

# Annual Report 2006 - 2007

## Part 1

### Section A

#### Unit Information

**Unit:**

Library Services

**Mission Statement:**

VISION: To be integral to the realization of the University's aspirations and to be a knowledge resource center of distinction.

MISSION: Strengthening the intellectual environment of the academic community and nurturing lifelong learning among Florida residents.

### Section B

#### Unit Goals within Last Year's (2005-2006) Report

## **Strategic Plan Goal**

## **Unit Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?**

**Goal for 2006-2007**

Goal 1: High Quality Education

Library staff will review our information literacy program to ensure that students have the skills to be academically successful and engaged.

**What actions have you taken to achieve this goal?**

In Fall 2006, the library will administer the ICT Literacy Assessment, a standardized test of information and computing technology literacy published by the ETS, to a selection of Colloquium classes. The version of the test that we will administer is intended for rising juniors. The Colloquium group was selected because they have completed FGCU General Education requirements, and thus should have had exposure to our information literacy program, and because they represent a broad cross-section of majors.

**What measures have you taken towards assessment of this goal?**

Test results are compared to national norms. Our initial test will establish the efficacy of our information literacy program to date.

**Describe the progress you have made toward attaining this goal including the anticipated completion date.**

We had hoped to administer this test to a sample of Colloquium classes in Fall 2006. Because SACS mandated re-administration of the CAPP test to the same group, we had to delay until the Spring 2007 semester. We are currently (mid-March, 2007) in the middle of testing. We expect this round of tests to establish baseline data for the next round in Spring 2008.

**Describe how the results of assessments have been used to improve student learning or your department's activities.**

Information literacy has been identified as one of FGCU's student learning outcomes, and is recognized as a core requirement for success in all disciplines. Improving our information literacy training will have a broad impact on student success throughout the university.

## Strategic Plan Goal

## Unit Goal

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?**

**Goal for 2006-2007**

Goal 1. High Quality Education

Librarians will develop a well-organized and accessible collection to ensure students have the resources they need for academic success.

**What actions have you taken to achieve this goal?**

Librarians have used OCLC's WorldCat Collection Analysis software to compare our holdings in selected disciplines against authoritative lists and peer programs at other universities.

**What measures have you taken towards assessment of this goal?**

Librarians have run several reports in various disciplines this year, measuring our library holdings against either authoritative lists or peer institutions' holdings in the same areas.

**Describe the progress you have made toward attaining this goal including the anticipated completion date.**

As part of the new program review process, librarians create library impact statements that measure the strengths and weaknesses of our collections in the proposed new area. This year, librarians created impact statements for the following programs:

- Education (Ed.S., Ed.D.)
- History (M.A.)
- Journalism (B.A.)
- Social Work (B.S.W.)
- Forensic Science (M.S.)
- Criminal Justice Administration (M.A.)
- Environmental Studies (M.A.)

**Describe how the results of assessments have been used to improve student learning or your department's activities.**

These collection assessments help us to identify specific titles that are required by new programs and allow us to identify the start-up and continuing costs of required library materials.

## **Strategic Plan Goal**

## **Unit Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?**

**Goal for 2006-2007**

Goal 1. High Quality Education

Librarians will develop a well-organized and accessible collection to ensure students have the resources they need for academic success.

**What actions have you taken to achieve this goal?**

The department of Library Collections and Technical Services will determine how many of our roughly 1,200 print journal subscriptions can be converted to IP-authenticated online subscriptions.

**What measures have you taken towards assessment of this goal?**

Journals for conversion will be identified over the summer of 2006. When journals are renewed, titles will be converted to online access, starting with the January 2007 subscription cycle.

**Describe the progress you have made toward attaining this goal including the anticipated completion date.**

Our Electronic Resources Librarian worked with our journal subscription vendor to identify likely candidates for conversion. We found that many of our journals are published by scholarly societies that publish few titles. Most of these titles are not feasible for conversion because of either license or access/authentication restrictions.

