

*Institutional Effectiveness Report  
Fiscal Year 2007-2008  
James A. Rogers Library*

*Submitted by*

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## **Mission and Goals**

*The Library serves the pursuit of excellence in teaching and learning by providing Francis Marion University students, faculty, staff and regional citizens with access to scholarly information and other resources. By providing this access, the Library is able to uniquely contribute to that portion of the University's mission which stresses its support of scholarly pursuits in the Pee Dee region of South Carolina.*

## **Assessment Activities**

*FMU's James A. Rogers Library takes advantage of multiple methods to evaluate its effectiveness, including the following:*

- *Biennial student and faculty user satisfaction surveys; spring 2007 data;*
- **James A. Rogers Library Annual Report.** *Generated from the Library's four divisions' annual reports, the **Annual Report** is submitted to the Provost and reviewed by the Faculty Library Committee and shared with FMU administrative officers;*
- *Library quizzes to assess student learning from library instruction classes and determine student assessment of BI sessions;*
- *Findings of in-house library task forces and committees workings;*
- *Student and faculty input to library staff and administration--via direct contact, electronic suggestion box, experiential data, etc.;*
- *Annual library staff field trips to other libraries where staff are exposed to new ideas, resources, and services and then apply those findings deemed essential to improved services and resources or conducive to improved public relations, visibility, resources, services, facilities, etc.;*
- *Participation in statewide, regional, national and international consortia and networks from which staff learn developing practices in other library environments, best practices activities, cost avoidance measures, staff development tactics, resource sharing, and technological advancements;*
- *Comparisons with state and regional peer institutions' libraries and the statistical reports from those academic libraries;*
- *Statistical comparisons with national academic library benchmarks;*
- *Assessment sessions during monthly general library staff meetings;*
- *Weekly assessment meetings with library department heads (administrative staff);*

- *Semi-annual effectiveness evaluation meetings with library staff;*
- *Semi-annual meetings which include assessment activities with the University Library Committee;*
- *Monthly program review meetings of the Provost and Library Dean;*
- *Semi-monthly informational meetings with Provost, Deans and Chairs group;*
- *Annual library faculty and staff performance appraisals;*
- *Annual library dean performance appraisal by provost;*
- *Annual performance appraisals of library dean via library faculty surveys;*
- *Emphasis on continuing education and professional development which is designed to expand staff members' exposure to best practices and constant technological development.*

## **Results and Evaluation**

*Rogers Library continues to average **sixth** in base categories when compared with other state institutions of higher education in South Carolina and their libraries. Included here are expenditures per student, volumes per student, serials per student, library staff per student, building size and capacity, etc.*

*Rogers Library's funding continues to show it to be at or above the five percent of the education and general budget (although E & G expenditures per se have been eliminated due to modified accounting procedures and regulations). FMU's library expenditures compare very favorably among state and regional institutions. Last fiscal year, for example, the University invested approximately **\$594 per student for library services and resources.***

*Assessment is provided formally and informally by library department heads, library staff, the faculty library committee, and University administration who cite areas where improvement is needed and point out specifics to address those needs. The University allocates resources as appropriate and available to remedy identified needs. For example, in response to faculty input, especially from the Library Committee, the Library continues to place increased emphasis on the quantity of new monographs acquired during the fiscal year.*

*The Library's **Annual Report** enumerates achievements from the past fiscal year and includes statistical analyses that delineate levels of service delivered to FMU library users. This document also furnishes staff the opportunity to review past performance, seek ways to improve results, and recommend modifications to existing services, procedures, facilities and resources, thereby improving various components of our program.*

*In addition, the library conducts annual field trips to other academic libraries where staff members review operations to discover ideas, resources, services, and technology that may enhance FMU's library program. For example, library staff are currently planning a summer 2008 field trip to an academic library within traveling distance.*

### **Improvements in Place**

*During this fiscal year Rogers Library has initiated the following significant improvements in its program:*

