

COLUMBUS STATE UNIVERSITY
SCHWOB LIBRARY
 FY 2001 STRATEGIC PLANNING ASSESSMENT

Goal		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		In the area of Collection Services:	
1,2,3,6	1	Evaluate workflow by employing library consultant	Not done due to lack of funding. Some progress in this area was achieved through the establishment of a Workflow Issues Committee.
1,2,3,6	2	Continue outsourcing projects	Not done due to lack of funding
1,2	3	Continuing adding holdings information to periodical entries in GIL	Completed Spring of 2001
1,2,8	4	Devise scheme for providing easy access to online journals	There is no EASY way to provide access to online journals. We have investigated subscribing to a service called Serial Solutions, which lets you know what you have access to. Decided to hold off on subscribing since this issue is being studied at the state level by a GALILEO committee.
		In the area of Information Services:	
1,2,5,7	5	Continue collection development activities	Collection Development continued though with very meager funding. The weeding of the Circulating Collection continues.
1,2,3,6,7	6	Continue to support library staff in improving their information technology and subject content skills	Members of the IS department attended 9 workshops/conferences, held in Oxford (England), Athens, New Orleans, New York, Tucson, Atlanta and St. Simons.
1,2,3,7	7	Continue to evaluate the three-tiered reference service model	A user survey was conducted in Fall Semester that validated effectiveness of tiered reference service. Note that due to an unfilled paraprofessional position in IS, librarians worked more hours on the reference desk—altering the nature of the 3 tiered model.

Goal		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		In the area of Customer Service:	
1,2,7	8	Continue to place a high emphasis on customer service.	At all staff meetings, customer service is emphasized. A Customer Service Committee was established Fall Semester. The Committee improved the appearance of the library break room by rearranging the furniture and provided a stress relief area (jigsaw puzzles and candy) in the library during Spring Semester finals.
3,4	9	Continue to provide increased opportunities for staff development in the areas of diversity, multi-culturalism, job stress and other topics related to balancing one's life	A library-wide Staff Development Day was held at the Estate on March 7. Foundation funds paid for this activity. The morning session was devoted to departmental and committee reports. In the afternoon, a consultant gave a talk on customer service. Staff members attended 15 development workshops/ seminars/ conferences.
1,2,7,9	10	Conduct a user survey, including a web version	Not done. However the library fared well on the Student Academic Support Services Survey (March 2001): <ul style="list-style-type: none"> • 78.4% scored GALILEO as Excellent/Good • 75.0% scored Group Study Rooms as Excellent/Good • 70% scored Reference Desk assistance as Excellent/Good The book and periodical collections scored a 21.4% and 19.5% Fair/Poor rating. While 26.5% of the students rarely come to the library (if at all), 12.9% come three times or more a week.
1,3	11	Address the student employee problem (financial and personnel issues)	Not done due to lack of funding
6	12	Mount a "reference cam" at the Information Services Desk for web broadcast	Decided not to do this. However, two IS librarians attended a workshop on Virtual Reference. We are answering reference questions on email; working on an FAQ page.

Goal		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		In the area of Instructional Technology:	
1,2,5,6	13	Secure furniture and equipment for the Music Library	This project is still in progress. Approximately \$152,000 worth of furniture and shelving has been ordered for the Music Library. Equipment totaling \$16,500 was also ordered. This project was funded by special funds raised by CSU advancement specialists.
1,3,6	14	Secure technology training for ITS staff	ITS staff attended several media conferences and workshops. Special initiative funding allowed a CSU faculty member to attend the annual WebCT conference in 2000 and an ITS staff member to attend the 2001 conference; two ITS staff to attend an Atlanta WebCT work-shop; and WebCT experts to provide twelve workshops and consultations with faculty and WebCT campus administrators on-campus (\$29,300).
1,2,3,6	15	Promote academic technology utilization through workshops	Individual and group training in scanning, digital cameras, and other technologies were provided CSU faculty/staff by ITS staff. WebCT experts were hired to provide twelve work-shops which were attended primarily by 25 College of Education grant recipients. Consultation sessions were arranged for four CSU faculty WebCT users.
1,2,3,6	16	Upgrade faculty multimedia lab	The computers in the multimedia lab received memory upgrades to enable them to handle Office 2000 where feasible (\$800). Digital cameras and camcorders were purchased at the end of last fiscal year to meet faculty development requests.

