

## Assessment Summary

2003/04

### Library Mission:

Nelson Poynter Memorial Library supports the mission and goals of USF SP in three ways: In cooperation with the USF Library System, we provide print, media, and electronic information resources required for teaching, learning, and research. We provide the services and instructional opportunities required for using this information effectively. We support student learning by providing and maintaining classroom technologies.

### Administrative Objectives:

1. Poynter Library will provide user services and instructional opportunities to support and enrich the education and community outreach missions of USF SP.
2. Poynter Library will provide print, media, and (in association with the USF Library System) electronic collections that support the curriculum of USF SP.
3. Poynter Library will provide appropriate technologies and services to support library research and classroom instruction.

### Assessment Activities Supporting Objective 1:

Poynter Library's Instructional Materials Center (IMC) was transferred from the College of Education when additional space in the new library made this possible. Much of the material was dated and/or worn and it was necessary to plan for continued development for that collection in order to prepare for COE's NCATE review. Faculty and students were queried on their use and perceptions of the existing collection and their particular needs for additional acquisitions. Only 14% of the faculty and 46% of students "agreed" or "strongly agreed" that the existing IMC collection was a quality collection that met their needs. Based on the results of that survey, the media librarian worked with COE faculty members to improve the IMC collection. Extensive weeding of the collection was done to eliminate duplicated and outdated material. All activity books and teaching materials intended for teachers rather than for children have been reassigned from the IMC to the general library collection so that all relevant material will be located in the same place. More professional teaching videos have been purchased to provide more up-to-date and pertinent media options. The media librarian began working with COE faculty to rewrite the IMC collection development policy according to national standards.

The library's serials collection was reviewed in the light of many faculty retirements, sixty new faculty members, and an expanded curriculum. As a basis for a review of current subscriptions, library staff began a census of journals that needed to be shelved. Although the collection development originally planned to do the census through sampling, it was later decided to continue it daily through fall and spring

semesters. Results showed that only 48% of the library's print journal collection was used at least one time in either the Fall or Spring Semester. The study confirmed the increasing preference for electronic full-text journal formats as opposed to print. These low use numbers will be considered as a factor in the library's print cancellation project. Little used material will be substituted for new journal titles supporting the newly expanded curriculum, especially for the Programs of Distinction. Funds in 2004/05 will be allocated to purchase new electronic format titles and faculty members will be asked to submit suggestions for these purchases.

### Assessment Activities Supporting Objective 2:

In a follow-up to last year's survey of reference effectiveness, the procedure will be repeated to determine whether reference service has in fact improved since reference standards and other measures were undertaken in 2002/03. 125 faculty, students, staff, and library visitors completed the survey and 73% of respondents indicated that they "strongly agreed" or "agreed" that they were comfortable approaching the reference librarians for assistance. 62% of respondents said they preferred to first try to solve their research problems by themselves before seeking other means of assistance. 66% of the students said that they found the print library guides "very useful" or "useful." Plans were undertaken in cooperation with USFSP Facilities Planning to redesign and reorient the reference desk so that librarians could better observe whether students at the reference computers needed assistance and a sit-down consultation area could be added. It was decided that print finding aids will be continued in spite of increasing paper costs.

A written survey was distributed to teaching faculty during the 2003 Fall semester to solicit input on how the library services the needs of their students through the library instruction program. Only 29 faculty responded to 150 surveys distributed, but 85% of respondents "agreed" or "strongly agreed" that their students needed assistance with electronic databases and 74% of respondents thought that their students would benefit from a library workshop on finding electronic resources. Librarians began to increase their emphasis on electronic resources in their presentation and also to enhance the marketing of library instruction, particularly with the collection development liaisons assigned to particular subject areas.

### Assessment Activities Supporting Objective 3:

The library's new web site, which "went live" in January 2004, was assessed through a web survey to determine the new site's content and ease of use. 79% of respondents "agreed" or "strongly agreed" that they were comfortable navigating the library website. 93% "agreed" or "strongly agreed" that the website page opened in 20 seconds or less from off campus. A surprising 76% of respondents reported accessing the library website survey from a remote location. Because so many respondents indicated that they were accessing the web site outside of Poynter Library, a new and more prominent tab for Library Help was added to the home page, including links to the Research Assistant Program, USF Libraries Chat Service, and systems help that were formerly distributed throughout various home department pages. Online services were

made more prominent with quicker clicking access. Technology services were made more prominent and information was provided about the library's wireless LAN and laptop check-out program. A USFSP web mail link was also added to the webpage.

During spring semester 2004, faculty members were again queried regarding their needs for classroom technology support. New faculty and an expanded curriculum made this desirable. Personal contacts and follow-up measures were used to increase faculty participation. Faculty members were queried regarding their needs for classroom and check-out audiovisual equipment. 78% were "satisfied" or "very satisfied" with the quality and quantity of available equipment. According to comments submitted, however, faculty were very pleased with the services provided by the media department staff, but wanted more equipment, such as LCD projectors, large screens, and computers, to be standard in all classrooms. Media staff continued to present funding requests to campus administration to provide library funding to meet these needs. Library funds were available to update two large Davis Hall classrooms in 2003/04.