We were able to leverage our print subscriptions to Sage and Blackwell journals through a state-wide purchasing consortium, and we opted into two major e-collections (Blackwell Synergy and Sage Premier). By converting our print subscriptions to online versions, and by paying a greatly reduced access fee for the rest of the content, we gained full-text online coverage of the entire output of these publishers. We were also able to convert several high-demand titles (JAMA, Nature, Nature Neuroscience, Nature Medicine, Scientific American). We now offer online, full-text access to 29,424 unique journal titles.

**Describe how the results of assessments have been used to improve student learning or your department's activities.**

There are several advantages to be had by converting print journals to online. Above all, students and faculty express a distinct preference for online access. Virtual subscriptions can be accessed by any FGCU-affiliated party at any place or at any time, which supports our distance learning initiatives. Further, shelf space in the new facility is limited, so by converting print subscriptions to virtual, we create room for items that are available only in print.

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?**

**Goal for 2006-2007**

Goal 5. State of the Art Infrastructure

FGCU Library Services will maintain library facilities that foster intellectual interaction and productivity.

**What actions have you taken to achieve this goal?**

The library will undertake two major moves this year. We will move everything in our current building into our new facility during Spring 2006, and in early 2007 upon the completed renovation of our existing building, we will once again move our collections, services, and staff to their permanent locations in the expanded facility. Our expanded facility will enable us to provide more group and quiet study space, computing facilities, a 24/7 secure study room, and a coffee shop. The library will also continue to develop the virtual services offered through our website.

**What measures have you taken towards assessment of this goal?**

- Gate counts, circulation, reference transactions, and computing lab logs will provide usage data.
- LibQual+ will measure user satisfaction with "library as place."

**Describe the progress you have made toward attaining this goal including the anticipated completion date.**

Statistics indicate that library usage has increased significantly in several areas:

- Library visits (gate count) +14% from 2005-2006
- Instruction sessions +22% from 2005-2006
- Research consultations +114% from 2005-2006
- Interlibrary loan lending up 195% and borrowing up 132%

The large increases in interlibrary loan, instruction sessions, and research consultations may be a result of a new web-based point of access (Ask-a-Librarian), campus-wide access to library resources, the expanded library computing lab, and increased marketing by the librarians.

It is difficult to compare last year's computer lab statistics to this year's, since the number of seats in the lab has increased. Usage is clearly up, however, since we went from an average of 20,000 log-ins per year in the 40-seat lab (500 log-ins per seat) to an average of 85,000 log-ins per year in our new 105-seat lab (809.5 log-ins per seat).

Some indicators are lower than last year (items borrowed down 42%, reference queries down 40%). This is likely due to construction closings and to moving the reference desk to a temporary location. We will be better able to assess causation after the library renovation is complete.

LibQual+ data was gathered in Spring 2006, before the library annex opened. We will not have new data for comparative purposes until we administer LibQual 2008+.

**Describe how the results of assessments have been used to improve student learning or your department's activities.**

We analyze peak times to determine best library hours and staffing patterns. LibQual+ scores and comments provide useful information about user preferences. We compare these scores and comments with our usage data to address user needs.

## Section C

### Program or Service Specific Assessments

#### What program or service specific assessment occurred in the current academic year?

ICT Literacy Assessment  
WorldCat Collection Analysis (ongoing use)

#### How were the results of the assessment used to improve programs or services?

The ICT assessment is still in process at this writing (March 2007). It is intended to provide a baseline for analyzing how effective the library's information literacy program has been in imparting the skills expected of rising juniors. ■

## Section D

### Unit Contribution or President's Performance Measures

Please review the [President's Performance Measures for 2006-2007](#). Did your unit contribute to any specific performance goals for the President? (If so, please indicate whether the measure set was attained and to what degree.)

Goal 1, High Quality Education: Liaison librarians created collection reports to be used in program accreditation efforts.

Goal 2, Student Community/Increase Academic Outreach: Librarians provided information on library holdings as part of the program approval process for new programs in journalism and education.