1,2,3,6	17	Replace obsolete and out-of-service classroom technology	<p>Through special initiative funding, the following equipment was purchased/secured:</p> <ul style="list-style-type: none"> • One circulating PC unit • New laptops, digital cameras, and data projection equipment used for faculty development and presentation • New screens, audio equipment, digital cameras, and data • ADA equipment for the library • Four monitors for Stanley 106 • USG provided a replacement CODEC and cameras, upgrading the Stanley 106 GSAMS facility significantly. • Through partnership with the COE and Educational Technology Center, data projectors, PCs and VCRs were installed in Jordan 211 and Lumpkin 110. <p>Installation projects include:</p> <ul style="list-style-type: none"> • Howard 210 will be completed as a multi-media classroom after the renovation in Howard is finished this summer • Three other Howard classrooms will receive installed monitors • Stanley 203 and 205 became multimedia classrooms with Instructor's PC, VCR, document camera, and data projector. The sound systems were restored. • Stanley 203 also received music playback equipment. • 2 rooms received blinds and electrical outlets were added in others to provide a more hospitable technology environment.
---------	----	--	---

Goal		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
1,2,7,8	18	Pursue the establishment of The Columbus Archives and History Center as a CSU affiliate	Library Director continues to serve as chair of the Board of the Columbus Archives and History Center, Inc. The Board is close to starting a capital campaign.
1,2,3,7	19	Continue to assess possibility of a full-time Archivist (40hrs/12 mos.)	This initiative will become a reality in July 2001, when a new archivist comes on board.
1,2,7	20	Continue to solicit collections relating to the history of Columbus	A number of interesting collections were added to the Archives in FY01, including: <ul style="list-style-type: none"> • ISAC Book Collection • Blanche Hobbs Scrapbook Collection • T. Hiram Stanley Collection • Magnolia Garden Club Collection
		In the area of Resource Sharing	
1,2,6,8	21	Continue with GALILEO/GIL activities, specifically the GIL Union Catalog and Universal Borrowing projects	IS librarians have presented workshops for students, faculty and staff. Library Director is member of both the GALILEO and the GIL Steering Committees. Five library staff members attended in the GIL Users Group 2-day meeting in Athens. The Circulation Supervisor participated in the Universal Borrowing development project. The systems Librarian served on 2 GALILEO subcommittees.

2,6	22	Continue to share information about CSU library Innovations	News on innovations is shared via <i>Simon Says</i> , at meetings of the Library Advisory Committee and at meetings of the Council of Deans. A library fact sheet was distributed to faculty during Faculty Planning Week. The library held its own GALILEO Day in September 2000 to celebrate the 5 th anniversary of GALILEO. Two librarians attended Georgia legislative day in February 2001. Three librarians made presentations at the Georgia Independent Schools Association held at Brookstone in November 2000.
2,6	23	Continue publishing <i>Simon Says</i>	Being published on a regular basis.
1,2,6,7,8	24	Continue collaborative ventures with other academic libraries	Maintained library web page for distance learners. Provided library support for DL students for MCG programs. Installed proxy server which will provide better access to electronic resources for DL students.
1,2,7	25	Continue partnering with local libraries and media center specialists	Library director attended reception interviews for all candidates for public library directorship. Librarians continued to participate in CALA. Head of Information Services met with high school media specialists from Muscogee County once a quarter. Library offered withdrawn reference books to local high schools.

