

CSU Libraries

MISSION:

Columbus State University 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.

VISION STATEMENT:

The Libraries will be a vital and essential component of university life at CSU. The Libraries' faculty and staff will work diligently to promote library resources and services in order to realize the Libraries' full potential as the premier campus information resource.

The Libraries will enrich the lives of Columbus State University students, faculty and staff by heightening their awareness, understanding and appreciation of the information universe and facilitating their usage of information. The Libraries will focus on being Teaching Libraries, cultivating information literacy skills and competencies that are essential for success in college and for life-long learning.

The Libraries will serve as the intellectual hub of the campus, offering quality services, programming and collections to meet the diverse needs of the CSU community. The library buildings will be inviting, safe and welcoming to users and will serve as an academic sanctuary for the campus.

The Libraries will provide technological resources to facilitate information access and delivery. Guidance and consultation in the selection and usage of teaching and learning technologies will be offered across campus through the Library's Instructional Technology Services Department.

The Libraries will be user-centered, anticipating the long-term needs of users and making appropriate plans for meeting those needs in accordance with University priorities.

The Libraries will appreciate the contributions of their employees by encouraging participation of their faculty and staff in library and campus activities and providing opportunities for professional and staff development.

The Libraries will participate in collaborative efforts and will promote collaborations between individuals and agencies on and off campus.

The Libraries will strive to be the best they can be, engaging in self-study and always looking for creative innovative approaches to challenges and opportunities. The Libraries will aim to be models of excellence for peer urban academic libraries.

GOALS:

Goal 1: Enhance student learning by

- a. Embracing the teaching library model
- b. Improving the libraries' collections
- c. Improving services to users
- d. Providing opportunities for staff development
- e. Enhancing instructional technology for the entire campus

Goal 2: Improve upon the library as a place by

- a. Planning for new library facilities
- b. Improving the ambiance and functionality of the libraries
- c. Increasing special programming to make the library the intellectual and cultural hub of the campus
- d. Updating and enhancing technology within the library

Goal 3: Improve and increase outreach activities by

- a. Publicizing the library to campus entities
- b. Promoting the library within the community, the region and the nation
- c. Participating in collaborative ventures

Goal 4: Focus on quality in all endeavors by

- a. Making planning a part of every effort
- b. Making assessment a part of every effort
- c. Striving to be a model of excellence

COLUMBUS STATE UNIVERSITY
CSU Libraries
FY 2004 Strategic Planning Assessment

NOTE: The unit goals referred to in this document are actually the Libraries' vision statements, developed in August, 2002. Actual goals were developed in August 2003, and appear in the Libraries' FY05 Strategic Plan.

COLLEGE/DIVISION: Libraries

GOAL		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		Category: Promoting Library Services and Resources (in priority order)	
1,4	1	1. Begin a faculty profile survey	The survey was begun, but due to the loss of two librarians, this effort was postponed indefinitely.
1,4	1	2. Re-do the Library's website	This endeavor was postponed until the publication of new campus web standards and guidelines.
4	1	3. Host a reception ("Coffee Hour") in the Library for faculty during planning week	The reception was held and deemed a success.
4	1	4. Design a library logo	This activity is on hold during a moratorium on unit logos.
1,4	1	5. Advertise library resources, events and policies via flyers, bookmarks, <i>Simon Says</i> , The Saber	Publicity formats included all the aforementioned except bookmarks. The Davidson Center marquee was used to advertise library special events.
1,4	1	6. Design, print and distribute a library brochure for distance learners	Limited resources did not permit accomplishment of this goal. Draft of content was developed.

COLLEGE/DIVISION: Libraries

GOAL		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		Category: Instruction (in priority order)	
1	2	1. Continue to integrate ACRL's Information Literacy standards in all of library's instructional efforts	Instruction Librarian Julie Ligon began this effort, however activity in this area was curtailed due to her mid-year resignation for health reasons.
1,6,8	2,4	2. Provide individual and group instruction for equipment and media classrooms, including new facilities in Technology and Commerce Center	Over 150 training sessions occurred in CCT (conducted by ITS and installer); some 100 training sessions were conducted in other media-equipped classrooms or on specific pieces of equipment.
1	2	3. Begin efforts to standardize LIBR 1105 starting Fall 2003	Not completed due to Prof. Ligon's resignation.
1,6	2	4. Continue GALILEO and other information-related workshops	During the year the Library conducted 9 GALILEO workshops.
1,6	2	5. Re-do WIRED (library's online tutorial)	A decision was made to replace WIRED with the tutorial available through GALILEO.
1,6,8	2,4	6. Continue to offer WebCT and GSAMS training	Training was offered on an individual and small-group basis for faculty in both WebCT and GSAMS. Prior users of WebCT began receiving instruction in the new WebCT VISTA. Instructors in COE online courses requested and received WebCT orientation for the entire class.

