

# Clemson University Libraries

## 2006/2007 Assessment Report

### MISSION

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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.

#### **Related Clemson University Strategic Plan Initiatives:**

- 8-2: Educate knowledge-based workforce

#### **Related Clemson University Institutional Priorities:**

- IV-2: Rededicate our energy and resources to improving the library

### OUTCOME/OBJECTIVE 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.

#### **Measure 1:**

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

#### **Target Level:**

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

#### **Findings:**

Two major initiatives this past year included the statewide renewal of the Elsevier ScienceDirect contract and the upgrade of the IEEE package to the full IEL Library. In addition, a new JSTOR collection, Arts & Sciences V, was licensed. Other database and journal purchases include the Washington Post Historical, BioOne2, Education Research Complete, Criminal Justice Periodicals Index, OUP African American Studies Center, Art Index Retrospective, ARTFL Project, CQ Political Reference Suite, CSA Physical Education Index, and the Accounting Research Manager.

**Measure 2:**

Increase monograph holdings to provide more immediate access to these materials by our local users and collaborative partners.

**Target Level:**

The total budget for monograph purchases during 2006/2007 will be \$1,000,000.

**Findings:**

The total monograph budget was \$1,000,000.

**Measure 3:**

Implement access to electronic theses and dissertations for use by Clemson faculty, staff, and students.

**Target Level:**

ETDs will be accessible via library servers and through the library catalog beginning with those issued in December 2006.

**Findings:**

ETDs were made available through <http://etd.lib.clemson.edu/> in May. Cataloging procedures were devised in June, and cataloging began early in 2007-2008.

**Measure 4:**

Enable use of Clemson computer userid and password access to employee's and student's My Library Account.

**Target Level:**

Employees and students can sign on to My Library Account using their Clemson userid and password, instead of using name and employee/student ID number.

**Findings:**

Completed July 2006.

**Measure 5:**

Allow patrons to request items from remote storage while in the online catalog.

**Target Level:**

Catalog users can identify themselves and request an item in remote storage to be delivered to them by using a form that interfaces with the online catalog and the remote storage server.

**Findings:**

Completed July 2006.

**Measure 6:**

Decrease time required for users in offices and departments on and off campus to receive university archives material they request.

**Target Level:**

Reduce backlog of archival material by assigning series numbers, collating accessions, removing confidential information, and writing minimal level MARC descriptions.

**Findings:**

All accessions (representing 2,912 cubic feet of records) were collated and seventy-nine archival series were created. MARC AMC worksheets have been created for these series, but have not been forwarded to cataloging because the records have not been screened for confidential information.

**Measure 7:**

Complete the Byrnes Digitization Project

**Target Level:**

Metadata worksheets added to database. Data/image management system selected, tested and implemented. Data base and images accessible from Library website.

**Findings:**

ContentDM was selected as the data/image management system and has been tested and implemented. Metadata worksheets for approximately 80% of the images have been added to ContentDM. Initial web pages for the project have been developed. A project plan is being executed to prepare the images and transcripts to be loaded and integrated with the metadata. The project should be available to the public by the June 30, 2008.

**Measure 8:**

Improve accessibility to the Reference and Reserve material at Gunnin Architecture Library and investigate the integration of self check.

**Target Level:**

Redesign the stacks for better access and compliance with present ADA standards. Replace the Circulation Desk to offer a more user friendly and efficient check out system. Investigate the possibility of Radio Frequency Identification and how that would assist self check and a more accurate inventory of holdings.

**Findings:**

Stacks have been realigned 90 degrees and a new circulation desk is in place that is ADA compliant. Discussions were undertaken with 3M to investigate the possibility of RFID self check and shelf reading, however, after extensive meetings and negotiations the pricing at this time makes the project unfeasible.

**Measure 9:**

Improve the library accessibility to the Clemson Architecture College in Charleston.

**Target Level:**

Integrate the current library holdings into the University Libraries III Millennium system. Dedicate funds for the purchase of new titles and journals specifically to be housed at CACC.