Goal		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		In the area of Improvement to the Physical and Technological Environment:	
1,2,6	26	Seek support for major library expansion (new facility) and renovation of present facility	Continued to promote the idea of a library addition. Two librarians attended a workshop in Montgomery on allocating space in libraries. A Facilities Planning Committee was revived and began working on a plan to reconfigure the library's first floor.
1,6	27	Replace part of 3M Security System	Not purchased due to lack of funding. A security system was purchased for the Music Library.
1,6	28	Investigate options for blocking out excess UV light in first floor computer area (west side of Building	Not purchased due to lack of funding.
1,2,3,7	29	Replace outdated computers (public, faculty and staff)	Not done due to lack of funding. Lab computers were replaced with Student Technology Fee monies.
1,3	30	Continue investigating one-card system for copying, fines, etc.	Still being investigated.
1,2,6	31	Create student multimedia presentations area and staffing of same	Not done due to lack of funding.
1,2,3,6,7	32	Purchase ergonomically-designed computer furniture for public terminals, IS workroom, ITS multimedia lab, and IS librarian offices	Not done due to lack of funding.
1,2,3,6,7	33	Major cleaning of entire building, including dusting, vacuuming, and cleaning of all glass surfaces (outside windows included)	Not done due to lack of funding.

COLUMBUS STATE UNIVERSITY
SCHWOB LIBRARY
FY 2002, LEVEL 2 PLAN

Goal*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
		In the area of Collection Services:		
1,2,3,6	1	Have Workflow Issues committee continue studying and addressing technical issues		Streamline ordering, cataloging and processing procedures using GIL
1,2,8	2	Investigate scheme for providing easy access to online resources		Facilitate access to journals available online; hopefully this project will be funded by GALILEO
1,2,6,7,8	3	Implement GIL Universal Borrowing procedures		Ensure efficient delivery of UB services to CSU students, faculty and staff
1.6.8	4	Begin subscription to JSTOR in fall 2001	\$33,000	Provide online access to back files of over 140 scholarly journals; partially funded by Student Technology Fee (\$27,000 paid out over a 3-year period)
		In the area of Information Services:		
1,3	5	Fill 5 vacant library positions (2 IS paraprofessionals; 1 IS librarian—Education Liaison)	\$73,000	Enable us to maximize use of the 3-tiered reference model and allow librarians more time to fulfill the library's teaching mission
1,2,5,7	6	Continue collection development activities	\$100,000	Ensure that library acquires materials that meet the needs of students and faculty; need approximately \$100,000 more to get back to where we were at beginning of FY99.
1,2,3,6,7	7	Continue to support library staff in improving their information technology and subject content skills	\$2,000	Improve academic support of the teaching/learning process
1,2,3,7	8	Continue to evaluate the three-tiered reference service model		Improve the quality of reference service and liaison activities

Goal*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
		In the area of Customer Service:		
1,2,7	9	Continue to place a high emphasis on customer service.		Improve the quality of service
3,4	10	Continue to provide increased opportunities for professional and staff development	\$2,000	Provide a more knowledgeable, helpful, friendly staff
1,2,7,9	11	Conduct a user survey, including a web version		Improve customer satisfaction by assessing perceived strengths and weaknesses and taking
1,3	12	Address the student employee problem (financial and personnel issues)	\$25,000	Improve the quality of service by increasing the pool of student employees
1,6	13	Provide additional technology in ETC: <ul style="list-style-type: none"> • PowerPoint production/practice area • Scanner for student use • Typewriter for student/community use 	\$8,000	Increase opportunities for student use of technology

