

## **Clemson University Libraries Assessment Plan 2003/2004 Plan**

**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

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**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 2003-2004 to over \$850,000.

**Assignment:** Joe Boykin

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**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
2. Investigate adding an oversized scanner and color printer for public use. Beth Helsel
3. With the Research + group within PASCAL, prepare and submit a RFP for a centralized library system and award a contract to the best system. Beth Helsel

4. Plan for implementation of the new system. Beth Helsel

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**D. Means of Assessment:**

Add an additional seat to OCLC World Cat for increased access.

**Criteria for Success:**

The additional seat will be purchased.

**Assignment: IAC**

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**E. Means of Assessment:**

Improve user's access to microform materials.

**Criteria for Success:**

Acquire a new Canon MS 300 Reader/Printer

**Assignment: Rosanne Maw**

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**F. Means of Assessment:**

Increase user's awareness of services and resources available in the Libraries.

**Criteria for Success:**

1. Have the appropriate liaison name attached to each class folder in MY CLE, Blackboard and WebCT. Rosanne Maw and Liaisons
2. Utilize a variety of mechanisms, many suggested at the Library Summit, to make users aware of services and resources. Micki Reid and Liaisons

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**G. Means of Assessment:**

Increase availability of resources located in Special Collections.

**Criteria for Success:**

Increase the time Special Collections is open beyond the normal 8:00 AM to 4:30 PM.

**Assignment: Mike Kohl**

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**H. Means of Assessment:**

Determine the need, if any, for longer access to Cooper Library by faculty and graduate students during term breaks.

**Criteria for Success:**

Liaisons will survey their departments' faculty and graduate students.

## **Assignment: Liaisons and USG**

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### **I. 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: Sarah McCleskey and Sarah Legins**

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### **J. Means of Assessment:**

Increase access to the journals available.

### **Criteria for Success:**

Add the standard journal abbreviations in the catalog records when available.

## **Assignment: Kathryn Wesley**

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### **K. 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: USG and Teri Alexander**

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### **L. Means of Assessment:**

Improve user's ability to pay for services and products in the Libraries.

### **Criteria for Success:**

1. Make all vending machines capable of accepting cash or TigerStripe.  
Jens Holley
2. Accept credit and debit cards for payment of fines, lost books, etc.  
Teri Alexander and Sarah McCleskey

### **M. Means of Assessment:**

Reduce the number of "referrals" a user receives to solve his/her problem in the Libraries.

**Criteria for Success:**

1. Increase and encourage staff cross training to help staff understand other staff's functions. Employee Training and Development Group
2. Create FAQs for use at the Information Desk and on web pages. USG

**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:**

The Libraries will continue to participate in the LIBQUAL+ assessment program and use the data received from the previous year to adjust the Libraries' Strategic Plan.

**Criteria for Success:**

The Library will participate in 2004 version of LIBQUAL+ and will use the data from LIBQUAL+ 2004 to adjust the Libraries' Strategic Plan.

**Assignment: Jan Comfort**

**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.**

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**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
2. Paint with brighter colors. Teri Alexander
3. Determine feasibility of adding dehumidifiers and if feasible, add. Teri Alexander
4. Request funding to complete the HVAC renovation on the first and second levels. Joe Boykin
5. Request funding to replace the carpet on level one. Joe Boykin

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**B. Means of Assessment:**

Improve the signage to assist users locating areas within the Libraries.

**Criteria for Success:**

Hire a consultant to recommend a signage system and then implement recommendations.

**Assignment: Joe Boykin, Tammy Crane, Teri Alexander**

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**C. Means of Assessment:**

Improve seating areas within Cooper Library.

**Criteria for Success:**

1. Add more lounge chairs, place some on each level. Teri Alexander, Joe Boykin
2. Open the balcony with furniture provided by donations. Teri Alexander, Tammy Crane and Joe Boykin

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**D. Means of Assessment:**

Improve Library facilities.

**Criteria for Success:**

1. Renovate or replace Circulation Desk in Cooper Library and relocate closer to the exit. Teri Alexander
2. Re-upholster the furniture in as many public areas of Cooper Library as possible. Teri Alexander
3. Renovate meeting rooms, the conference room, and study rooms. Teri Alexander
4. Determine the future of the Byrnes and Brown rooms. Joe Boykin and Special Collections Unit
5. Remove the service desk on the exit side of the Lobby. Teri Alexander
6. Relocate the RSCS offices to a more suitable location. Jens Holley, Tammy Crane, Teri Alexander
7. Request additional MMR funding for appropriate floor covering for the First Level of Cooper Library. Joe Boykin
8. Relocate Daniel Lab machines within the public areas of Cooper and Gunnin Libraries. Teri Alexander, Beth Helsel, Sarah McCleskey
9. Increase the number of power outlets available for users. Teri Alexander
10. Establish a “smoke free zone” immediately in front of Cooper Library. Teri Alexander
11. Install a PA system in Cooper Library. Teri Alexander

12. 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
13. Place an ATM machine in Cooper Library. Teri Alexander
14. Determine locations needed for remote book return units. Circulation Unit
15. Create at least one "smart" study area in location vacated by RSCS move. Beth Helsel
16. Employ a contract cleaner for Cooper Library to supplement our existing Housekeeping operation. Teri Alexander, Tammy Crane
17. Have the windows cleaned at least once and carpets cleaned at least twice this year. Teri Alexander

**Intended Outcome no. 4: Staff the Libraries appropriately for the new mission of the Libraries.**

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**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
2. Search, find and employ an individual meeting the job description criteria for an electronics librarian. Library Faculty and Library Administration

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**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**

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**C. Means of Assessment:**

Compare compensation levels of library faculty with those at Southern Universities Group institutions.

**Criteria for Success:**

A report will be submitted to the Library Administrative Council.

**Assignment: Jens Holley and Joe Boykin**

**D. Means of Assessment:**

Complete the reclassifications requested by the units.

**Criteria for Success:**

Have all requests submitted.

**Assignment: Joyce Peebles**

**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.**

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**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. Beth Helsel
2. Plan implementation of the new system in a consortia environment. Beth Helsel

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**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**

**Intended Outcome no. 6: Increase funding from all sources to supply the funds necessary to meet the above goals.**

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**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**

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**B. Means of Assessment:**

Develop a plan for the Libraries for budget allocation and implementation: Identify new products, services and systems needed. Review needs annually and forecast needs for the next three years. List specific costs for each new initiative including the type (recurring or one-time) of funding needed.

**Criteria for Success:**

Extend our Strategic Plan for an additional three years.

**Assignment: Administrative Council**