

Institutional Effectiveness Report

Fiscal Year 2010-2011

James A. Rogers Library

Submitted by

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And

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Mission and Goals

The Library serves the pursuit of excellence in teaching and learning by providing Francis Marion's 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 mission of the University that stresses the University's support of scholarly pursuits in the Pee Dee region of South Carolina.

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. Additionally, biennial faculty and student surveys provide detailed data regarding perception of library effectiveness, and individualized comments on varying aspects of the library. The library's Institutional Effectiveness Committee (with the advice of the Library Administrative Team) is charged with identifying issues of concern for each cycle.

Rogers Library continues to average fifth or sixth in base categories when compared with other state institutions of higher education in South Carolina and their libraries. Rogers Library 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). FMU's library expenditures compare very favorably among state and regional institutions.

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.

Issues and actions for 2010-2013 Cycle	
Issues of Concern	Actions Taken
<p>Mold on books in the circulating collection and Arundel Room (Special Collections).</p> <p><i>Issue of concern ongoing</i></p>	<p>In 2010-2011, staff again engaged in mold removal from volumes in the Arundel Room collection. The library staff continued to work with facilities management staff to reduce the overall humidity in the Arundel Room, and to reduce it in the rest of the building. During 2010-2011, staff identified areas in the general collection where mold was evident and an outside vendor removed mold from affected volumes in the designated areas. Plans are underway to upgrade the HVAC system in the original Rogers Library in 2012.</p>

<p>Faculty/Staff participation in professional organizations/conferences. <i>Issue of concern ongoing</i></p>	<p>In 2011, a majority of staff attended the annual LIBRIS conference, and the South Carolina Library Association's annual conference (one was elected President of the association, another was elected secretary of a section, and one served as a committee chair). The Dean of the Library and other staff members from the Systems and Circulation Departments were active in attending PASCAL meetings regarding PASCAL Delivers and the Millennium ILS. One staff member attended the 2011 ALA Mid-Winter meeting and served as a co-presenter at the ALA Annual Conference. The library continues to support professional development, and the university offers ample support via a competitive application process.</p>
<p>Improvements in Systems <i>Some completed, some ongoing</i></p>	<p>In 2010-2011 the Library began the first of a three year phase cycle of upgrading the staff PCs, with replacing all PCs in the Technical Services area and library Administration. In 2011-2012 the library anticipates being able to upgrade PCs in Public Services and all service desks. Further upgrades should be structured to occur every five years on a rolling schedule by department.</p>
<p>Control of patron printing <i>Issue of concern ongoing</i></p>	<p>Uncontrolled printing by patrons continues to be an issue. It is expected that Campus Technology will be able to provide a much anticipated software/card solution for printing abuse to be implemented soon.</p>
<p>Library is providing study/learning environment desired by students. <i>Issue of concern ongoing</i></p>	<p>In the most recent library survey, 11% of respondents indicated some dissatisfaction with the library's physical environment. The most common complaint was regarding noise levels in the library, while others indicated that that they wished the library had later hours, more computers, food/drink vending, and faster wireless connections.</p> <p>The Library Administrative Team has begun drafting a new food/drink policy for the library to coincide with the arrival of vending within the library (anticipated in early 2012.) The library remained open an extra hour for three days during exams, and usage has been heavy, which suggests that the patrons would be well-served to be open even later during exams and/or the regular semester. Library staff are also working to identify ways to modify the existing layout of the first floor Reames Wing, either through a compact shelving system, or through digitization of bound periodicals, which would allow space for expanding study/computer class rooms. Discussion regarding the long-term best use of space is currently being taken on by the library's SWOT team.</p>
<p>Library is providing the information resources that students require for success.</p>	<p>Access to resources need to continue to be optimized through enhancements such as a "Discovery" module for the catalog/databases, and a website refresh to push for an increase in overall usage of</p>

<p><i>Issue of concern ongoing</i></p>	<p>materials/resources. Library survey results indicate satisfaction with the resources available.</p>
<p>Interlibrary Loan Technology <i>Issue of concern ongoing</i></p>	<p>At present, the library 's Interlibrary Loan (ILL) process is outdated and can be confusing to patrons. The ILL function needs to be upgraded to a new technology such as ILLiad or CLIO to enhance ILL process transparency to patrons, and increase efficiency. The library is assessing ILL products, and working to identify funding to upgrade the ILL system.</p>
<p>Library Instruction Assessment <i>Issue of concern ongoing</i></p>	<p>Survey results indicate that a majority of students perceive library instruction to be of a good or excellent quality, but this number does not assess how much students have learned, or how much of an impact instruction is having on outcomes such as grades and graduation rates. The library is working to better assess individual instruction sessions by implementation of quick "three-minute assessment" techniques at the end of each session. Additionally, discussions are ongoing regarding the feasibility of comparing library interactions to class grades and other outcomes.</p>