Wilson Library
Program Review 2009
Update – May 2011

PRIORITY #1: To achieve staffing levels to implement our strategic goals and objectives (Objective 5.1).

   RECOMMENDATIONS # 1: Reach median staffing levels to our peer institutions
   - To reach median librarian staffing of 20.75 librarians will require adding 14 librarians.
     - FY 2010-2011 Budget – Request 4 positions
       - ***Requested one position.***
       - ***One position funded starting Oct 1, 2010***
     - FY 2011-2012 Budget – Request 4 positions
       - ***Requested one position.***
       - ***One position funded (pending Vacancy Management approval) starting September 1, 2011***
     - FY 2012-2013 Budget – Request 4 positions
     - FY 2013-2014 Budget – Request 2 positions
   - To reach median support staffing of 9 staff will require additional 3 FTE Library Staff positions
     - FY 2010-2011 Budget – Request 2 positions
       - ***No positions funded***
     - FY 2011-2012 Budget – Request 1 positions
       - ***No positions funded***
   - To reach median librarian staffing of 8.85 student workers will require adding 7 additional student workers
     - FY 2010-2011 Budget – Request 7 positions
       - ***Received contingency funds for two temporary student positions till May 30, 2011***
     - FY 2011-2012 Budget
       - ***No increase in student wages budget. Number of student hours decreased since there was an increase in student wages.***

PRIORITY #2: To improve resources which support the curricula and wide range of academic needs of the University by increasing holdings and budget dollars annually (Strategic Plan Objective 1.1).

   RECOMMENDATION #2: Reach median database budget of peer institutions
   To reach a median database budget of $457, 423 will require an additional $163,423
   - Increase operational budget
     - FY 2010-2011 Budget – Request increase by $100,000
       - ***Budget increased by 10% to cover inflation only***
     - FY 2011-2012 Budget – Request increase by $45,000
       - ***Budget increased by 10% to cover inflation only***

- - *Budget increased by $16,000 to continue subscriptions that were funded through contingency funds from FY 2009-2010*
- Raise foundational and donor funding (coordinating with the Provost and University Advancement)
  - FY 2010-2011 – Raise $15,000
    - *No requests submitted for FY2010-2011*

RECOMMENDATION #3: Reach median book budget of peer institutions
To reach a median book budget of $164,851 will require an additional $51,851
- Increase operational budget
  - FY 2010-2011 Budget – Request $10,000 additional funding
    - *No increase in book budget for FY 2010-2011*
  - FY 2011-2012 Budget – Request $10,000 additional funding
    - *Budget increased by $2599 (2.3% increase for inflation)*
  - FY 2012-2013 Budget – Request $10,000 additional funding
- Raise foundational and donor funding (coordinating with the Provost and University Advancement)
  - FY 2010-2011 – Raise $10,000
    - *Submitted request to foundation for $12,000 to purchase ebooks.*
      - *Received funding for $3000 from Sence Foundation. Purchased online access to Palgrave's Dictionary of Economics.*
  - FY 2011-2012 – Raise $10,000

RECOMMENDATION #4: Reach median media budget of peer institutions
- Increase operational budget (To reach a median budget of $6880 will require new funding since there is no existing media budget)
  - FY 2010-2011 Budget – Request $6,000 additional funding
    - *No increase in media budget for FY2010-2011*
  - FY 2011-2012 Budget – Request $12,000 additional funding for streaming video
    - *$15,000 allocated for media budget*

RECOMMENDATION #5: Reach median periodicals budget of peer institutions
- Increase operational budget $161,000 to reach median budget of $196,000
  - FY 2010-2011 Budget – Request $55,000 additional funding
    - *No increase in periodicals budget for FY2010-2011*
  - FY 2011-2012 Budget – Request $55,000 additional funding
    - *Increase in periodicals budget of $3199 (7% increase for inflation)*
  - FY 2012-2013 Budget – Request $55,000 additional funding

RECOMMENDATION #6: Reach median library expenditure per FTE student of peer institutions
- FY 2010-2011 Budget – $400 per FTE
  - *Library expenditure per FTE is $254 (based on Fall 2010 FTE)*
- FY 2011-2012 Budget – $500 per FTE
- FY 2012-2013 Budget – $600 per FTE

PRIORITY #3: Ensure equitable delivery of information literacy curricula and comparable student learning experiences whether courses are taught on the main campus, regional campuses, or online (Strategic Plan Objective 2.3).