Goal 5, State of the Art Infrastructure: The library expansion is complete and the original building renovation nearly complete. The library systems and circulation staffs successfully implemented the one-card ID system applications within the library (computer lab access, circulation, printing).

## Part 2

### Section A

### Unit Goals for Coming Year (2007-2008)

## **Strategic Plan Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?**

Goal 1. High Quality Education

Librarians will provide information literacy instruction so that students use the library effectively.

## **Unit Goal**

**Goal for 2007-2008**

### **What action(s) will you undertake to achieve the goal?**

The ETS Information and Communication Technology Literacy test (ICT) will be administered to a group of Colloquium students in Spring 2008.

### **By what means will you assess goal achievement?**

Our goal is to obtain completed tests from a sample of 524 students. This number was chosen based on the total student body at the junior and senior level.

### **How will you know if you have successfully attained each goal?**

Analysis of scores from year to year will indicate improved mastery of student information literacy skills.

### **How will the results of the above assessments be used to improve student learning or services?**

Future library instruction will be tailored to address deficiencies identified by the test.

## **Strategic Plan Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?**

Goal 1. High Quality Education

The Library will provide a well-rounded, accessible collection of materials to ensure that students have the resources they need for academic success.

## **Unit Goal**

**Goal for 2007-2008**

### **What action(s) will you undertake to achieve the goal?**

Librarians will use the OCLC WorldCat Collection Analysis tool to compare our holdings in selected disciplines against authoritative lists and peer institutions. We will also analyze e-resource usage statistics to identify collections with high and low use.

### **By what means will you assess goal achievement?**

LibQUAL+ scores on the Information Control axis will measure user satisfaction with collections and accessibility.

### **How will you know if you have successfully attained each goal?**

Comparison to previous LibQUAL+ results should indicate user satisfaction is stable or improving.

### **How will the results of the above assessments be used to improve student learning or services?**

Collection gaps will be identified and filled as funds permit. E-resource collections with low use will be further analyzed to see why usage is low so that problems can be addressed.

### **Strategic Plan Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?**

Goal 1. High Quality Education  
Goal 5. State of the Art Infrastructure

### **Unit Goal**

**Goal for 2007-2008**

The Library will enable student productivity with technology infrastructure, software, high-quality furnishings and equipment.

**What action(s) will you undertake to achieve the goal?**

The library will administer LibQUAL+ in Spring 2008. Usage and downtime statistics will be gathered.

**By what means will you assess goal achievement?**

We will review LibQUAL+ scores on the Library as Place and Information Control axes. Usage and downtime statistics will be examined to identify high-use times and areas needing improvement.

**How will you know if you have successfully attained each goal?**

LibQUAL+ scores on Library as Place and Information Control axes will demonstrate user satisfaction with our facilities, website, and computer lab. Library computing lab log-in statistics will remain at or exceed their current levels.

**How will the results of the above assessments be used to improve student learning or services?**

Maintaining a robust library computing environment is critically important for student learning and research. Between 750 to 1000 students log into library computers each day. Equally important is student satisfaction with our collections and facilities; concerns that are identified via LibQUAL+ will be addressed to the best of our ability.

## **Section B**

### **Resources**

**What additional resources have you requested and received a commitment for during 2007-2008 from your area VP or the President that is based on your analysis of assessment data for 2006-2007?**

None.

## **Section C**

### **Assessment Plans**

What assessments are you planning to conduct during 2007-2008?

ICT Literacy Assessment  
OCLC WorldCat Collection Analysis  
LibQUAL+ 2008

## **Section D**

### **Coming Year - Strategic Plan Contributions**

1.3.1, 1.3.2, 1.3.4, 1.4.1, 1.4.2, 4.1.1.a, 5.1.1.a, 5.3.1, 5.3.2, 5.3.3, 5.4.1, 6.1.1, 6.1.2,  
6.2.1, 7.3.9, 8.2.1