- **Implemented** limited organization restructuring for FY 2007-2008, providing the opportunity to reinvent our staffing structure; three of our staff members were impacted directly by these changes—in Serials and Acquisitions. One Public Services Serials position was transferred to Technical Services, and within Technical Services two positions were changed to affect more efficient work flow, as recommended by department heads. These improvements in how we are structured show improved efficiency and effectiveness and produced the sought-after outcome of improving services and affording staff greater leadership and creativity opportunities;
- **Implemented** expansion of the **Progress Energy Technology Center** after receiving a \$50,000 grant for replacement of forty-eight 2002 or older computers and subsequent relocation of the lab to a more spacious area in the Library;
- **Rearranged Index Area** so as to create more efficient space utilization, compacting seldom used print indexes and adding more seating space for reference area use;
- **Relocated** 12 inch shelving from Bound Journals collection to Circulating Oversize section so as to meet need for increased space for art and other oversized volumes;
- **Installed** new high speed cabling to all public computers, replacing 10 mb/s wire with 100 mb/s cabling;
- **Installed** upgraded cabinetry and switches in Computer Room to interface with fiber optics and new high speed cabling;
- **Wrote** successful IT grant proposal to fund “Creative Learning Lab” in Rogers Library;
- **Wrote** successful QEP grant proposal to fund three library internships during the summer of 2008;
- **Continued implementation of** a second-generation integrated library system as a member of ALPSC, the Academic Library Portal for South Carolina, an eight-member consortium whose sole function was to identify and acquire a second-generation integrated library system. During FY 2005-2006, such a system was implemented by the participants--USC, Clemson, South Carolina State, the Citadel, the

*College of Charleston, Florence-Darlington Technical College, Aiken Technical College, and FMU;*

- **Brought up FMU** node of “**PASCAL Delivers**” early in 2007, in conjunction with 59 other PASCAL partners to date, including 38 with full lending and borrowing functionality, of which FMU was one of the first participants; end-of-fiscal-year statistics will show that “PASCAL Delivers” has proved to be very popular with our users, averaging over **90 transactions per month**;
- **Discovered** that FMU holds almost **55,000 unique bibliographic records** in the combined “**PASCAL Delivers**” database and its current thirty-seven academic libraries’ holdings; thus we have almost 55,000 titles that no other PASCAL library owns (has loaded into the massive state database);
- **Via PASCAL** began implementation of systems integration of a group of six state private colleges whose library systems were not compatible with the ALPSC’s system; the six are now migrate to a shared system from the same ALPSC’s vendor (Innovative Interfaces, Inc, or “III”);
- **Noted continued** increase of electronic access statistics during the fiscal year, from 143,000 in FY 2004-05 to more than 175,000 during this fiscal year;
- **Continued** to use consortia purchasing to avoid costs of electronic resources when purchased by individual libraries;
- **Continued** leadership role in **PASCAL**, the Partnership Among South Carolina Academic Libraries;
- **Expanded** access to electronic information thanks to “**Collegiate DISCUS**,” the access provided by legislative funding of this project through **PASCAL and the South Carolina Commission on Higher Education**;;
- **Worked** to maintain state funding for “**Collegiate DISCUS**” and other PASCAL initiatives;
- **Offered** wireless access throughout library facility;
- **Offered** color printing to services provided for customers
- **Planned and implemented** 2008 statewide annual **LIBRIS** Conference for all academic library employees, thereby aiding professional growth and development opportunities for FMU library staff members;
- **Discontinued** a small number of periodical subscriptions as a result of departmental discipline-specific holdings evaluations and decisions;
- **Continued revising** library’s web pages so as to simplify and expand access to myriad digital resources and traditional library services;
- **Continued** to emphasize library’s public relations operations to better promote library services to its customers;
- **Continued** project to replace all overhead lighting with more effective and more energy efficient bulbs (some areas were dark, especially stack sections where fixtures were few and far between);

- **Continued** to provide computer competent student workers for the Progress Energy Lab so as to better meet needs of customers seeking assistance;

### **Planned Improvements**

As a result of findings from the various assessment activities, Rogers Library's planned implementations include the following changes, additions, etc.:

