

**UNIVERSITY LIBRARY ANNUAL REPORT**  
**2009-2010**

**Compiled by Don Smith**  
**Dean of the Library**

**August 19, 2010**

## INTRODUCTION

The fiscal year, 2009-2010, was one of change. The staff numbers were reduced from 28 to 17 through retirements, resignations, and layoffs. However, the Library has continued to function with nearly all the classified staff assuming additional duties, as have the faculty. But as shown on the lists of faculty activities, it is evident that the faculty remains extremely active in the community, the university, and professionally.

Although this was a year in which the only books purchased were with restricted funds or the College of Pharmacies special allocation. At the same time, use of electronic materials has skyrocketed and only 95 of our journals are received in print only format. The Pharmacy allocation has purchased 257 titles that we would otherwise not have had access to and several health science and pharmacy related databases.

The Library with the University Administration and the Computing Center has completely reorganized the first floor into the beginnings of the information commons concept, or one-stop-information-shop. A corollary of this action is the elimination of "Reference" as a category of materials in the Library. Items have been relocated throughout the stack areas and as funds permit, new "reference" items will be purchased for placement into the stacks. Another situation has alleviated the elimination of "reference" and that is the fact that many of the kinds of information formally found only in book form is now available online through our more than 50,000 e-books.

Further changes are forthcoming by way of planned for additional classrooms, faculty and student electronic work rooms, and other technology related activities. As can be seen, this is not your traditional library.

**LIBRARY**

**2009-2010 Materials Expenditures for serials**

|  |                      | Number of titles |
|--|----------------------|------------------|
| Library expenditures for serials             | \$ 120,017.92        | 228              |
| College of Pharmacy expenditures for serials | \$ 424,414.05        | 257              |
| <b>TOTAL</b>                                 | <b>\$ 544,431.97</b> | <b>485</b>       |

**Format:**

|                                |                      |            |
|--------------------------------|----------------------|------------|
| Titles coming with memberships | \$ 5,849.00          | 12         |
| Online only titles             | \$ 358,033.31        | 348        |
| Print and online together      | \$ 41,293.03         | 30         |
| Print only                     | \$ 139,256.63        | 95         |
| <b>TOTAL</b>                   | <b>\$ 544,431.97</b> | <b>485</b> |

**2009-2010 Materials Expenditures for monographs**

|  |             |    |
|--|-------------|----|
|  | \$ 3,208.29 | 33 |
|--|-------------|----|

**2009-2010 Student Assessment Expenditures for databases and/or full-text sources other than LOUIS**

|  |               |    |
|--|---------------|----|
|  | \$ 100,288.54 | 17 |
|--|---------------|----|

**2009-2010 Operating Services Expenditures for consortial memberships and access**

|              |                     |
|--------------|---------------------|
| LOUIS        | \$ 67,316.00        |
| AMIGOS       | \$ 2,750.00         |
| AMIGOS/OCLS  | \$ 17,777.64        |
| <b>TOTAL</b> | <b>\$ 87,843.64</b> |