COLLEGE/DIVISION: Libraries

GOAL		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		Category: Services (in priority order)	
1	3,4,5	1. Expand staffing: <ul style="list-style-type: none"> • Additional Information Services librarian to serve as Business Liaison ("lost" position) @ \$35,000 • Additional ITS entry-level instructional technology position ("lost" position) @ \$25,000 • Additional sound person for non-academic events @ \$25,000 • Additional ITS position for downtown campus @ \$25,000 • More funding for student assistant positions @ \$20,000 	Lack of funding prohibited the libraries from filling these 4+ recommended positions. The new catalog librarian took over liaison responsibilities with the D. Abbott Turner College of Business. A part-time position was created for ITS, but due to time and resource constraints, as well as a limited applicant pool, the position was not filled.
1,6	3,4	2. Enter JSTOR journal holdings into GIL	Not done due to lack of staff.
1,6	3,4	3. Develop an electronic reserves system	A decision was made to not pursue this goal since faculty can set up readings in WebCT.
1,3,4	3,7,8	4. Implement borrowing and lending of sound recordings via ILL	This service was implemented and appears to be working well.
9	3,7	5. Begin evaluation of the state of records management on the CSU campus	An inventory of Business Office and other records stored in the Main Library basement was almost completed (lacks one row of inventory).

COLLEGE/DIVISION: Libraries

GOAL		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		Category: Programming (in priority order)	
4,8	3	1. Continue the Faculty Research Forum Series	The Libraries presented 4 forums, featuring 8 speakers in all. The sessions were well attended.
2,4,5	3	2. Develop activities related to presidential elections or possible presidential debate	Not done due to the fact that CSU was not selected as the site for the presidential debate.
		Category: Programming (cont'd.) (in priority order)	
4	3	3. Plan and carry out a National Library Week event (April 2004)	During NLW, the Main Library gave away punch and cookies on the veranda and hosted a student lecture. In addition a survey was done to compile a "Faculty Favorites" reading list.
4	3	4. Plan and carry out a celebration/contest related to the discarding of the card catalog	Not done due to lack of staffing.
1,8	3	5. Hold another book sale (of unwanted gift books)	A book sale was held in the spring and raised \$1500 for library materials.
1,4	3	6. Explore the possibility of hosting a student research forum	The planners of this activity prefer to keep it as a one-day event.

COLLEGE/DIVISION: Libraries

GOAL		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		Category: Collections (in priority order)	
1	3	1. Continue to seek financial support of the university administration to restore funding to build the library's collections in all formats	The Libraries received \$100,000 for their annual book budget.
1	3	2. Re-do the library's Collection Development Policy	Not done due to lack of staffing.
1,3	3,5	3. Devise a plan for the creation of a downtown Fine and Performing Arts Library, including the cost of duplicating standard reference works	Plans were sketched for a Fine and Performing Arts Library. The Dean of Libraries met on two separate occasions with the architects. The costs of duplicating standard reference works was not calculated.
1,8	3	4. Seek creative funding approaches to funding the library's book budget (alumni association, fees for check-out privileges, Friends group, etc.)	This initiative was carried out accordingly: <ul style="list-style-type: none"> • A Library Funding Committee was established • The Dean of Libraries and Chair of the Funding Committee met with representatives from the Advancement Office to discuss a "friends" group • The Library held its 2nd book sale • The Library applied for and will receive \$8000 for paper and toner from the Student Technology Fee • The Archives was visited by the head of the Watson-Brown Foundation in consideration of a gift
1,3	3	5. Address accreditation concerns, including NASM recommendations	The Music Library received a \$400,000 gift through the capital campaign to address NASM concerns about the collection.
1	3	6. Weed print collections (circulating, reference, bound periodicals); get faculty involved	This initiative has slowed down due to a lack of staffing.
1,6	3, 5,8	7. Investigate barcoding bound and loose periodicals for usage statistics	Not pursued due to a lack of staffing.