Goal*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
		In the area of Instructional Technology:		
1,2,5,6	14	Install and provide training in using the new technology at the Music Library and School of Music		Ensure efficient usage of equipment which will enable music students to more fully embrace technology while decreasing possibility of damage to the equipment
1,3,6	15	Secure technology training for ITS staff	\$6,000	Provide better technology instruction to
1,2,3,6	16	Promote academic technology utilization through individual and group training sessions, forums, and demonstrations by faculty	\$2,500	Create a more technology-literate faculty; improve instruction
1,2,3,6	17	Replace basic instructional equipment and add new/replacement technologies for circulation and installed usage, including GSAMS (need to replace 3 CODECs no longer supported by manufacturer)	\$99,000 (formerly identified as CT&T special initiative funds)	Enhance the teaching/learning environment; further DL activities
1,3,6,8	18	Investigate Voyager Media Booking module and Remedy Help Desk system for ITS		Automated booking/scheduling process will facilitate booking and the gathering of statistics; no charge for either product
1,2,3,6,7	19	Fill 2 vacant ITS multimedia positions (Tim Daniel's replacement and new hire that was frozen)	\$56,000	Provide better service to faculty in the area of multimedia assistance, online courses (WebCT) and GSAMS.
1,7	20	Add a technical support specialist position for ITS	\$35,000	Audio/Presentation Technician is needed for non-academic sound system operation/maintenance: to provide training and emergency assistance for over fifteen sound systems (auditoriums, gyms, and athletic areas); operate equipment for special events.

Goal*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
		In the area of Archives:		
1,2,7,8	21	Pursue the establishment of The Columbus Archives and History Center as a CSU affiliate		Collaborative venture for the long-term improvement of quality of life in the service area
1,2,7	22	Continue to solicit collections relating to the history of Columbus		Preserve valuable collections of primary source materials for present and future researchers
1,2,6,7	23	Establish a webpage for the Archives		Provide online access to the Archives' holdings, including some images
		In the area of Resource Sharing		
1,2,6,8	24	Continue with GALILEO/GIL activities, specifically the GIL Union Catalog and Universal Borrowing projects		Increase funding for resources through statewide collaboration
2,6	25	Continue to share information about CSU library innovations		Enhance library's image as a model of excellence
2,6	26	Continue publishing <i>Simon Says</i>		Inform users of new services/resources
1,2,6,7,8	27	Continue collaborative ventures with other academic libraries		Improve resources available to CSU Distance Learners
1,2,7	28	Continue partnering with local libraries and media center specialists		Improve library service in local area
1,2,3	29	Host a faculty research forum that will highlight research activities across disciplines	\$300	Promote an interest in scholarship and will also serve as a vehicle for alerting faculty about the problems of scholarly journal publishing (i.e., spiraling costs, etc.)

Goal*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
		In the area of Improvement to the Physical and Technological Environment:		
1,2,6	30	Seek support for major library expansion (new facility) and renovation of present facility		Improve service to students and faculty
1,3,7	31	Develop and submit plan for improving: <ul style="list-style-type: none"> • Configuration of services/collection on first floor • Establish of an Information Commons • Library's heating and air-conditioning system 		Address functionality, aesthetic and climatic issues to provide a better library environment for users
1,6	32	Replace part of 3M Security System	\$12,000	Curtail unauthorized borrowing
1,6	33	Investigate options for blocking out excess UV light in first floor computer area (west side of building)	\$2,000	Prolong life of computer monitors and library materials
1,2,6,7	34	Establish a UB work area in the Circulation Department for processing of books borrowed/lent via the UB program	\$6,000	Ensure efficient delivery of UB services to CSU students, faculty and staff
1,2,3,7	35	Replace outdated computers (public, faculty and staff)	\$45,000	Improve service to internal and external customers
1,3	36	Continue investigating one-card system for copying, fines, etc.		Free up staff for more difficult library-related projects; improve service to patrons
1,2,3,6,7	37	Purchase ergonomically-designed computer furniture for public terminals, IS workroom, ITS multimedia lab, and IS librarian offices	\$50,000	Improve service to internal and external customers
1,2,3,6,7	38	Major cleaning of entire building, including dusting, vacuuming, and cleaning of all glass surfaces (outside windows included)	\$5,000	Improve appearance as well as health-related conditions in the library
1,2,7	39	Begin to allow beverages in spill-proof/resistant containers in the library		Improve the comfort level of library users
		Total FY02 Costs:	\$561,800	