**GRAND TOTAL FOR INFORMATION ACCESS \$ 735,772.44**

| LC Subclass                         | Monographs | Monograph Expenditures | Serials | Serials Expenditures | Total Expenditures |
|-------------------------------------|------------|------------------------|---------|----------------------|--------------------|
| A - GENERAL                         |            |                        | 1       | \$ 265.00            | \$265.00           |
| B - PHILOSOPHY                      |            |                        | 1       | \$90.00              | \$90.00            |
| BF - PSYCHOLOGY                     | 1          | \$                     | 6       | \$3,404.00           | \$3,404.00         |
| BJ - ETHICS                         |            |                        | 1       | \$859.00             | \$859.00           |
| BL - RELIGION                       | 1          | \$ 33.16               | 1       | \$30.00              | \$63.16            |
| BP - ISLAM                          |            |                        |         |                      | \$0.00             |
| BR - CHRISTIANITY                   |            |                        |         |                      | \$0.00             |
| BS - THE BIBLE                      |            |                        |         |                      | \$0.00             |
| BT - DOCTRINAL THEOLOGY             |            |                        |         |                      | \$0.00             |
| BV - PRACTICAL THEOLOGY             |            |                        |         |                      | \$0.00             |
| BX - DENOMINATIONS                  |            |                        |         |                      | \$0.00             |
| CB - HIST. CIVILIZATION             |            |                        |         |                      | \$0.00             |
| CT - GENERAL BIOGRAPHY              |            |                        |         |                      | \$0.00             |
| D - HISTORY, EASTERN HEMISPHERE     |            |                        | 3       | \$2,312.00           | \$2,312.00         |
| DA - GREAT BRITAIN                  |            |                        | 2       | \$571.00             | \$571.00           |
| DS - ASIA, MIDDLE EAST              |            |                        |         |                      | \$0.00             |
| DT - AFRICA                         |            |                        |         |                      | \$0.00             |
| E - HISTORY, NORTH AMERICA          |            |                        | 1       | \$861.00             | \$861.00           |
| F - HISTORY, WESTERN HEMISPHERE     |            |                        |         |                      | \$0.00             |
| GB - PHYSICAL GEOGRAPHY             |            |                        | 2       | \$6,704.00           | \$6,704.00         |
| GE - ENVIRONMENTAL SCIENCES         |            |                        | 1       | \$0.00               | \$0.00             |
| GF - HUMAN ECOLOGY                  |            |                        |         |                      | \$0.00             |
| GN - ANTHROPOLOGY                   |            |                        |         |                      | \$0.00             |
| GR - FOLKLORE                       |            |                        |         |                      | \$0.00             |
| GT - MANNERS AND CUSTOMS            |            |                        |         |                      | \$0.00             |
| GV - RECREATION, LEISURE            |            |                        | 3       | \$805.00             | \$805.00           |
| H - SOCIAL SCIENCES (GENERAL)       |            |                        | 1       | \$0.00               | \$0.00             |
| HA - STATISTICS                     |            |                        | 1       | \$540.00             | \$540.00           |
| HB - ECONOMICS                      |            |                        |         |                      | \$0.00             |
| HC - ECONOMIC HISTORY (BY REGION)   |            |                        |         |                      | \$0.00             |
| HD - ECONOMIC HISTORY (BY SUBJECT)  | 3          | \$ 238.17              | 1       | \$410.00             | \$648.17           |
| HE - TRANSPORTATION & COMMUNICATION |            |                        | 1       | \$1,034.00           | \$1,034.00         |
| HF - COMMERCE                       |            |                        | 1       | \$569.00             | \$569.00           |
| HG - FINANCE                        |            |                        | 1       | \$1,812.00           | \$1,812.00         |
| HM - SOCIOLOGY                      |            |                        | 6       | \$1,284.70           | \$1,284.70         |
| HN - SOCIAL HISTORY                 |            |                        |         |                      | \$0.00             |
| HQ - FAMILY, MARRIAGE               |            |                        | 7       | \$4,013.00           | \$4,013.00         |
| HT - COMMUNITIES                    |            |                        |         |                      | \$0.00             |
| HV - SOCIAL PATHOLOGY               |            |                        | 17      | \$12,335.00          | \$12,335.00        |
| J - POLITICAL SCIENCE (DOCS.)       |            |                        | 1       | \$384.00             | \$384.00           |
| JA - COLLECTIONS & GENERAL WORKS    |            |                        | 3       | \$875.00             | \$875.00           |