RECOMMENDATION #7: Increase travel budget to enable librarians to travel to off-sites for outreach and instruction.
- FY 2009-2010 Budget – Request additional $4000
  - *No increase in travel budget for FY2009-2010*
- FY 2010-2011 Budget – Request additional $4000
  - *No increase in travel budget for FY2010-2011*
- FY 2011-2012 Budget – Request additional $4000
  - *No increase in travel budget for FY2011-2012*
- FY 2012-2013 Budget – Request additional $4000

RECOMMENDATION # 8: Implement instructional technology to support off-site instruction.
- AY 2009-2010: Establish feasibility study group
  - *Feasibility group established.*
- AY 2010-2011: Implement feasibility study group recommendations
  - *Recommendations of feasibility group are being piloted in Fall and Winter terms with implementation scheduled for Spring 2011.*
- AY 2011-2012: Continue pilot testing
  - *Continue trouble shooting technology and pilot testing.*

RECOMMENDATION # 9: Annually conduct a comprehensive analysis of library resources and services based on their usage, appropriateness to curriculum and equitable access to on and off campus programs.
- AY2009-2010: Conduct comprehensive analysis when adding, renewing or cancelling library resources and services
  - *A comprehensive analysis of existing resources and services was conducted. Underperforming and non-essential resources and services were cancelled to accommodate purchase of newer, more appropriate and contemporary resources and services.*
- AY2010-2011: Conduct comprehensive analysis when adding, renewing or cancelling library resources and services
  - *A comprehensive analysis of existing resources and services was conducted. Underperforming and non-essential resources and services were cancelled to accommodate purchase of newer, more appropriate and contemporary resources and services.*

RECOMMENDATION # 10: Support new program/course development and accreditation efforts by analyzing and documenting library resources and services capacity
- AY 2009-2010: Assessment and documentation of library resources and services for new programs/courses

- *Librarians conducted assessments to support new programs/majors such as a Creative Writing major, B.S. in Community Health, online undergraduate in Business Administration, and Doctorate in Science.*
- AY 2010-2011: Assessment and documentation of library resources and services for new programs/courses
  - *Librarians continued conducting assessments to support the Creative Writing major, B.S. in Community Health, online undergraduate in Business Administration, and Doctorate in Science.*

RECOMMENDATION # 11: Collaborate with other university departments/units and peer institutions to improve resources and services
- AY 2010-2011 Review services and collaborate with other university departments/units to maximize investment
  - *Office of Information Technology student technicians were housed in the library during their afterhours shift. This was intended to provide easy and centralized access to technology assistance for students and faculty after 5pm.*
  - *Technology carts were also housed in the library for quick deployment across campus since the library is more centrally located.*
  - *Center for Teaching and Learning, Wilson Library, and the Learning Enhancement Center sponsored a faculty panel talk on plagiarism during Spring 2011 semester.*

RECOMMENDATION # 12: Continue to provide focused outreach to University of La community
- AY 2009-2010 Develop website for faculty research and publications; implement video tutorials; continue to support university summer programs
  - *The Faculty Commons website was established to document faculty research and publication. It can be found at: http://ulvlibrary.libguides.com/faculty*
  - *A YouTube video channel was established to host the library research tutorials. It can be found at: http://www.youtube.com/ulvwilsonlibrary*
  - *During the Summer of 2010 the library supported the following summer outreach programs: REACH, STEM, Brazilian students from CBPM, high school Chinese students. Library provided access to databases and other e-resources, access to facilities and computer terminals, and research training and assistance.*
- AY 2010-2011 Provide research workshops for community in the Summer and Fall
  - *During the Summer of 2010, the library provided the Summer Searchin' series to all faculty and staff. The twice a week sessions included such topics as: social networking, RSS feeds, Refworks, etc.*
  - *The series was extended into Fall 2010 due its popularity.*

RECOMMENDATION #13: Continue to provide the most current and equitable access library services
- AY2009-2010 Study feasibility of implementing discovery service product

- ***The library reviewed three discovery service products and assessed the feasibility of implementation. EBSCO's Discovery service product was selected and implemented in Fall 2010. The Discovery service product enables the end-user to search a majority of the library's content from a single search box.***
- AY2010-2011 Implement text-a-librarian; library access from mobile devices; implement frequently asked questions website
  - ***In Fall 2010, The library implemented text-a-librarian service and a frequently asked questions website. Both these services are an extension of the library's outreach program. A mobile application was released by during the Spring semester.***

RECOMMENDATION #14: Continue to assess facilities to meet user needs
- AY2009-2010: Review and implement suggestions from users in User Satisfaction Survey
  - ***Respondents in the Fall 2009 Wilson Library User Satisfaction Survey requested the library be open extended hours during finals week. In Fall 2010, with monies from contingency funds providing additional student support, the library will be extending hours during finals week.***
  - ***Respondents also requested for additional power outlets at study carrels and tables. The library purchased and installed power strips at the tables and carrels.***
  - ***Respondents also requested for comfortable furniture and seating. The library has requested for a quote from Herman Miller furniture company for updating furniture in the library.***
  - ***The usage of the library computer terminals has increased and availing of contingency funds and in response to user needs, the library has ordered additional terminals for installation in Fall 2010.***
- AY2010-2011: Review library space
  - ***The library staff and faculty met in a retreat in the Summer of 2010 to assess the library space. Upgrading of the restrooms, additional study rooms for students and faculty, comfortable furniture, weeding and moving of the certain collections were identified as some of the priorities.***

RECOMMENDATION #15: Continue to benchmark with peer institutions to improve resources and services
- AY2009-2010: Share data from program review and strategic plan and seek input from peer institutions
  - ***The library reviewed data from the Academic Library Survey conducted by the National Center for Education Statistics and used the peer comparison data to assess resources and services. This information was shared with a local university library upon request.***