**Findings:**

The CACC has been integrated into Millennium. A part time LTA position has been submitted to the state for approval for CACC. A portion of the SCBAE (South Carolina Board of Architecture Examiners) funds has been dedicated to purchasing new materials for CACC.

**Measure 10:**

Improve access to fulltext article databases.

**Target Level:**

Patrons will be able to access articles directly from a larger number of databases.

**Findings:**

The Libraries installed WebBridge, software from Innovative Interfaces that connects compatible Internet resources using openURL technology. EBSCO databases were connected to fulltext subscriptions. Additional database definitions will be added and when complete, other vendors will be connected.

**Measure 11:**

Provide mechanism for students and faculty to access their library borrowing history.

**Target Level:**

Test and implement Millennium reading history feature.

**Findings:**

Available February, 2007.

**Measure 12:**

Expand Reference Service to our patrons.

**Target Level:**

One new method of providing information service will be identified, designed, and implemented.

**Findings:**

Reference librarians now offer information service via Instant Messaging during all hours the Reference Desk is open. Reference Desk hours extended from 9 pm until Midnight.

**OUTCOME/OBJECTIVE 2:**

Identify measures of success that most clearly reflect our unique goals and mission.

**Measure 13:**

Provide an electronic & traditional suggestion box as a way to continually assess services and programs. Route suggestions/comments to the appropriate responder and publish responses.

**Target Level:**

All suggestions/comments are compiled annually and written in a report to be included in the Final Assessment Document. A summary is provided detailing what actions and improvements were taken or if not, why.

**Findings:**

The 06-07 Suggestion Box Report has been completed and loaded on the staff web in the groups section.

**Measure 14:**

Provide a mechanism to communicate unit activities

**Target Level:**

Unit Heads will be able to submit monthly reports via a library weblog, viewable by library employees.

**Findings:**

Made available August, 2006.

**Measure 15:**

Conduct a library summit to provide feedback and information on library services and resources.

**Target Level:**

Participants will attend the December 6th Library Summit.

**Findings:**

Library Summit 2006 was held in December. Results were shared with Library Staff in 3 separate Town Meetings. Task Forces were formed to address issues arising from the Summit and the follow-up meetings. These Task Forces presented their findings at a Library-wide meeting in May, 2007.

**Measure 16:**

Survey faculty whose classes have attended library instruction sessions.

**Target Level:**

One improvement to the instruction program is made due to feedback from survey.

**Findings:**

After each English 103 or CU 101 class, the library sent an email to the class instructor. The responses were generally very positive, and emphasized the personal contact with the librarians and the helpfulness rather than any specific tools or skills learned. Internet skills and evaluation skills were thought important by the freshman instructors and helped underline our own inclination to cut back on the specific source content of the basic library classes and to concentrate on the basic learning outcomes of getting started with research, seeking help with research, and critically evaluating sources, which we will be doing in Fall 2007 classes.

**OUTCOME/OBJECTIVE 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.

**Measure 17:**

Improve the overall environment in problem areas of Cooper Library.

**Target Level:**

Request improved lighting on levels 1 & 2. Continue efforts to manage noise problems through publicity and other means. Request funding for electrical improvements on problems areas such as levels 1, 2 and 4.

**Findings:**

Lighting issues will be addressed on 1st and 2nd floors during the HVAC Phase 2 project (begun in 6/07). Upon completion, the floors will be checked for remaining problem areas. Electrical projects on 5th & 6th floor will be requested FY 07-08. Table tents & signs made an improvement in noise levels throughout Cooper. No complaints received about general public areas; however a few strong complaints were issued about Mid-week Music in 4/07.

**Measure 18:**

Plan the Renovation of the HVAC systems Phase 2 in Cooper Library.

**Target Level:**

Work with the designers and Facilities staff to plan the work for the completion of the HVAC renovation of Cooper Library. Collaborate with campus officials to provide study space to students during the project since certain levels will be closed (or noisy) during construction.