|                                   |           |           |                 |            |                     |                      |
|-----------------------------------|-----------|-----------|-----------------|------------|---------------------|----------------------|
| RD - SURGERY                      |           |           |                 | 2          | \$1,021.00          | \$1,021.00           |
| RF - OTORHINOLARYNGOLOGY          |           |           |                 | 2          | \$998.00            | \$998.00             |
| RG - GYNECOLOGY & OBSTETRICS      | 1         | \$        | 107.07          | 5          | \$2,234.00          | \$2,341.07           |
| RJ - PEDIATRICS                   | 1         | \$        | 206.67          | 11         | \$6,279.00          | \$6,485.67           |
| RK - DENTISTRY                    |           |           |                 | 18         | \$3,433.66          | \$3,433.66           |
| RM - THERAPEUTICS, PHARMACOLOGY   |           |           |                 | 60         | \$82,064.00         | \$82,064.00          |
| RS - PHARMACY & MATERIA MEDICA    | 1         | \$        | 82.96           | 15         | \$18,685.49         | \$18,768.45          |
| RT - NURSING                      |           |           |                 | 6          | \$2,269.95          | \$2,269.95           |
| S - AGRICULTURE (GENERAL)         |           |           |                 | 4          | \$317.95            |                      |
| SB - PLANT CULTURE                |           |           |                 | 2          | \$650.00            |                      |
| SF - ANIMAL CULTURE               |           |           |                 | 3          | \$1,174.00          |                      |
| TD - ENVIRONMENTAL TECHNOLOGY     |           |           |                 |            |                     | \$0.00               |
| TH - BUILDING CONSTRUCTION        |           |           |                 | 1          | \$19.97             |                      |
| TK - ELECTRICAL ENGINEERING       |           |           |                 | 1          | \$0.00              | \$0.00               |
| TN - MINING ENGINEERING           |           |           |                 | 1          | \$397.00            | \$397.00             |
| TP - CHEMICAL TECHNOLOGY          |           |           |                 | 2          | \$3,489.00          |                      |
| TR - PHOTOGRAPHY                  |           |           |                 |            |                     | \$0.00               |
| TS - MANUFACTURES                 |           |           |                 |            |                     | \$0.00               |
| TX - HOME ECONOMICS               |           |           |                 |            |                     | \$0.00               |
| UA - ARMIES                       |           |           |                 |            |                     | \$0.00               |
| UE - CAVALRY                      |           |           |                 |            |                     | \$0.00               |
| Z - LIBRARY SCIENCE, BIBLIOGRAPHY | 1         | \$        | 34.86           | 1          | \$42.00             | \$76.86              |
| ZA - INFORMATION RESOURCES        |           |           |                 |            |                     | \$0.00               |
| No Class Recorded                 | 2         | \$        | 72.57           | 1          | \$235.14            | \$307.71             |
| <b>Total</b>                      | <b>33</b> | <b>\$</b> | <b>3,208.29</b> | <b>485</b> | <b>\$544,431.97</b> | <b>\$ 547,640.26</b> |
| <b>Binding</b>                    |           |           |                 |            |                     | <b>\$ 3,331.77</b>   |
| <b>Grand Total</b>                |           |           |                 |            |                     | <b>\$ 550,972.03</b> |

**VOLUME STATISTICS 2009-2010**

**PRINT VOLUMES\***

|                                    | Units<br>Added | Units<br>Withdrawn | Units<br>Net | 2008-2009<br>Total<br>Vols. &<br>Equivalencies | 2009-2010<br>Total<br>Vols. &<br>Equivalencies |
|------------------------------------|----------------|--------------------|--------------|--|--|
| Cataloged                          |                |                    |              |  |  |
| Added volumes                      | 1278           | 11398              | -10120       |  |  |
| Sub-total                          | 1278           | 11398              | -10120       | 438311   | 428191   |
| Government Documents (Uncataloged) |                |                    |              |  |  |
| Print volumes                      | 854            | 261                | 593          |  |  |
| Documents sub-total                | 854            | 261                | 593          | 200822   | 201415   |
| Print volumes sub-total            | 2132           | 11659              | -9527        | 639133   | 629606   |

**NON-BOOK MATERIALS**

|                                      |      |    |      |        |        |
|--------------------------------------|------|----|------|--------|--------|
| Gov't. Pub'n's (Microfiche and CD's) | 1677 | 5  | 1672 | 44383  | 46055  |
| Microforms                           |      |    |      | 578611 | 578611 |
| Microcards                           | 0    | 0  | 0    |        |        |
| ERIC Microfiche                      | 0    | 41 | -41  |        |        |
| Microfiche                           | 31   | 0  | 31   |        |        |
| Microfilm                            | 0    | 1  | -1   |        |        |
| Maps                                 | 1    | 0  | 1    |        |        |
| Other                                | 0    | 4  | -4   |        |        |
| Sub-total                            | 1709 | 51 | 1658 | 621336 | 622994 |

**GRAND TOTAL**

|  |      |       |       |         |         |
|--|------|-------|-------|---------|---------|
|  | 3841 | 11710 | -7869 | 1260469 | 1252600 |
|--|------|-------|-------|---------|---------|