COLLEGE/DIVISION: Libraries

GOAL		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		Category: Facilities (in priority order)	
1,7	3,5	1. Continue planning for new library/classroom building	This project remained on the BOR construction list, however, there was no activity this year. Next year, an architect may be selected.
1,3,7	3,5	2. Continue to promote the idea of a Fine and Performing Arts Library for the downtown campus	Plans for a Fine and Performing Arts Library are now part of the grand scheme for a downtown campus.
1,6	3,4,5	3. Create a student PowerPoint practice room	Though not widely advertised, this facility is now available for student practice sessions.
1,6	3,4,5	4. Wire 2 study rooms to make them computer study rooms	Not done due to lack of computers.
1,7	3,5	5. Begin work on MRR planning for present library (in conjunction with plans for new building)	Not done since plans for new building have not gotten underway.
1,7	3	6. Replace security system, desensitizers and present computer monitors at front desk	The present security system was repaired for a fee of \$800, but a new system was not purchased. A new desensitizer will be purchased shortly for \$2500.
6,7	3,6	7. Investigate ergonomically-designed furniture for library faculty and staff	Not done due to lack of funding.

COLLEGE/DIVISION: Libraries

GOAL		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		Category: Facilities (cont'd.) (in priority order)	
1,7	3,5	8. Expand the Archives	Thanks to a gift from the Institute for the Study of American Culture, the Archives was expanded to take up the entire south side of the 3 rd floor. The ISAC gift was for \$25,000.
1,2	3	9. Secure some outside patio furniture	Thanks to a gift of \$1500 from Hazel Lewis, the Library now has three round concrete picnic tables with umbrellas. They were located just off the veranda and have become a popular student hang-out.
1,3,7	3	10. Investigate UV blocking and window treatment for Music Library	Not done due to lack of funding.
1,2,7	3,4,5	11. Test out a self-check machine for possible purchase	A decision was made to not pursue this endeavor. A self-check machine costs around \$22,000. We will probably not be able to afford one.
7,8	3,6	12. Enlarge present library conference room and furnish it with new furniture.	The conference room was painted and refurbished with furniture from the old Woodall Conference Room. However, the room was not expanded due to a lack of funding.
7,8	3,6	13. Obtain new furniture and a paint job for the library staff room	Not done due to lack of funding.
1,7	3,5	14. Secure better chairs for the Information Commons	Not done due to lack of funding.
4,7	3,5,7	15. Continue to promote the idea of a History Center in Columbus	This idea is still being promoted.
7	3	16. Major cleaning of entire library, including dusting and vacuuming of interior and cleaning of all glass surfaces (including outside of windows)	Not done due to lack of funding.
7	3,5	17. Secure a second public elevator	A new elevator was installed during the summer.

COLLEGE/DIVISION: Libraries

GOAL		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		Category: Technology (in priority order)	
1,6,7	4,5	1. Seek funding to maintain and upgrade instructional technologies (including lamps, repairs, replacements)	ITS received \$30,000 in Student Technology Fee monies for upgrading old and creating new media classrooms. They also received \$8000 for replacing instructors' computers in media classrooms.
1,6	3,4,5	2. Upgrade library printers (public and staff; approximately 11)	Not done due to lack of funding.
6,8	4,6	3. Purchase new computers for faculty and staff	The Main Library received 11 computers for faculty and staff.
1,6	3,4,5	4. Purchase a PC interface kit for microfilm reader-printer RP6000	Not done due to lack of funding.
6,8	4,6,8	5. Investigate software for ILL management	ILL management software was deemed too expensive (\$4200) for CSU Libraries to consider at this time.
6,8	4,6,8	6. Move closer toward Voyager Media Booking	Not done due to other considerations (i.e., Ad Astra)
2,6,7	3,4,5	7. Continue to promote a one card system for the university	Not done due to lack of funding.

