

University of South Carolina Sumter

Act 629 – Summary Reports on Institutional Effectiveness
Fiscal Year 2004-2005

Library Resources and Services

The USC Sumter library's primary focus is on effectively supporting the institution's purposes and programs by providing rapid and accurate information in many different formats to all users and ensuring that users receive instruction on the use of informational resources.

Indicators

1. A variety of up-to-date resources that support the institution's mission and needs of library users will be provided.
2. Faculty and students will become regular independent users of library collections and resources.
3. Faculty and students will have access to the online catalog and electronic databases.
4. Faculty and students will have access to materials not owned by the library through interlibrary loan and other consortium arrangements with area libraries.
5. Adequate library facilities will be provided for housing the library's collections and equipment, for accommodating distance learners, and for studying.
6. An organizational structure and financial operation conducive to the effective pursuit of the library's mission will be maintained.

Assessment Methods

Because libraries are complex systems, any given assessment method will be on several indicators. The methods are listed below together with the indicators they assess.

- Evaluation of print and electronic collections against standard bibliographic and institutional course offerings (1, 3 & 4)
- Compilation and a review of circulation statistics (2, 3 & 5)
- Review of interlibrary loan statistics (1 & 4)
- Compilation of user surveys to determine adequacy of programs and services (1 – 6)
- Informal patron feedback (1 - 6)
- Review of library standards for staffing and space (5 - 6)

Assessment Results

Up-to-date resources are available in a variety of formats in all subject areas to support the institution's course offerings. Traditional resources continue to be the library's key assets that are further enhanced by electronic resources and other new informational technology. Faculty members actively participate in the development of library's print and electronic resources and are encouraged to select resources in their subject areas which will aid them in teaching, research, and scholarship.

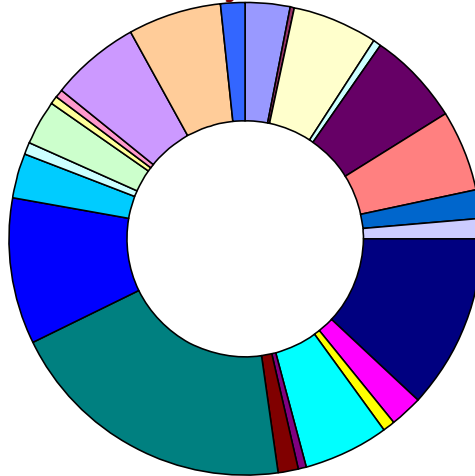
Collection evaluation against standard bibliographies is an ongoing process essential to providing balanced and usable resources. The previous analysis was completed using print resources and was labor intensive and time consuming. That evaluation provided the framework for faculty to select new resources to add to the library's collection. The latest evaluation has been done electronically by comparing our collection to the latest electronic version of **Books for College Libraries** and **Reference Books for College Libraries**. The library has made significant progress in building the collection as evidenced by the following charts:

USC Sumter Resources

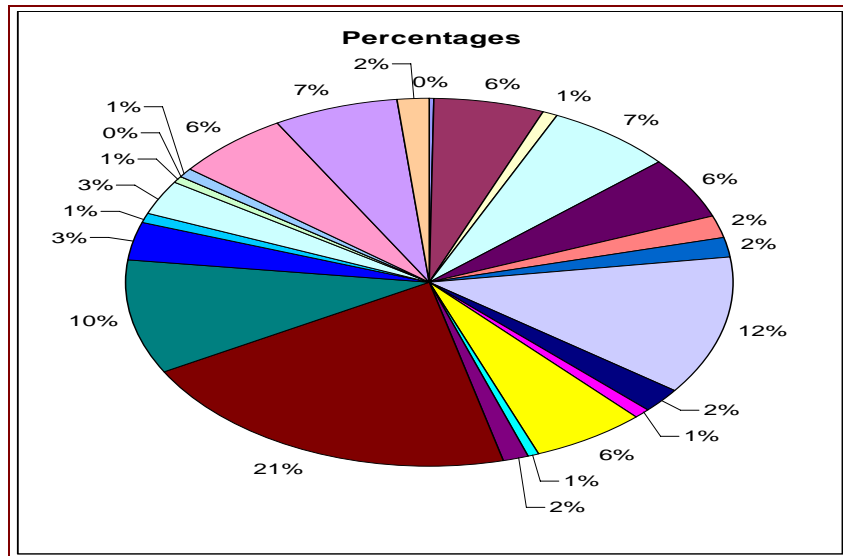
Collection Statistics	2000/01	2001/02	2002/03	2003/04	2004/05
Total Volumes (Print)	57088	60053	63058	64835	66707
Total Micro text	12938	12938	12938	12938	12938
Total Media	867	883	913	923	923