- **Increase “Universal Borrowing/PASCAL Delivers”** services as other South Carolina institutions add their bibliographic holdings to the online catalog;
- **Continue to refine** structuring of library staffing so as to provide enhanced services and enable staff to expand leadership skills and increase opportunities for creative solutions within the various areas of services;
- **Replace** retiring library dean with interim dean from current library faculty;
- **Replace** cabling to all staff PCs so as to enhance response time;
- **Upgrade** connectivity hardware in computer room in concert with higher speed cabling noted above;
- **Acquire** additional PCs to complete Progress Energy Technology Center improvements;
- **Create** a “Creative Learning Center” in location of old lab, thanks to funding from an FMU IT Grant Proposal;
- **Write** grant proposal for additional IT enhancements, including a “Collaborative Learning Center” and upgraded laser printers;
- **Continue** to seek ways to implement academic departmental liaison so that each academic department is linked to a librarian who works closely and deliberately with that discipline to improve and expand library services to that area;
- **Continue** to use appropriate professional growth and development opportunities to improve staff training, staff technological advancement, and staff's ability to serve patrons;
- **Continue** to seek methods to improve funding for books and thereby acquire more books, while continuing to provide strong level of access to digitized information;
- **Continue** to expand public relations work so as to promote library services and how learners profit from those services and resources;
- **Maximize** utilization of the myriad electronic resources to which the library provides access;
- **Continue to enhance** web presence to conform with changing campus templates and to facilitate user interface and access;

- **Implement staffing replacements** as retirements occur;
- **Continue** and expand relationships with **PASCAL, SOLINET, ALPSC, DISCUS, the Carolinas Consortium, Sci-Finder Scholar Group, South Carolina Science Direct Buyer's Club,** and other consortia endeavors to contain or avoid costs, expand offerings, and improve programs;
- **Continue** a staff development opportunity consisting of monthly reviews of professional literature
- **Continue** a new staff development opportunity involving staff-originated annual interactive day of team building, campus involvement, and outside presenters;

### **Evaluation of Technology Grant Changes**

Rogers Library benefited from Educational Technology Grant funds during the fiscal year and realized the following improvements:

- **Installed** high speed cabling to new Progress Energy Technology Center computers;
- **Installed** switches and cabinets to expedite above recabling project;
- **Continued "PASCAL Delivers"** implementation, continuing transactions between FMU patrons and those more than three dozen other South Carolina academic libraries;
- **Posted almost 1,000 "PASCAL Delivers"** transactions during FY 07-08; of these, we borrowed over 200 books from other institutions for our users and loaned over 700 items to other SC academic library patrons;
- **Continued** consortia relationships, especially with **PASCAL** and its implementation of **"Universal Borrowing/PASCAL Delivers"** service;
- **Continued** providing wireless connectivity throughout the library via six "WAPs" provided by TGP funding;

The above improvements produced the following changes:

- **Opening of the newly upgraded and expanded** Progress Energy Technology Center provided students and other library users with enhanced access to computing resources, including electronic databases and other digitized resources available through the library and its partnerships with other institutions;
- **Faster data transfer via the new 100 mb/s lines** affords library users with quicker response time;
- **Library usage, i.e. gate counts, continued at a high level of more than 165,000 user visits;** this was due in part we believe to expanded

access for users. It was not unusual for all 49 public PCs to be in use simultaneously;

- Access to electronic data continued to be high, posting well over **175,000 “hits”** on the subscribed databases. Statistical data for other web resources are unknown but are easily many times the known statistic reported above;
- **Remote access** allows customers to retrieve information from FMU owned electronic resources from any Internet-connected computer irregardless of its/their location; we saw expanded requests for remote access as users become more familiar with this feature;
- **Wireless** usage was observed to increase as staff noticed more and more students with lap tops taking advantage of wireless connectivity;
- The University provided some **\$12,000** towards free computer-generated copying to its customers due to the availability of computers and upgraded laser printers, **including a color laser printer**;
- New staff PCs acquired in 2004 enabled library staff to improve access to electronic resources and services. Without these newer machines, staff would not have been able to access the 2005 ILS, which requires a 300Mhz minimum processing speed, more than twice the 133Mhz rate of the old staff PCs;