COLLEGE/DIVISION: Libraries

GOAL		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		Category: Customer Service (in priority order)	
1,2	5,6	1. Continue to place a high emphasis on customer service	Staff is frequently reminded about the importance of quality customer service. A speaker at a staff wide workshop in March addressed this topic.
1,2	5,6	2. Develop procedure related to the Patriot Act and privacy issues	A draft of our proposed procedures has been written.
2	5	3. Hold customer appreciation events	On two occasions the Main Library gave away beverages and food in the lobby and on the veranda to students.
6,9	4,5,6	4. Develop ITS troubleshooting procedures for Circulation and Information Services Depts.	Not done due to lack of staffing.
2,4	1,3,5	5. Obtain plastic carryout bags advertising hours and policies	Not done.
8	6	1. Seek funding and opportunities for faculty and staff training, conference attendance, etc.	In addition to normal faculty travel, 2 library faculty received Faculty Development Funds to attend conferences. Also 6 staff members attended an all-day workshop in Macon, 2 staff members attended a one-day reference workshop in Atlanta and 1 staff member attended a 2-day ILL workshop in Albany.
8	6	2. Plan for annual Staff Development Day	The Morale Committee planned and carried out a very successful Staff Development Day at the Turner Center.
8	6	3. Hold in-house cross-training sessions and workshops	Not done due to staffing shortage.
6,8	4,6	4. Secure WebCT VISTA training for an ITS staff member	Jon Haney of ITS attended a USG workshop on VISTA.
8	6	5. Investigate bringing in external trainer/speakers on library and/or technology-related topics	A speaker from SOLINET addressed library faculty and staff at Staff Development Day.

COLLEGE/DIVISION: Libraries

GOAL		PLANNING INITIATIVE	ASSESSMENT OF RESULTS
INSTITUTIONAL	UNIT		
		Category: Partnerships (in priority order)	
4,6,8	3,4,7	1. Continue to participate in GIL/GALILEO activities	Dean Callie McGinnis chaired the GALILEO Steering Committee in FY04.
4	3,7	2. Collaborate with the Bradley Library and Columbus Tech with regard to reference services, electronic resources, programming, etc.	CSU and Bradley reference librarians visited each other's departments.
1,6	3,4,7	3. Continue library and ITS collaborations with CINS	The Library continued to work closely with CINS. Librarian Diana Lomarcan served on 3 CINS Committees, Sandra Stratford served on the CINS assistant director's search committee, and Dr. Stratford and Dean McGinnis worked on the Information Technology strategic plan with Director Bill Johnson.
4	3,7	4. Continue partnering with area media specialists	The Library continued offering discarded reference books to area high school libraries.
1,3,4	7	5. Have the Music Library explore possible relationships with other arts agencies (on/off campus)	Not done due to staff shortages and other priorities.
1	3,5,8	1. Do a user satisfaction survey	Completed. Draft of results is being revised.
1	3,5,8	2. Mount a "How are we doing?" questionnaire on the library web page	Not done since web redesign is on hold.
1	3,5,8	3. Utilize statistics more effectively for planning purposes	Used statistics in planning for equipment purchases and in initial analysis of the libraries collections.
1,9	6,8	4. Re-do library committee structure and implement	A new committee structure is in place; however shortage of staff has hindered its effectiveness.

**COLUMBUS STATE UNIVERSITY
CSU Libraries
FY 2005 LEVEL 2 PLAN**

NOTE: Only the first 14 initiatives in this list are in priority order. Initiatives #15-57 are grouped by the Library goal to which they relate.

GOAL		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
1	1a	1. Hire a Coordinator of Instruction to oversee library instruction (NEW)	\$38,500 -budgeted	This person will lead, guide, advise and monitor instructional activities of library faculty—ensuring quality instruction across the board.
1, 3	1b	2. Begin spending the Music Library's \$400,000 gift for materials, processing materials and a processing assistant (NEW)	\$195,500 -budgeted for FY05	The first phase of the Music Library project will be to purchase journal subscriptions, acquire monuments, order processing supplies and hire a music cataloging assistant. Upgrading the Music Library collection is a commitment undertaken by the University as part of NASM accreditation.
1,8	1b	3. Seek funding from campus administration for a materials budget increase	\$200,000	Restored funding would ensure that the library acquires materials that meet the needs of students and faculty. In FY98, the materials budget was \$169,000. In FY04 it was \$100,000.
1,6	3c	4. Continue Library-ITS-CINS collaboration—with special attention to collaborative efforts in the Library's Information Commons (NEW—re: Information Commons)	0	This partnership will ensure across-the-board quality of technology to the CSU community; this collaboration is especially important for the success of the Library's Information Commons, which will provide a one-stop information shop for students.