Total Periodicals (Print)	224	224	170	108	108
CD ROMs and Software	82	105	155	280	330
E Books	0	0	0	7164	7164
Total Holdings (All Formats)	71199	74203	77234	86248	88170

USC Sumter Anderson Library Print Collection in Subject Areas



- Breakdown by Class
- D--History--Old World
- H--Social Sciences
- M--Music
- R--Medicine
- V--Naval Science
- Special Collections
- A--General Works
- E--American History
- J--Political Science
- N--Fine Arts
- S--Agriculture
- Z--Bibli & Library Science
- B--Philos. & Relig.
- F--American History
- K--Law
- P--Language & Literature
- T--Technology
- Reference
- C--History
- G--Geography
- L--Education
- Q--Science
- U--Military Science
- Juvenile



Note this information is also available on the Internet at: <http://www.uscsumter.edu/library/>.

USC Sumter Electronic Periodicals and Indexes Collection consists of 125 major databases. Millions of journal articles and other documents are cited in these resources with a substantial number peer reviewed. **AGRICOLA**, for example, cites 3.3 million journals and documents. Many of the databases provide access to full-text articles from more than 20,000 journals, of which a large number are peer reviewed. These are all available to our students, faculty, and staff in the Anderson Library. A significant number of these resources can be accessed

from remote sites <http://www.uscsumter.edu/library/databases.shtml>. The availability of these materials has given the library the opportunity to discontinue many of the print journal titles and redirect funds for the purchase of books, databases, and other resources. Some of the databases are available at little to no cost to the library because of the collaborative efforts of the Thomas Cooper Library and the PASCAL initiative. The library currently has resources that could never have been purchased without this assistance.

While we do not have the resources to adopt every new technology that is out there, we are not satisfied to become technologically obsolete. It is our goal at the USC Sumter Anderson Library to give our university community the tools to become efficient, lifelong learners that can navigate the sea of ever-changing information with ease and stealth. As a small library with limited resources, we are constantly looking for cost effective technology that patrons are demanding and which can produce the most "bang for our buck". Student and faculty surveys, circulation statistics, reference questions, and individual course requirements clearly indicate that students who are skilled in assessing and exploring their informational needs and defining what type of information will benefit their needs are well on their way to academic success. The user demands are clearly illustrated in the following charts:

Anderson Library Reference Statistics

Reference Statistics	2000/01	2001/02	2002/03	2003/04	2004/05
Reference Questions	19656	25480	32600	14560	35136
Individual Instruction	4914	6370	8150	3640	8784

