: Teri Alexander

Results: Requested quote from Facilities & cost is exorbitant ($40,000+ for 80 outlets). We are discussing other options &/or decreasing number of outlets to decrease cost or phasing the work.

E. Means of Assessment:
Address noise concerns.

Criteria for Success:
     1. Work with Industrial Eng. Class to study noise concerns. Bring recommendations to Administrative Council for action.
Assignment: Teri Alexander
Results:
     2. Collaborate with campus officials to provide more study space on campus for students
Assignment: Teri Alexander
Results: IE801 students completed the project. Preliminary results presented to User Services Group and will be presented to Libraries Administrative Council soon. Meeting held with George Smith, Union Director to discuss a partnership in providing more study space for students. The upcoming HVAC project will provide a perfect opportunity to encourage students to use Hendrix on a trial basis when level 1 is closed for construction.

F. Means of Assessment:
Add furnishings to the Balcony

Criteria for Success:
     1. Purchase and install additional balcony furniture.

Assignment: Teri Alexander

Results: Completed spring 2006.

G. Means of Assessment:
Implement recommendations of the Future of Reserve & Media subgroup.

Criteria for Success:
1. Move service Desk. Purchase and install new media shelving. Install new door for improved patron access. Remove security gate. Rearrange furnishings for improved access/patron use of media.

Assignment: Rosanne Maw

Results: Service Desk was moved and all operations moved to the new location. Media shelving has been purchased, and should arrive and be installed by July, 2006. Security gate was removed and a new door was installed for easy access to the stacks. Furniture and equipment was rearranged. (JC 5/2006 based on a copy from 3/2006)

H. Means of Assessment:
Purchase and install additional shelving at the Remote Storage Facility.

Criteria for Success:
   1. Shelving is installed and materials will continue to be moved from Cooper and branches to the RSF to free up valuable space for other needs.
Assignment: Ad-hoc Remote Storage Facility Committee

Results: Shelving purchased and installed in middle room of Remote Storage Facility. MK 6/2/06

I. Means of Assessment:
Coordinate efforts with the University Master Planner in the planning, design, and construction of a University Libraries Remote Storage and Records Management Facility.

Criteria for Success:
Visit the USC Annex. Meet with the Master Planner to find out the process of planning for such a facility. Begin to develop a wish list for the new facility, including floor plans for housing the following: the libraries remote storage offices and collection; the records management collection, microfilming area, and offices; and an area for overflow of archival materials. Begin to calculate and project current and future space needs for housing the two units.

Assignment: Isaac Wallace, Lisa Bodenheimer, Russell Terry, Dennis Taylor, Mike Kohl, and Gail Julian

Results: The group and some other interested unit heads visited the USC Annex in December 2005 and had the opportunity to learn about their operations. Gerald VanderMey gave a presentation to the group regarding the University planning process for new buildings in March. Funding for preliminary planning by an architect is on hold. MK 5/30/06

J. Means of Assessment:
Develop a wish list for the new facility: Calculate and project current and future space needs for housing the two units.

Criteria for Success:
Develop a wish list including floor plans for housing the libraries remote storage offices and collection and those for housing the records management collection and offices. A designated area within the facility will be designed to house the overflow of archival materials.

Assignment: Teri Alexander, Isaac Wallace, Lisa Bodenheimer, Russell Terry, Dennis Taylor, Mike Kohl, and Gail Julian

Results: The Master Planner recommended hiring an outside architect to develop sketches and preliminary plans in March but funding was not available. MK 6/2/06 A professor from the School of Architecture has been approached about having one of his classes work on a design for the facility. LB 6/13/06

K. Renovate Edgar Brown Room
Work with University Facilities, architects, and contractors on redesign of area.

Criteria for Success:
A renovated area that is more functional for the Libraries while esthetically pleasing and in keeping with honoring Senator Brown.

Assignment:
Teri Alexander, Joe Boykin, Susan Hiott, Mike Kohl.

Results: Design plans created, contract awarded, construction underway. MK 6/2/06

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.

    Assignment: 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.
    Assignment: 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.

C. **Means of Assessment**:
Identify desired qualities of new Dean of Libraries. Recruit and hire candidate with such qualities.

Criteria for Success:
Advertise, recruit, interview, evaluate, and recommend best candidate for Dean of Libraries from among those interviewed.

Assignment: Dean of Libraries Search Committee

Results: Kay Wall, University Librarian at the University of Southern Mississippi, was hired effective July, 2006.

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. Clemson will participate in the union catalog.

Assignment: Cataloging, Circulation, Resource Sharing, Systems

Results: Bev Rainey participated in a consortial committee to decide on index data. In March 2006 Clemson was the first library to load its bib and holdings records to the system. Teri Alexander served on the Shuttle Subcommittee which will soon name the successful delivery company. Jens Holley attended training in Columbia.

B. Means of Assessment:

Participate in the PASCAL Cooperative Purchasing 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, co-chairs the group which has been active in selecting databases to be added with statewide funds. Current PASCAL efforts are to survey the membership, request quotes, and evaluate full-text science content needed across the state. In addition, continue to participate with other SC and NC institutions in the Carolina 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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B. Means of Assessment:
Complete Watson Brown Foundation John C. Calhoun Papers Conservation Project. (Mike)

Criteria for Success:
Four holograph essays and select correspondence of Calhoun to his daughter treated by professional conservators using the $78,800 provided.

Assignment: Mike Kohl

Results: Four essays and twenty-three letters conserved with the funding. MK 5/30/06

C. Means of Assessment:
Complete SHRAB regrant projects to improve access to oral history/audio collections in Special Collections. (Mike)

Criteria for Success:
Collections processed, MARC worksheets used to catalog collections, reports completed.

Assignment: Carl Redd, Mike Kohl, Lisa Bodenheimer

Results: Six collections processed and cataloged, two final reports sent to SHRAB. MK 6/2/06

D. Means of Assessment:
Byrnes Digitization Project Completed. (Mike)

Criteria for Success:
Items to be digitized selected, metadata work forms completed, holograph documents transcribed, pages scanned and database created by OCLC, operating system selected and implemented.

Assignment: Jim Cross, OCLC, Systems

Results: 4115 images selected, approximately 1600 workforms created, 2600 images scanned, documents transcribed. The images have not been mounted on the web because a system to manage them has not been selected. Further work on the meta-data needs to be done. MK 6/2/06

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