GOAL		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
1,6	1c	<p>5. Seek additional ITS staffing:</p> <ul style="list-style-type: none"> • Additional ITS instructional technology position (instructional designer) @ \$35,000 • Additional sound person for non-academic events @ \$35,000 • A new position for the Cunningham Conference Center @ \$30,000 (NEW) • Additional ITS position for downtown campus @ \$25,000 	\$125,000	These positions are critical to the provision of quality service in the instructional arena. An instructional designer is needed to handle the proliferation of web-based instruction. A sound person for non-academic events is still pressing need. A technology support person for the Cunningham Conference Center is essential for the success of this new self-sustaining facility. An ITS person for the downtown campus must be considered during the planning of those facilities.
1,3	1c	<p>6. Seek additional staff for the Music Library</p> <ul style="list-style-type: none"> • Additional fulltime staff member for Music Library @ \$22,000 • Additional student assistant position for the Music Library @\$5000 (NEW) 	\$27,000	Music Library hours, a current concern for Music students and faculty, could be extended by the addition of a fulltime staff member. An additional student assistant would allow Music Library staff a bit more flexibility.
1,3,7	2a	7. Work with Plant Operations and others in planning the downtown Fine and Performing Arts Library	0	The Library needs to be involved in all aspects of planning for this new facility. Other parties that should be involved are the Music Library, Plant Operations, the Foundation, and the Departments of Art, Music and Theatre. Having all parties around the planning table will ensure a facility that meets the needs of all constituents.

GOAL		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
1,6	1a	8. Encourage teaching faculty to include information retrieval instruction by librarians in their classes	0	Information retrieval instruction in the various disciplines will enable students to have a better understanding of the information universe and to be more information literate—thus better equipped for academic success and lifelong learning.
1,6,7	2a	9. Work with Plant Operations on developing plans for a new library/classroom building	0	Library involvement in this project will ensure that library, information and technology components of the new building will be functional and will meet the needs of the CSU community and the library staff.
1,6,7	2a	10. Visit other new and renovated libraries (NEW)	\$1000	Seeing state-of-the-art facilities will aid librarians and other CSU staff in planning and designing the new library/classroom building.
1,6,7	2a	11. Talk with other potential campus partners regarding new library addition (NEW)	0	It is important to bring in campus partners in the early stages to create ownership for all parties.
3,7	2b	12. Secure UV blocking for Music Library	\$2500	It is important to decrease the light and heat from the Music Library's west-side windows. Heat and light damage library materials and create an unpleasant inside climate for library users and staff.
4	3c	13. Continue to pursue the idea of a Columbus Archives and History Center	0	This collaborative venture will provide a one-stop research facility for individuals researching Columbus local history. The center will be a focal point on the City's cultural landscape and will improve the quality of life in the service area.

GOAL		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
1,6,8	1e	14. Develop a ITS budget for audiovisual and media presentation equipment and supplies	\$150,000	Student Technology Fee funding will provide \$38,000 towards new or upgraded classroom technology in FY05, allowing ITS to develop planned expenditures. This funding source does not address the need for data projector lamps (\$30,000) or media-equipping more classrooms in the move toward totally media-equipped campus. Portable equipment such as laptops, digital cameras and camcorders is needed to meet faculty requests.
1,4,8	1b	15. Hire a Government Documents Librarian (NEW)	\$35,000 -budgeted	The Documents Collection needs attention after a couple of years of neglect. Special attention needs to be paid to documents cataloging and other access issues.
1,6	1c	16. Continue offering GALILEO and other workshops for users	0	These workshops enable students to utilize online resources more effectively and efficiently, this becoming more information literate.
1,9	1c	17. Continue records management activities.	0	The status of CSU's records management situation needs to be assessed. Eventually there should be a clerical assistant to help with the program.
1	1c	18. Monitor procedures for handling Patriot Act issues	0	In order to protect patrons' privacy rights, it is essential for library staff know how to properly handle requests for information under this act.

