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## Educational Support and Administrative Review

Library Services

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Director



- 3) User Services: To provide services that promote awareness and effective use of information resources and that guide clientele in the development of lifelong learning skills through formal and informal instruction.
- 4) Physical Facilities: To offer functional, well maintained facilities, space, and equipment that accommodate access to library resources, facilitate study and learning, promote efficient library operations, and ensure the safety and security of library users, staff, and resources.
- 5) Organization/Administration: To provide appropriate administrative programs that encourage the systematic planning and evaluation of library operations; that secure adequate financial support and provide effective allocation of personnel and financial resources in fulfilling the library mission; that foster development of a skilled service-oriented staff and encourage professional participation; that promote positive public relations and support fulfillment of the University's mission.

#### 1.4 Governance structure of the department/area

The Director of Library Services reports to the Vice President for Academic Affairs and Provost. The director supervises eight faculty librarians, many with departmental responsibilities and an executive assistant. The remaining eight Library Technical Assistants (LTAs) report to the faculty librarians. The departments are as follows: Reference, Interlibrary Loan, Circulation/Periodicals, Acquisitions, and Cataloging.

#### 1.5 Brief description of the national status of the department/area (including emerging issues and trends).

Library Services adapts to changing technologies and educational shifts. Some of the current trends/issues include:

- 1) *Discovery and delivery*—as information proliferates, libraries look to recast the discovery and delivery of information. Old search architecture separated book, article, and digital object searching into silos. New “discovery” systems merge record data from multiple formats into a single pot. As a response, Library Services licensed EBSCO Discovery Service in 2011. While discovery layers also “deliver” information in the form of full-text, etc. work continues to improve delivery. The implementation of the ILLiad interlibrary loan system, which began in June 2011 (L11a) is also a current trend.





via a discovery layer. Faculty and students then are able to request ebook purchases

2.2 Summary of the results of the assessment/s  
Overall Library Services rated high in most assessments. Some of the findings/suggestions include:

- Need for 24 hour library services
- Facilities improvements-study rooms (too few), lack of coffee shop, lack of collaborative workspace
- Complaints about computer lab usage by community users local children
- Noise
- Need for more scholarly journals, including more electronic
- More computers
- Climate Issues-too hot, too cold, etc.
- 73% of respondents reported finding information need for research or school work via the Internet (Google, Yahoo, etc.)
- Difficulty locating materials with resources at hand

2.3 Recent improvements based on the results of the assessments

- Vending machines added in basement (2009)
- Policy on Children in the library
- 24 hour study day option-not enough employees to provide this during finals week or on a regular basis (2011)
- Community users placed on time limits for public-PC policy consistent with Florence Public Library and others (2011)
- Added EBSCO Discover or all alleviate some issues of finding materials(2011)
- Continue to add, when financially possible, access to electronic materials, especially scholarly journals (ongoing)
- Added additional mini laptops and a few extra computers in lab Tw 3.8 0 Trerif

non-existent or poorly conceived. Collier Library will develop a strategic plan to address all facets of the library ranging from facilities to services.

3. Facilities and Resources that address the adequacy of resources and support services to support the goals and objectives of the department/area

3.1 Equipment

For the most part existing equipment in ICR is well maintained. The Office of Information Technology changes out staff and student computers on a regularity providing funding is available. Current equipment needs include large screen monitors in the study rooms, large screen monitors for collaborative learning in the lab, and new projector and screen in the library instruction room. It may be necessary to expand and reconfigure the computer lab in order to address collaborative learning needs. Library Services will, most likely, implement a new Integrated Library System in the next 3-5 years. While the existing system is housed locally the next system will most likely be cloud based. There will be cost involved to license software; however, there should be no physical equipment cost involved.



Revenue is important to the growth and sustainability. Libraries, unlike academic departments, do not bring in tuition money. The library is solely dependent on administration for funding. Funds for materials remain stable thanks to administration's support. Unlike many libraries nationwide, UCA has not had to make extensive cuts to materials. Library Services faculty and staff have also worked diligently to make transitions where needed, such as moving materials to online only or negotiating with vendors to keep subscription increases low. At the same time the personnel and facilities budgets remain flat. University libraries across the nation are growing and changing in great strides. An increasing number of libraries either receive portions of campus technology fees or a dedicated library fee. While no one wants increased fees there is some positive connection to such fees when students can clearly see that funds are being used to renovate facilities, purchase cutting edge equipment, bolster staff, etc. There are also university libraries that have dedicated development staff.

#### 4. Achievements

- Hired a new director in 2010

- Established a standing committee structure with reporting to the director

- Moved to a "discovery" interface to allow for more exposure to cross format materials

- Currently installing ILLiad Interlibrary Loan software to streamline processes and allow for new ILL offerings

- Installed LinkSource (OpenURL Reslover) to facilitate access to full articles between resources including Google Scholar

- Works to improve library outreach and image including National Library Week, Co-sponsoring 24 hour study day and Coffee & Doughnuts with SGA, etc.

curriculum and class assignments. In addition, competitive facilities and outreach services are critical to secure the library as a central node of the research and education process. As the availability of information proliferates so does the demand for assistance and guidance in the information discovery and research process. Building strong print collections are still important; however, the development of the online library and support services is equally critical. Library Services will begin its Strategic Planning process to define its future services and spaces.

## 7. Unit Recommendations

7.1 Recommendations for changes, which are within the control of the department/area, if appropriate

Designing change to facilities and services are the responsibility of the library faculty staff. Implementing services to support learning and foster research, designing facilities that are aesthetically pleasing, implementing programs and services that support the University's mission of teaching and learning are all important. Library Services' strategic plan will map out a vision for the future.

7.2 Recommendations for changes that require action at the Vice President, Provost, or higher levels.

A) Ensure that existing facilities are well maintained B) Support growth in the faculty and staff in Library Services to ensure that important services grow appropriately and that new skillsets are introduced into the work population C) support for services and facilities