\*Print Volumes includes cataloged monographs, serials, archives, and uncataloged government documents

**TITLE STATISTICS 2009-2010**

|                           | Added       | Withdrawn | Net         | Carried Forward | TOTAL         |
|---------------------------|-------------|-----------|-------------|-----------------|---------------|
| <b>BOOKS</b>              |             |           |             |                 |               |
| Gen'l Coll.               | 1395        | 19        | 1376        | 238488          | 239864        |
| Govt. Documents           | 1883        | 24        | 1859        | 141408          | 143267        |
| Sub-total                 | 3278        | 43        | 3235        | 379896          | 383131        |
| <b>NON-BOOK MATERIALS</b> |             |           |             |                 |               |
| Serials                   | 0           | 0         | 0           | 9950            | 9950          |
| Microforms                | 1564        | 47        | 1517        | 535278          | 536795        |
| Maps                      | 1           | 0         | 1           | 40              | 41            |
| A.V.                      | 3           | 0         | 3           | 138             | 141           |
| Sub-total                 | 1568        | 47        | 1521        | 545406          | 546927        |
| <b>TOTAL</b>              | <b>4846</b> | <b>90</b> | <b>4756</b> | <b>925302</b>   | <b>930058</b> |

**COLLECTIONS 2009-2010****MICROFORM PIECE COUNT**

| Format       | Added      | Discarded | Net        | Carried Forward | Total         |
|--------------|------------|-----------|------------|-----------------|---------------|
| Film         | 0          | 1         | -1         | 36349           | 36348         |
| Fiche        | 811        | 46        | 765        | 817813          | 818578        |
| Card         | 0          | 0         | 0          | 24657           | 24657         |
| <b>TOTAL</b> | <b>811</b> | <b>47</b> | <b>764</b> | <b>878819</b>   | <b>879583</b> |

**USAGE 2009-2010**

| CATEGORIES             | 2008/09 | 2009/10 | % CHANG |
|------------------------|---------|---------|---------|
| Assistance             |         |         |         |
| Reference              | 2583    | 2195    | -15.02% |
| Directional            | 7318    | 6490    | -11.31% |
| Research               | 486     | 401     | -17.49% |
| Bibl. Instr.           |         |         |         |
| Groups                 | 68      | 58      | -14.71% |
| No. in Grps.           | 1068    | 1367    | 28.00%  |
| Circulation            | 12007   | 11204   | -6.69%  |
| Student                | 5944    | 5319    | -10.51% |
| Faculty/Staff          | 998     | 672     | -32.67% |
| Reserve                | 4866    | 5076    | 4.32%   |
| Other                  | 199     | 137     | -31.16% |
| Interlibrary Loan      |         |         |         |
| Loaned                 | 805     | 681     | -15.40% |
| Borrowed               | 2384    | 2294    | -3.78%  |
| Transactions Processed | 5174    | 5041    | -2.57%  |
| Microforms             | 377     | 61      | -83.82% |
| Shelving               | 2993    | 1922    | -35.78% |
| Electronic Sources     | 361405  | 563116  | 55.81%  |
| Entrances              | 327422  | 336334  | 2.72%   |

**LIBRARY INFORMATION, 2009-2010**

|   | <b>2008/09</b> | <b>2009/10</b> | <b>% CHANGE</b> |
|---|----------------|----------------|-----------------|
| <b>Bound Volumes*</b>                       | 639133         | 638169         | -0.15%          |
| <b>Microform Volume Equivalents</b>         | 621336         | 623268         | 0.31%           |
| <b>Print Journal subscriptions</b>          | 140            | 95             | -32.14%         |
| <b>Electronic journals and database use</b> | 361405         | 555359         | 53.67%          |
| <b>Attendance</b>                           | 327422         | 336334         | 2.72%           |
| <b>Circulation</b>                          | 12007          | 11204          | -6.69%          |
| <b>Electronic book use</b>                  | 5216           | 7757           | 48.72%          |
| <b>Multimedia</b>                           | 377            | 61             | -83.82%         |
| <b>Interlibrary Loan</b>                    | 5174           | 5041           | -2.57%          |
| <b>Total Volumes</b>                        | 1260469        | 1252600        | -0.62%          |