GOAL		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
1,6	1c	19. Install PGP encryption system for the transfer of patron data from CSU to servers at UGA (NEW)	0	Installing encryption software will allow confidential patron data such as names, addresses, and social security numbers to be protected from theft during the data transfer. This will bring the library into compliance with the CINS Security Policy.
8	1d	20. Seek funding and opportunities for faculty and staff development: training, workshops, conference attendance, etc.	\$5000	This funding would support training across-the board: in technology, content areas and basic library service areas; training should allow staff to be more knowledgeable and helpful.
8	1d	21. Encourage staff to attend CINS workshops	0	Library employees can benefit greatly from attending free CINS workshops on a variety of technology topics.
8	1d	22. Host a Government Documents workshop for the entire library staff	\$50	A workshop would raise the awareness of Government Documents as a valuable information resource and give staff a better understanding of how to access government information.
8	1d	23. Plan the annual Staff Development Day	\$600	This activity provides information, training and an opportunity for teamwork experiences and collegiality.
6,8	1d	24. Obtain additional WebCT VISTA training for ITS staff	\$2000	Continued familiarity with the new version of WebCT will enable ITS staff to provide better service to WebCT users (faculty and students).
4,6,7	1e	25. Plan and coordinate AV for the Cunningham Conference Center (ITS) (NEW)	0	To ensure that the facility has state-of-the-art AV and presentation technology, ITS is coordinating the end-users' input regarding AV and presentation needs as this information is conveyed to the AV consultant.

GOAL		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
1,6	1e	26. Investigate IP conferencing and further develop webcasting skills (NEW)	\$2000	To meet distance learning and event webcasting needs, ITS staff will need to further their experience in these areas.
1,6,8	1e	27. Continue providing WebCT, GSAMS and other technology training for faculty	0	These efforts will enable faculty to use instructional technologies effectively and efficiently—enhancing the educational process for their students.
7	2a	28. Begin compiling ideas for the MRR renovation of the main library	0	Discussions need to begin on what services will remain in the present library and how spaces will be configured. Also ideas on design and décor should be solicited.
7	2b	29. Secure new staff furniture	\$20,000	New ergonomically-designed furniture will improve service to internal customers and improve morale. A number of employees have desks that are over 20 years old.
1,7	2b	30. Secure task chairs for the Information Commons	\$5000	Task chairs for the Information Commons would create a better look for the Commons and would make the area more user-friendly.
1,9	2b	31. Replace the main library's security system	\$12,000	A new security gate will help curtail unauthorized borrowing.
1,8	2c	32. Continue coordinating the Faculty Research Forums	\$400	This series promotes an interest in scholarship and creates a spirit of collegiality.
1	2c	33. Hold customer appreciation events	\$150	These events (usually free food give-aways) help to promote good customer relations.
1	2c	34. Celebrate National Library Week	\$100	NLW events promote and interest in the Library, books and reading and express the Library's appreciation toward its customers.
8	2c	35. Hold an annual book sale	0	By selling unwanted gift books, the Library generates funds for the book budget; this is also a great PR opportunity.

GOAL		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
8	2c	36. Host a fall lunch-time series on topics related to teaching/learning and/or administrative issues for faculty (NEW)	\$400	A small lunch-and-learn series for faculty will help disseminate information, offer elementary training, and provide more opportunities for faculty from various disciplines to socialize and get to know each other.
1,6	2d	37. Upgrade assistive technologies in the Information Commons area (NEW)	\$500	New Zoom Text software and a big-screen monitor would improve services to visually-impaired library users.
1,6	2d	38. Upgrade Archives public and staff printers	\$900	The quality of printing in this area of the Library needs to be improved.
6,8	2d	39. Secure new computers for selected library faculty and staff	\$6000	This will improve staff efficiency and productivity.
1,6	2d	40. Publish ITS troubleshooting procedures for the Information Commons and Circulation staff	0	Troubleshooting procedures will help solve after-hours AV problems for library staff.
1,6	2d	41. Investigate (with CINS) the feasibility of installing access ports for laptop hook-up in the Library. Install a small number of ports, if the project is deemed feasible (NEW)	0	More and more students are coming to the Library with laptops. They should be able to connect to the network. Attention needs to be paid to the use of ports by non-CSU laptop users (i.e., allowing them web access, but excluding them from CSU network services).
6,9	2d	42. Investigate the value, feasibility and purchase of ILLIAD Interlibrary Loan management software (NEW)	\$3000	With the retirement of a longtime ILL assistant, it is time to pursue the installation of ILL management software to facilitate ILL and statistics gathering.
4	3a	43. Publish 2 issues of Simon Says	\$300	The newsletter promotes the Library's services, policies and events.

