



COLUMBUS STATE
UNIVERSITY

Expanded
Statement of
Institutional
Purpose

Mission Statement:

CSU Libraries support the University's curricular, research, cultural and community service objectives by providing resources, instruction and other services that promote and enrich intellectual and personal growth and scholarship.

Goals Statement

Goal 1:

Contribute to the enhancement of student learning

CSU Libraries 2003-2004

Program Intended

Outcomes:

1a. Embrace the teaching library model by getting librarians more involved in teaching information literacy

1b. Improve the libraries' collections

1c. Improve and expand services to users

1d. Provide opportunities for staff development that will enable staff to work more efficiently and effectively, thus being more helpful and useful to students.

1e. Enhance instructional technology for the entire campus.

Assessment Method and

Criteria:

1a. Monitor the number of classes (credit and course-related) taught by librarians

1b1. Compare annual statistics by LC class numbers.

1b2. Ask users to rate their satisfaction re: collections on an annual user survey.

1c. Ask users to rate their satisfaction re: services on an annual user survey.

1d 1. Monitor the number of workshops, conferences etc. attended by staff.

1d 2. Ask users to rate their satisfaction with staff assistance on an annual user survey.

1e. Analyze figures for ITS efforts in the provision of classroom and presentation technology.

Assessment Results:

1a. FY04: 124 BI sessions were taught to 2571 students; 5 credit course sections w/ 109 students.

1b1. Over the last 2 1/3 yrs. the collection has increased by 8% (18,419 titles). Music had a growth rate of 46%; low growth rate of 5% for Educ. & Lan/Lit.

1b2. 13% were not satisfied with the book collection; 9% with the journals. Comments cited the need for newer books.

1c. Generally, users were content with services. 74% were satisfied with the Info. Commons; 7% were dissatisfied with photocopiers.

1d 1. 20 staff (libns. & paraprofessionals) attended 32 workshops, conferences and classes.

1d 2. Less than 2% of users were dissatisfied w/ library customer service.

1e. In 2004 there are 72 media-equipped classrooms, maintained by 5 ITS staff (cf. in 1997, 1 classroom maintained by 6 staff).

Use of Results:

1a. Number of BI sessions increased 17% since FY02; number of students, 16%. Credit course figures remained constant. Will try to better these figures in FY05.

1b1. Will continue to place a emphasis on music. Will look closely at Educ. & Lang/Lit. Will explore formula funding.

1b2. This information documents the library's need for increased funding in its materials budget.

1c. 3 new photo-copiers were purchased shortly after the survey.

1d1. Will seek to better this figure in FY05.

1d2. Negative comments about customer service will be shared with all library staff.

1e. Continue equipping classrooms; determine number of unequipped classrooms remaining; lobby for more ITS staff.



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Goals Statement

Goal 2:

Improve upon the library as a place

CSU Libraries 2003-2004

Program Intended

Outcomes:

- 2a. Plan for new library facilities
- 2b. Improve the ambiance and functionality of the libraries
- 2c. Increase special programming to make the library the intellectual and cultural hub of the campus
- 2d. Update and enhance technology within the library

Assessment Method and

Criteria:

- 1a. Have annual review of progress at the end of the year
- 2b1. Have annual review of improvements at the end of the year
- 2b2. Ask users to rate their satisfaction with the library's interior on an annual user survey.
- 2c. Monitor the number of events held in the library each year.
- 2d. Have annual review of library technology enhancements at the end of the year

Assessment Results:

- 2a. No activity in plans for library/classroom addition; 2 meetings with architects on Fine and Performing Arts Library
- 2b1. The Archives was expanded and refurbished; classroom expanded; 3 patio tables installed; 2nd elevator added; conference room and 3rd floor end panels painted.
- 2b2. Users were generally satisfied; only 5% said the facilities needed improvement.
- 2c. The Library held a Faculty Coffee Hour, 4 Faculty Research Forums, 7 Rite of Passage Lectures, 1 student presentation, a donor reception and an Archives Open House.
- 2d. Replaced 29 public computers and 15 staff computers with new machines; replaced library classroom projector; installed electric adjusting table for wheelchair access.

Use of Results:

- 2a. By reviewing last year's results, we are now prepared to embark on planning activities for the coming year.
- 2b1. We will tackle additional projects; the top priority will be the beautification of the entrance area and north-south axis.
- 2b2. Negative comments regarding noise, temperature and cleanliness are being addressed.
- 2c. Consensus within the Library is that the average of one event per month is sufficient.
- 2d. Library needs to have only a few more staff computers replaced. Next focus will be on public printers and more computers for Info. Commons. Will also be acquiring ILL management software (ILL currently uses a manual record-keeping system).



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Goals Statement

Goal 3:

Improve and increase outreach activities

CSU Libraries 2003-2004

Program Intended

Outcomes:

3a. Publicize the library to campus entities

3b. Promote the library within the community, the region and the nation.

3c. Participate in collaborative ventures

Assessment Method and

Criteria:

3a. Have an annual review of publicity efforts at the end of the year.

3b. Keep a file of library-related news articles and other announcements for review at the end of the year.

3c. At the end of the year, list collaborative ventures in which the library participated.

Assessment Results:

3a. The library created & received good coverage on campus. The *Saber* carried articles on the Faculty Research Forums and the Rite of Passage lectures; it also profiled 1 librarian. *Impact* also had a library Faculty profile. *Simon Says* was published only once..Davidson marquee was used to publicize Library events.

3b. The *Columbus Ledger-Enquirer* publicized the filming of the *History Detectives* TV show that was filmed in the Archives in April.

3c. The CSU Libraries had major involvement in GALILEO planning. The Libraries collaborated with the public library in reference visits, the Valley Reads, and the Georgia Literary Festival. Librarians participated in CALA. The Music Library instituted a state-wide ILL of media process. History Center idea still being pursued.

Use of Results:

3a. A more systematic publicity campaign needs to be embarked upon; publicity was hit-or-miss. Need to have a person in charge of on-campus publicity.

3b. Off-campus publicity needs more attention; need to have a person in charge of off-campus publicity.

3c. Would like to have more interaction with the public library—especially once its new facility opens in Jan. 2005. Will work on creating a local history alliance to bring history-related agencies, organizations and professionals together. Will continue to be involved with GALILEO planning.