## 2009-2010 ACTIVITIES & HONORS

|   |
|---|
| American Heart Association walk volunteer                         |
| Director Search Committee - Ouachita Parish Public Library System |
| FBLA District II judge  |
| M.H. Carroll Scholarship Committee                                |
| Monroe Paperback Exchange Bookstore Volunteer                     |
| National Association of University Women                          |
| National Board of Certified Counselors                            |
| NELA College Fair   |
| Northeast Louisiana Area Counselors                               |
| Phi Delta Kappa   |
| Phi Kappa Phi Honor Society & officers                            |
| Pre-SACS Evaluation for Hillcrest Christian School                |
| Susan G. Komen - Witness Project                                  |
| Thesis Defense Panel, United Theological Seminary                 |
| <i>Who's Who in America</i> biographee                            |
| <i>Who's Who in American Education</i> biographee                 |
| <i>Who's Who in the South and Southwest</i> biographee            |
| <i>Who's Who in the World</i> biographee                          |

## 2009-2010 LIBRARY RELATED ACTIVITIES

|  |
|--|
| American Library Association   |
| American Library Trustee Association   |
| American Reference Books Annual reviewer                                     |
| Association of College and Research Libraries                                |
| Association of College and Research Libraries-Louisiana                      |
| Association of College and Research Libraries-Louisiana Codex editor         |
| Association of College and Research Libraries-Louisiana Peer Support Network |
| Beta Phi Mu, International Library Science Honor Society                     |
| [Book reviewer]  |
| <i>Louisiana Libraries</i>   |
| <i>LSUS Human Resources Department Quarterly Journal of Ideology</i>         |
| <i>Mississippi</i>   |
| <i>North Carolina</i>  |
| <i>Southeastern Libraries</i>  |
| <i>Tennessee Libraries</i>   |
| <i>Current Students in Librarianship</i> peer reviewer                       |
| Government Documents Roundtable  |
| Information Commons Committee  |
| LALINC Executive Board   |
| Library Deselection Committee  |
| Library Disaster Preparedness Committee                                      |
| Library Promotion & Tenure Committee   |
| <i>Library Worklife</i> contributing author                                  |
| LOUIS System Administrators Conference                                       |
| LOUIS Users Conference, presenter  |
| Louisiana Archives and Manuscript Association Executive Board                |
| Louisiana Delta Community College library presentations to students          |
| Louisiana Department of Insurance  |
| <i>Louisiana Libraries</i> contributing author                               |
| <i>Louisiana Libraries</i> editorial board                                   |
| Louisiana Library Association Academic Section, officers                     |
| Louisiana Library Association Annual Conference                              |
| Louisiana Library Association Annual Conference Exhibits Committee           |
| Louisiana Library Association Annual Conference Room Monitor                 |
| Louisiana Library Association Anthony Benoit Mid-Career Award Committee      |

|  |
|--|
| Louisiana Library Association Executive Board  |
| Louisiana Library Association Finance Committee  |
| Louisiana Library Association Library Managers Interest Group chair                    |
| Louisiana Library Association Outstanding Librarian Award Committee                    |
| Louisiana Library Association Presentation   |
| Louisiana Library Association Presidential Committee Subject Specialist Representative |
| Louisiana Library Association Trustee Section chair                                    |
| Louisiana State Board of Library Examiners certification                               |
| Northeast Louisiana Libraries Trustees Association Board of Commissioners              |
| Northeast Louisiana Library Board commissioner   |
| Ouachita Parish Library program presenter  |
| Ouachita Parish Public Library Board of Control  |
| Ouachita Parish Public Library Friends of the Library                                  |
| SELA member  |
| SELA Conference Committee  |
| SELA Outstanding Author Awards Committee   |
| SIRSI System Administrators Conference   |
| Society of Southwest Archivists  |
| TrailBlazer Libraries Directors' Council   |

