Libraries Committee

Date of meeting: February 19, 2003

Place and time: Rawl Annex 142, 3:30-4:10 pm

Person presiding: Marianna Walker

Regular members in attendance: Salman Abdulali, Tom Raedeke, Marianna Walker

Ex-officio members in attendance: Deana Astle (for Carroll Varner), Paul Gemperline

Others in attendance: Jeff Coghil, Patty Greenstein, John Lawrence, Roger Russell

Due to the absence of a quorum, the Committee was unable to conduct any business. John Lawrence distributed copies of the Library-wide goals for 2002-2003, and a draft of the statement of goals for 2003-2004. These goals were discussed. The first goal, to provide automatic library records for all faculty, staff, and students should benefit DE students. The "SFX implementation", which should be functional by Fall 2003, is intended to provide linking with and between licensed electronic resources. There was discussion of inadequacies of the catalog. Deana Astle said that the library may contract with an outside vendor to fix problems with catalog records. One way to deal with delays in cataloging new materials may be to have the book vendor supply labelled ready-to-shelf books.

Deana Astle updated the Committee on progress on planning for possible engineering programs. She said the IEEE electronic database was under consideration for purchase; this would be useful even for existing programs. Regarding the current year's budget, all state funds for materials purchases have already been spent, and most of the operating budget has also been spent; hence any budget reversions will have minimal impact on the libraries.

Marianna Walker said that her school (Allied Health Sciences) was very pleased with the Inter-Library Loan Pilot project.

Salman Abdulali

Library-wide Goals for 2002-2003

A. Communication
Goal #1: Improve communication about library events and services.
Strategy:
  1. Develop a common, centralized calendar of events.
Criteria for success:
  1. A calendar will be in use and everyone involved will be trained to use it by Fall 2003.
Implementation responsibility:
  1. Administration

B. Services
Goal #1: Enhance access and use of library resources and services for students and faculty.
Strategy:
  1. Improve functionality, usability, and design of all library web pages.
  2. Implement electronic reserves.
  3. Redesign (redraft) subject librarian liaison’s functions.
4. Enhance electronic reference services (i.e. Chat, e-mail services provided by public service departments, Pirate Source, etc.).

Criteria for success
1. First level web pages are redesigned, loaded, and available for public.
2. Successful test of reserves for five courses for a full semester.
3. Six month trial of team approach completed and evaluated.
4. Successful live Chat test performed with selected campus population

Implementation responsibility:
1. Web Committee and Departments
2. Circulation and Systems
3. AD for Collections and Subject Liaisons
4. Public Services

Goal #2: Expand cooperation with the Health Sciences Library.

Strategy:
1. Appropriate catalog evaluation groups will recommend improvements in the functionality of the catalog.
2. Improve cooperation on liaison issues, collection development and / electronic resources evaluation

Criteria for success
1. Groups will be formed and improvements will be completed.
2. HSL representatives are named to select library committees.

Implementation responsibility:
1. HUG plus ALS & HSL faculty
2. Electronic Resources Cmt., Subject Liaisons and ADs

C. Staffing/Staff Development

Goal #1: Improve access to staff development and training opportunities in order to improve service to patrons.

Strategy:
1. Offer tailored training classes or modules.
2. Identify/investigate free training opportunities.
3. Enhance student worker recruitment, training, and retention.

Criteria for success
1. Purchase or creation of training for five subjects has been completed and is available for faculty and staff to use.
2. Database of free training opportunities is created and updated twice a year.
3. Develop and implement a uniform training program for student assistants.

Implementation responsibility:
1. Personnel Librarian & Staff Development Cmts.
2. Personnel Librarian & Staff Development Cmts.
3. Personnel Librarian, Staff Development Cmts., Student Training Cmt.

Goal #2: Begin ongoing systematic assessment of technical and informational skills for library staff.

Strategy:
1. Identify baseline information and technology skills necessary for successful job performance.
2. Identify instruments for self-evaluation.

Criteria for success
1. Appropriate skills identified for approximately half of SPA positions.
2. Instruments selected and tested for a selection of staff.

Implementation responsibility:
1. AD’s, Personnel Librarian & Staff Development Cmts.
2. AD’s, Personnel Librarian & Staff Development Cmts.