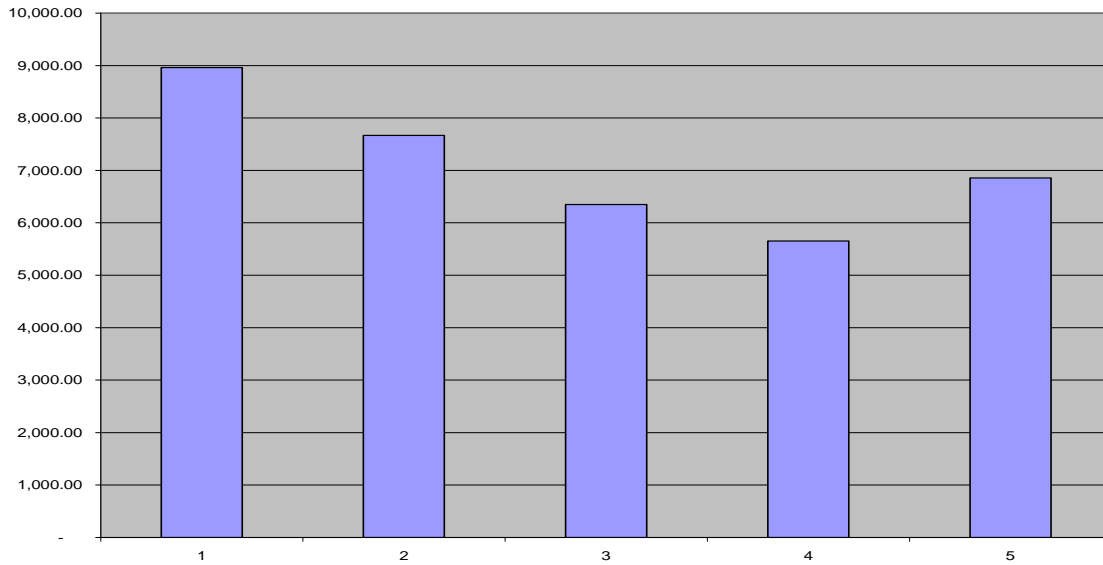
User satisfaction is evident in the increases in reference questions asked, in the requests for individual instruction on use of resources, in database use, in the number of lectures given, and in interlibrary loans. The reference computer lab located near the circulation and reference desks is full to overflowing much of the time. Here students are able to use print resources while working on the computer at the same time. They appreciate the space to be able to spread their books out in an area with computer access and where a library staff member is available to assist them. We hear more "thank you's" than we have ever heard. The one criticism that we receive from a small number of students is that they do not want to have to show their USC ID in order to use the Reference Lab. Students pay a large technology fee (part of which purchases the computers) and library licensing agreements with database vendors are based on use only by our students, faculty, and staff thus requiring strict adherence to computer use policies. The only way to positively identify a patron as a current student is by checking their ID. This has been done for almost two years and students are adjusting to the request. The library staff also provides this information at student orientations so that IDs can be obtained at the beginning of the semester.

The library survey is available online and while many students are asked to complete it, many choose not to; however, the surveys that are completed go to the Assistant Dean for Student Affairs who reviews them and then passes the results on to the library. He also passes on anecdotal information. Students indicate they find what they need, the staff is helpful, and the library technology "rocks".

Anderson Library Patron Use Statistics

Patron Statistics	2000/01	2001/02	2002/03	2003/04	2004/05
Use (Databases)	48984	49400	65732	105702	144521
Circulation (Print)	8962	6789	6350	5654	6129
In-Building Use	2241	2851	2540	1812	2145
Reference Inquiries	19656	25480	32600	14560	35136
Individual Instruction	4914	6370	8150	3640	8784
Lectures	51	40	47	53	72
Interlibrary Loans	504	835	1138	1259	1515
Online Use (Catalog)	3681	7122	12542	18301	24018

Print Resources Check Out Table



Note this information is also available on the Internet at:

<http://www.uscsumter.edu/library/>

The Anderson Library facility is spacious and well equipped with individual and group study rooms (all of which are wired to receive distance education courses), individual study carrels, 14 individual viewing and talk-back carrels for distance education students, a newspaper and periodicals reading room, comfortable seating areas for individuals and small groups, and study tables. The library will seat more than 450 users. The library's security system has recently been updated so that doors can be locked or unlocked via computer and additional security cameras have been placed in strategic areas. This system, in conjunction with the book security system, will greatly decrease library losses and deter acts of vandalism. The library floor plan is located on the Internet at: <http://www.uscsumter.edu/library/>

Computer Labs, microfilm reader/printers, photocopiers, CD players, TVs, VCRs, DVD players, LCD projectors, document cameras, multi-media classrooms, and digital cameras are available for patron use.