### 2009-2010 UNIVERSITY RELATED ACTIVITIES

|   |
|---|
| Administrative Performance and Productivity Committee |
| Browse on the Bayou                                   |
| Calendar Committee                                    |
| Course Redesign Committee                             |
| Crisis Response Team                                  |
| Destinatiion Imagination Appraiser                    |
| Diversity Committee                                   |
| Electronic Learning Committee                         |
| Environmental Health and Safety Committee             |
| Faculty Senate  |
| Louisiana High School Technology Challenge judge      |
| Midnight Breakfast                                    |
| National Student Employment Week                      |
| Parking & Traffic Appeals Committee                   |
| Quality Matters, Peer Evaluator                       |
| Records Management Committee, members and chair       |
| Region III Science Fair Stage Master                  |
| Regional Social Studies Fair judge                    |
| Research Council                                      |
| Student NAACP advisor                                 |
| T&LRC Advisory Council                                |
| ULM Jobs Expo   |
| ULM New Faculty Orientation                           |
| ULM QEP Committee                                     |
| University Curriculum Committee                       |
| Work-Study Supervisor Training                        |

# Unit Evaluation

University Library - 2009-2010

## Unit Vision:

The vision of the University Library is the creation of an information commons or hub (a teaching and learning resource center for students), expansion into provision of services outside the Library, the pursuit of applications of unused technology, and the improvement of its collections and services. All of these activities will support the Library's efforts in information literacy both within and beyond the Library.

## Unit Mission:

The University Library's mission is to support the University of Louisiana at Monroe's mission in its academic endeavors, students, and research via technology applications, collection building, and the provision of services. In addition, the University Library serves non-University users such as business, individuals, non-profit organizations, and government entities, particularly in the areas of northeast Louisiana history and the Library's special collections and archives.

## Alignment with University Mission:

The University Library contributes to this pursuit by expanding services into an Information Commons (a teaching and learning center for students and concomitantly providing information literacy skills for lifelong learning).

**Explanation** of changes made based on the results and analysis of the 2008-2009 cycle of assessment:

The information commons construction has been delayed due to funding issues. Traditional library resources have not increased due to mid-year budget reductions and further reductions for the new year. This indicates that the electronic materials are supplying needed information that had previously been obtained via interlibrary loan.

## Goal #1:

The Library will facilitate information access for all users through a re-design of the library's web page to make it more intuitive, user surveys, and a library blog.

## Goal #1 Alignment with University Strategic Plan:

Goal 1 aligns with University goal 3.7, "Increase the number of courses utilizing an alternative method of delivery..." and Goal 3.8, "Increase the number of classes with technology-enhanced environments..."

### 1.1 Outcomes/Objectives:

Provide access to a broad selection of current resources to support the university curriculum, through acquisition of new and digitization of existing materials. In support of this the library now has an ex officio member on both the University Curriculum Committee and the Graduate Council.

### Measure:

Acquisitions' statistics and statistics from in-house digitization of documents and collections. Google Analytics will be used to gather statistics from specified web links on the ULM library web page.

**Target:**

Increase by 3% the acquisition of current electronic and tangible resources, particularly periodicals, in an effort to provide the most and best access to the satisfaction of the University Library Committee

**Timeframe for evaluation:**

Ongoing

**Responsible Persons:**

Coordinator of Special Collections; Reference staff; Technical Services staff

---

**1.2 Outcomes/Objectives:**

Market electronic resources to our users

**Measure:**

Usage statistics and user surveys

a) revise and post the library survey on the library's web page (both quantitative and qualitative data).

b) session evaluation of library instruction sessions.

c) explore possibilities for measuring access for the campus Gold Program participants to library web page, blog, guide, etc. use.

**Target:**

Increase awareness of electronic resources by 3% via classroom instruction, library survey participation of at least 50% and exposure to the digitization project in Special Collections mode possible by a Board of Regents grant and it is part of the Louisiana Digital Library project.

**Timeframe for evaluation:**

Ongoing

**Responsible Persons:**

Reference staff

---

**1.3 Outcomes/Objectives:**

Provide library services and access to meet demand expressed by users and survey participants.

**Measure:**

Instruction statistics and evaluative comments.

**Target:**

Increase faculty representation on university committees by 50%, such as new membership on the University Curriculum Committee and the Graduate Council.

Increase by 5% subject librarians collaboration with teaching faculty to increase instruction sessions.