GOAL		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
4,8	3a	44. Host a Faculty Coffee Hour during Faculty Planning week	\$600 (VPAA monies)	The reception is a public relations opportunity for the library to introduce its liaison librarians, make major announcements regarding services and collections and provide a “collegiality” event for all faculty.
1,4	3a	45. Create new library bookmarks	\$200	Bookmarks offer the basic facts about library services and hours and are handy for distributing to new students and visitors.
1,6	3a	46. Create a distance learning brochure	\$200	A brochure outlining library services for distance learners would provide a handy reference for students in this category.
1,6	3b	47. Revamp the library website	0	The website will be more organized, informative and user-friendly.
4	3b	48. Use the library website address on stationery and other library papers (NEW)	0	Having the website address on library stationery and brochures will facilitate access to library information.
1	3c	49. Update the CSU borrowing agreement with Columbus Technical College	0	Local collaborations will help to improve library service in the community; CSU students can benefit from some of CTI’s unique resources.
1,4,6	3c	50. Participate in GIL and GALILEO planning committees	0	Having CSU librarians on GIL and GALILEO committees will assist in maintaining shared quality resources.
4,6	3c	51. Work with area K-12 media specialists	0	Local collaborations with schools will help to improve library service in the K-12 arena.

GOAL		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITUTIONAL	UNIT			
1,4	3c	52. Establish a “history alliance” for the Columbus area (NEW)	\$200	A network of history professionals and local history authorities will enhance the quality of local history research assistance in the community. This group could also be influential/helpful with the establishment of a Columbus Archives and History Center.
9	4a	53. Hold library faculty meetings on a regular basis (NEW)	0	It is important to meet regularly in order to share information and keep on track with projects.
9	4a	54. Hold library committee meetings on a regular basis (NEW)	0	It is important to meet regularly in order to share information and keep on track with projects.
9	4b	55. Write intended outcomes and assessments for every action goal in the strategic plan; also assign responsibility for each goal to a specific person or persons (NEW)	0	Action goals must be delegated to individuals or groups. The responsible parties should outline the intended outcome, establish a time frame and assess how well the goal was (or was not) accomplished.
1,9	4b	56. Do a user satisfaction survey	0	Survey results will be used to assess perceived strengths and weaknesses and taking action accordingly.
9	4b	57. Use statistical data to show progress or regress via an activity indicators chart	0	More time needs to be spent by various departments evaluating and utilizing currently-available statistics in order to inaugurate change.
		Total of new monies requested:	\$564,500	

CSU Libraries

Executive Summary

FY04 was a year of major staffing problems for the CSU Libraries. Two newly-hired library faculty who began in August 2003 were dismissed and a third left in mid-year due to major health problems. This situation created problems with coverage as well as morale. The Libraries are currently in the midst of searches to fill these three vacancies. Extreme care is being given to finding candidates with the necessary technical/professional skills along with excellent people skills. There is hope that all three positions will be filled by August 2004. In FY05, the Libraries will also need to seek additional staffing for ITS and Music Library positions.

Under-funding was another problem that the Libraries experienced during FY04. The materials budget was increased to \$100,000 (up from \$85,000 in FY03), but that amount is still about \$70,000 less than that budget was in FY97, the year that the budget crunch at CSU began. On a brighter note, the Library did receive generous end-of-year monies in the amount of \$95,000, which was used to pay for journal subscriptions. This allowed the Libraries to NOT cancel journal subscriptions for FY04. The Libraries will continue to seek funding increases for materials and to establish a budget for audiovisual and media presentation equipment and supplies.

As for facilities, there are now two building projects on the Libraries' horizon: a classroom/library complex which was approved by the BOR. a few years ago and a Fine and Performing Arts Library, which will be part of the CSU uptown campus. Librarians will work with Plant Operations and others to develop plans for both of these facilities in FY05.

The Libraries held their third annual Faculty Research Forum Series in winter of 2004. The series was scaled down to four forums (8 participants) due to lack of staffing. Nonetheless the events were all well attended and well received. This is a wonderful opportunity for faculty to get to know their colleagues from across campus and for students to learn about the role of research in the life of faculty members. The Libraries also hosted a Rite of Passage series of seven mid-day lectures featuring CSU recently-promoted full professors. This series, the brainchild of VPAA Saunders, was also deemed a success.

In FY05 CSU Libraries will tackle a wide variety of action goals (57 in all) related to both CSU and Library goals. A few of the top priorities, in addition to goals mentioned above, include

- Begin spending the Music Library's \$400,000 gift
- Working with CINS to bring the Information Commons model to full fruition
- Continue encouraging faculty to incorporate information retrieval instruction by librarians in their classes