The organizational structure and operation of the library support the mission by providing programs and services that support the educational program and life-long learning. The staff is highly trained and all report a high degree of job satisfaction with the exception that there is not enough staff to meet user demands. When compared to library standards, the library needs a minimum staff of 7 but currently has an on-campus staff of 4 full-time positions and 1.2 staff members at Thomas Cooper Library (these individuals provide cataloging, acquisitions, and other centralized services). The library has 4 part-time staff members working a total of 38-40 hours per week. These individuals provide evening and weekend support as well as support during periods of staff vacations.

The library participates in the campus goal setting and planning process and enjoys campus-wide support for the library's programs and services. Such support benefits the library through increases in the budget for materials, equipment, and part-time staff. The library committee also serves as an effective advocate for the library and is integral in the planning process and supporting library programs and services.

Use of Assessment Findings

Library literature suggests that tremendous changes in academic library resources and staff demands have occurred over the last ten years. It also suggests that academic libraries must identify critical processes and performance measures that will provide the framework for assessing academic library services and programs that best benefit patrons. With this in mind, the library staff began to evaluate all library duties and responsibilities using the Malcolm Baldrige National Quality Award's Education Criteria for Performance Excellence. We reviewed the categories of Leadership, Strategic Planning, Student & Stakeholder Focus, Information & Analysis, Faculty & Staff Focus, Program & Service Delivery Design, and Support & Performance Results. The library's programs and

services were evaluated using these categories, and duties and responsibilities were reviewed as they related to the needs of users. The needs of the user are central to all library programs and services and, as expected, our study revealed that the Anderson Library staff members are focused on service to users.

The instructional program of the library was also a part of this review. Clearly, instruction is more important than ever because of the growing number of databases and the need to help patrons develop online search strategies. The demand for one-on-one instruction has dramatically increased because of technology. Additionally, there is an exponential growth in the number of electronic services each year, hundreds of new printed sources are published annually, and some traditional reference works are offered in both print and electronic formats. Library staff members are challenged to learn the structure of each reference source as well as the software to use those resources. Web search engines also possess unique characteristics that must be learned before use.

Increased awareness of electronic resources has also brought about student and faculty requests for remote access to these sources and a decrease in demand for print journals. Interlibrary loan requests have soared and many of the requested articles are received electronically. If students who are at a distance are to effectively use electronic resources, they must have more in-depth training. To meet this challenge, the Anderson Library's recently developed Information Literacy and Research Skills Program uses information technology available through the library to introduce students, faculty, and patrons to the methods and ethics of information research, with an emphasis on analyzing and defining information needs and resources by presenting it in multiple formats.

During the Spring 2005 semester, we used Camtasia™ to record both image and voice for instructional use outside the classroom. Our goal was to reach every student member of our campus and educate them on the offerings available in the library. Selected faculty received a CD tailored to their specific needs in the library. We used previous bibliographic instruction records to select the initial group of educators for the CD system. The library intends to provide, based on their feedback and needs, this type of resource for any faculty member.

Beginning with the Fall 2005 semester, the library will provide each student with the Camtasia™ instructional CD. By offering Library 100 beginning in Fall 2005 and the technology available in the library, we will create a classroom setting that will allow participants to attend scheduled classes to aid in discovering the technology available and will provide assistance in navigating through the vast amount of information available. Our Camtasia™ production provides the opportunity for every patron in our library, both traditional and non-traditional, to have the library staff at their fingertips through a detailed tutorial of the services and search techniques available to them online either from their personal computer or in the library. This is expected to improve not only the students' academic performances as well as the institution's student retention rate.

Staffing issues are being addressed and part-time staff are helping to ease the current workload. A recent evaluation of staff duties and responsibilities resulting in some realignment and reorganization is creating a more efficient working environment and increased opportunities to work with students and faculty.