**Findings:**

The Facilities Manager consulted and planned for the HVAC project. Staff, services and collections from Reserve & Media were moved to 4th floor. Meetings were held with reps from Aramark and the Hendrix Student Center.

**Measure 19:**

Improve seating areas in Cooper Library.

**Target Level:**

Add seating where needed (if funded).

**Findings:**

Additional seats were added on the 1st floor bringing the total number of seats to 1680 from 1577 in 2005.

**Measure 20:**

Open newly renovated 416 Brown Room.

**Target Level:**

Brown Room is completed. Furnishings received and the room is open for use.

**Findings:**

416 Brown Room is open and fully operational after a 14 month long project.

**Measure 21:**

Renovate Room 201C Media Lab for use as a new Assistive Technology Lab.

**Target Level:**

Room 201C is renovated with a new wall and ADA door. Equipment from Room 208 is moved into the new lab. ASC staff are advised. Room 208 will be used as an additional small group study room.

**Findings:**

Completed.

**Measure 22:**

Add furnishings to the Balcony and the Reflection Pond patio.

**Target Level:**

Furnishings are added (as funding from SAA and Library allows).

**Findings:**

Two umbrella tables were added.

**Measure 23:**

Create a planning document to use for fundraising and site selection for a new Remote Storage/Records Center facility

**Target Level:**

A Planning Document will be created by December 2006, containing a wish list for most highly desired features; calculations and projections of current and future space needs. In addition, architectural plans will be prepared by an Architectural Design class as a student project during spring semester 2007. Plans will be created and assessed by May 2007.

**Findings:**

This is on hold pending the development of the Cooper Library Master Plan. Planning documents partially created in 2006; architecture class project did not come about.

**Measure 24:**

Rearrange an office to incorporate common server work space and consolidate all Systems servers in that area.

**Findings:**

Rearrangement completed August, 2006.

**Measure 25:**

Coordinate the renovation of the 401 Byrnes Room with Optika, Blue Key, and facilities partners.

**Target Level:**

Byrnes Room is newly renovated and open for use by the public by Summer 2007.

**Findings:**

Byrnes Room is newly renovated, and the re-dedication ceremony was held on 6/29/07.

**Measure 26:**

Evaluate use of all library space

**Target Level:**

A plan will be developed for all library space to include needs for additional space.

**Findings:**

David Milling and Associates was hired to develop a Library Master Plan.



**OUTCOME/OBJECTIVE 4:**

Staff the Libraries appropriately for the new mission of the Libraries.

**Measure 27:**

Establish a Digitization Unit

**Target Level:**

Hire a Coordinator of Digital Collections and staff.

**Findings:**

The position was advertised and the search ongoing.

**Measure 28:**

Hire a new LTA to staff the PASCAL Delivers service.

**Target Level:**

Staff person is hired.

**Findings:**

A candidate was interviewed and selected for the position, but was not hired until fy 07/08.

**Measure 29:**

Hire a new LTA to staff the new library at the Clemson Architecture College in Charleston.

**Target Level:**

Staff position is at the state level.

**Findings:**

The position was approved at the local and state level. A part time, library specialist was hired in 2006. She has since left the position and a second specialist has been hired.

**Measure 30:**

Create an LTA position shared between Resource Sharing and Reference to provide an evening presence for interlibrary loan and additional reference services.

**Target Level:**

An LTA will be hired to work from 4-12 pm. The first three hours will be spent in Resource Sharing and the remaining time will be spent in Reference.

**Findings:**

The position was created, and a person was hired to fill the position in October, 2006. By all accounts, this was a sensational success, with person providing not only additional reference service, but an ILL presence even when serving on the Reference Desk.

## **OUTCOME/OBJECTIVE 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.

### **Measure 31:**

The University Libraries will participate in LOCKSS, (Lots of Copies Keeps Stuff Safe), a program providing libraries with an easy and inexpensive way to collect, store, preserve, and provide access to their own, local copy of authorized electronic content.

### **Target Level:**

The LOCKSS server is set up and new titles are added weekly as they are released.