D. Collections
Goal #1: Improve the quality and quantity of resources available to students and faculty.
Strategy:
1. Establish a library electronic resources review committee and develop procedures to
   investigate, evaluate, and recommend new and existing resources.
2. Update the Library’s collection development policy.
Criteria for success
1. A committee is formed, and procedures are developed for reviewing and selecting
   electronic resources.
2. An overall collection policy statement is drafted and twenty-five per cent of discipline
   specific plans are revised by end of year.
Implementation responsibility:
1. AD for Collections, Electronic Resources Committee
2. AD for Collections, Subject Liaisons and Departments

Goal #2: Assure ongoing physical maintenance of the general collection.
Strategy:
1. Damaged materials will be identified at points of circulation and sent to Preservation
Criteria for success
1. Preservation will repair materials appropriately and return mended volumes to the
   collections in a timely manner.
Implementation responsibility:
1. AD for Collections, Circulation and Preservation Depts.

E. Planning
Goal #1: Develop an ongoing systematic assessment process for major library services and activities
Strategy:
1. In conjunction with the health Sciences Library, implement an assessment process
   along
   the lines of Texas A & M’s LibQual (Library Quality Assessment)
   See: http://www.libqual.org/
2. Establish a consistent data collection process for reporting purposes.
Criteria for success
1. Acquire and conduct initial survey of users.
2. Data is collected in a consistent manner, collated and made available in a central
   electronic location.
Implementation responsibility:
1. AD’s and Strategic Planning Committee
2. AD for Administration and Administration

Goal #2: Improve the library long-term strategic planning process.
Strategy:
1. Revise the library Mission statement.
2. Establish a library planning calendar.
Criteria for success
1. New Statement is drafted and approved by Director’s Council and Faculty.
2. Library calendar is established, approved and in use.
Implementation responsibility:
1. Strategic Planning Cmt. Director’s Council, Faculty
DRAFT: Library-wide Goals for 2003-2004

A. Services
Goal I: Enhance access and use of library resources and services for students and faculty.
Strategies:
1. Provide all ECU faculty, staff, and registered students with an automatic library record viable in all campus libraries.
2. Assess SFX implementation. Make changes as required to maximize use and usability of this product.

Goal II: Improve accuracy, functionality and comprehensiveness of library catalog.
Strategies:
1. Through working groups explore the functionality of the various modules of Horizon and recommend whether to stay with our current ILS or search for another.
2. Create and maintain an authority file for Horizon.
3. All non-cataloged materials in the library will be identified and prioritized for cataloging. When available, electronic cataloging records will be acquired for these items.
4. Free materials selected by subject librarians in accordance with collection development policies will be cataloged in a timely manner.
5. Establish serial holdings records for state and federal government publications.
6. Establish and implement procedures for regularly checking links included in catalog records and correcting problems that are found.

B. Collections
Goal III: Improve the quality and quantity of resources available to students and faculty.
Strategy:
1. Develop information access policies for various disciplines and programs which will include guidelines for acquisition and retention of materials.
2. Assess the preservation/conservation operation and seek enhancements in our ability to address the library’s needs in this area.
3. The Electronic Resources Committee will facilitate the testing, evaluation, selection and acquisition of new electronic resources.

C. Staffing/Staff Development
Goal IV: Improve access to staff development and training opportunities in order to improve service to patrons.
Strategies:
1. Offer ongoing training and encourage staff to take advantage of other available training opportunities to gain new skills that will enhance public services and internal operations.
2. Establish a basic training program for all student employees.

D. Communication
Goal V: Market Joyner’s services and resources to all members of our user community (including but not limited to colleagues, students, faculty, staff and residents of eastern North Carolina).
Strategies:
1. Increase the Library’s public relations activities, including being sure Campus and local media sources are aware of the Library’s programs and accomplishments.
2. In order to develop stronger relationships with teaching faculty, subject librarians will communicate regularly with their academic schools or departments.

Goal VI: Improve communication and internal efficiencies within ALS.
Strategies:
1. Implement the use of the calendar feature of Microsoft Outlook to facilitate planning for meetings and events.
2. Exploit Joyner Library's intranet [or shared drives] for internal communication by establishing a central repository for minutes, departmental communications, budget reports, committee reports and library publications.

E. Planning/Assessment
Goal VII: Improve the ongoing, systematic assessment of library services
Strategies:
1. Use the 2003 LibQUAL results to identify areas where improvement is desired and formulate plans to address these areas.
2. Establish a long-term planning process for the library.
3. Establish a consistent data collection process for reporting purposes.