**Timeframe for evaluation:**

Ongoing

**Responsible Persons:**

Dean &  
Library faculty

---

**4.2 Outcomes/Objectives:**

Seek opportunities to promote the availability of resources and services to community, political, and business leaders

**Measure:**

Program and attendance counts

**Target:**

Increase the number of attendees in Library sponsored programs

**Tactical Steps:**

- a. Increase the number of Library sponsored programs by 25%.
- b. Increase the number of community outreach programs presented by the Library faculty from 5 during FY 08 to 8.

**Timeframe for evaluation:**

Ongoing

**Responsible Persons:**

Library faculty

---

**4.3 Outcomes/Objectives:**

Provide user-friendly service

**Measure:**

## Library schedule

**Target:**

To extend hours of operation during periods of anticipated high usage.

**Tactical Steps:**

Increase the hours of operation during the weekends before finals to include later hours on Fridays, hours on Saturdays, and earlier hours on Sundays and other times in collaboration with the Student Success Center.

**Timeframe for evaluation:**

Ongoing

**Responsible Persons:**

Reference staff; Circulation staff

**Goal #2:**

The Library will showcase new and underutilized resources.

**Goal #2 Alignment with University Strategic Plan:**

Goal 2 potentially aligns with three objectives within two University strategic planning goals: 3.9, 3.10, and 7.7.

**2.1 Outcomes/Objectives:**

Improve the use of library resources through classroom instruction by having the subject librarians increase faculty participation by 3%.

**Measure:**

- a. Online user survey and feedback from library blog
- b. Comparison of faculty publications database with online indexes and abstracts.
- c. And utilizing Google Analytics for web page use.

**Target:**

Heighten visibility of new resources and promote existing underutilized resources through the library's blog, suvery, and other electronic means. By means of the survey that indicates approximately 30% actively use the library, to increase that use by 50%.

**Timeframe for evaluation:**

- a. 2009-2010
- b. Current and ongoing

**Responsible Persons:**

- a. Reference Staff
- b. Special Collections Staff
- c. Technical services Staff

**Goal #3:**

The Library will maintain appropriate current technologies and equipment to support library research and services.

**Goal #3 Alignment with University Strategic Plan:**

Goal 3 aligns with University Goal 3.9, "Increase traditional library information resources..." and 3.10, "Increase the acquisition of library electronic resources..."

---

**3.1 Outcomes/Objectives:**

Facilitate support of library resources and services by obtaining adequate budget to update and maintain newer and existing equipment, resources & services

**Measure:**

Budget plus outside funding, i.e. Friends of the Library and grants.

**Target:**

Maintain at least the reduced budget level after statewide budget reductions.

**Timeframe for evaluation:**

Ongoing

**Responsible Persons:**

Dean

**Goal #4:**

The Library will strengthen relationships with Library constituencies

**Goal #4 Alignment with University Strategic Plan:**

Goal 4 aligns with University goal 6 with the same wording.

---

**4.1 Outcomes/Objectives:**

Increase cooperation and collaboration between Library and ULM faculty

**Measure:**

New appointments to university committees.

## User surveys

**Target:**

Increase awareness of provision of services

**Tactical Steps:**

- a. Provide directional and information assistance to all visitors
- b. Maintain current University program schedule

**Timeframe for evaluation:**

Ongoing

**Responsible Persons:**

Library faculty & staff

**Results and Analysis:**

Goal 1, objective 1 and goal 1, objective 3: The library has increased access to more materials in spite of budget constraints. Several hundred pharmacy/health science journals and databases were added as a result of accreditation review.

Goal 2: the creation of the information commons permits the library to better serve users both in terms of the number of computers available but also in the introduction of sessions teaching information literacy.

Goal 4: a librarian has been appointed as the "Pharmacy" librarian to better serve the faculty and students of the college.

**Explanation** of changes made based on the results and analysis of the 2009-2010 cycle of assessment:

Goal 1, objective 1: the target of a 3% increase is no longer viable in light of current budgetary constraints. For the time being it must be reduced to simply holding the line of budget expenditures.

Goal 4, objective 2: the increase of library sponsored programs is limited to programs/sessions for ULM students and faculty and a more realistic increase would be 5%.

**Attached Files:**

No files have been attached.