### **Findings:**

Began September, 2006.

### **Measure 32:**

Participate in the PASCAL Cooperative Purchasing Committee and work to cooperatively enhance access and reduce expenditures for electronic resources.

### **Target Level:**

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

### **Findings:**

Our representative co-chairs the group which has been active in selecting statewide databases. This past year PASCAL has licensed the Mary Ann Liebert collection of biomedical journals, Nature, Science, and AccessScience (McGraw-Hill Encyclopedia of Science and Technology). PASCAL continues to address needs in the areas of science and nursing.

### **Measure 33:**

Participate in available consortia to increase access and reduce expenditures for electronic resources. These consortia may include the Carolina Consortium, ESIG, ASERL, and SOLINET. Pursue "buyers club" deals as appropriate.

### **Target Level:**

Be aware of available consortial offers and buyers club deals. Report to selectors and Information Access Committee as appropriate.

### **Findings:**

Our representative attended the annual Carolina Consortium meeting. Clemson continues to participate with other SC and NC institutions in the consortial purchase of large science journal packages such as Wiley and Springer/Kluwer. Work with other consortia as well including ESIG and SOLINET. These group purchases allow us to leverage our strength of numbers for better prices from the database vendors.

**Measure 34:**

Participate in the PASCAL Cataloging Committee to improve the quality and consistency of information in the PASCAL Union Catalog.

**Target Level:**

Examine the union catalog. Share Clemson's local cataloging policies when appropriate. Work with committee members to devise consortium-wide cataloging policies where needed.

**Findings:**

The Committee was not formed during this fiscal year due to constraints at PASCAL.

**Measure 35:**

Participate in PASCAL Delivers to initiate a statewide borrowing and delivery service.

**Target Level:**

Clemson will serve as a Beta testing site for the PASCAL Delivers system, and will open up access to the PASCAL Union Catalog during the Fall, 2006 term.

**Findings:**

Clemson, USC Columbia, and Winthrop served as the initial group for Beta testing of the PASCAL Delivers service, using Millennium's INNREACH capabilities. Both the software and the courier service were thoroughly tested. As it became apparent that the system was working, other schools were added to the testing, with Clemson, USC and Winthrop serving as mentors to them.

**Measure 36:**

Participate in reciprocal agreements to improve the efficiency and costs of interlibrary loan.

**Target Level:**

The statewide consortium and KUDZU will be supported by the Clemson University Libraries, with the Head of Resource Sharing being actively involved in both. Also, a separate list of reciprocal agreements with libraries outside those consortia will be maintained and checked annually for improvements.

**Findings:**

Clemson continues to be active in both PASCAL and KUDZU, with approximately 80% of material borrowed from other libraries coming through one of the two different services. In addition, there were two new additions to the ILL reciprocal list, and a host of others were evaluated as possible reciprocal partners.

**OUTCOME/OBJECTIVE 6:**

Increase funding from all sources to supply the funds necessary to meet the above goals.

**Measure 37:**

Hire a full time library development officer.

**Target Level:**

Library Development Officer is hired and trained.

**Findings:**

The Director of Library Development was hired in April, and was trained by the Central Development Staff and former part-time Library Development Officer.

**Measure 38:**

Hold 2007 President’s Race, a 5K walk/run race to benefit the Clemson University Libraries.

**Target Level:**

Race will be held, with proceeds given to the Libraries.

**Findings:**

The 2007 Race for the Rock was held on March 31, and raised a total of \$25,447 in cash and gifts in kind for the Libraries. A total of \$11,426 cash was raised for the endowment.

**Measure 39:**

Library ambassadors will strategize on fundraising opportunities and board development.

**Target Level:**

Ambassadors will meet twice.

**Findings:**

Library Ambassadors met in March, and again in August.

**Measure 40:**

Develop a portfolio of potential donors.

**Target Level:**

Dean will make contact with twenty current/potential donors.

**Findings:**

Director of Library Development and Dean met with twenty current/potential donors by June 30.