

STONY BROOK PROJECT **50**

F O R W A R D

**OPERATIONAL EXCELLENCE • ACADEMIC GREATNESS
BUILDING FOR THE FUTURE**

Library Initiative Team Findings

July 25, 2011

Issues Identified

▶ CONTENT IS KING

- ▶ Collection does not include sufficient current resources
- ▶ \$15M budget is only 0.75% of annual campus expenditures

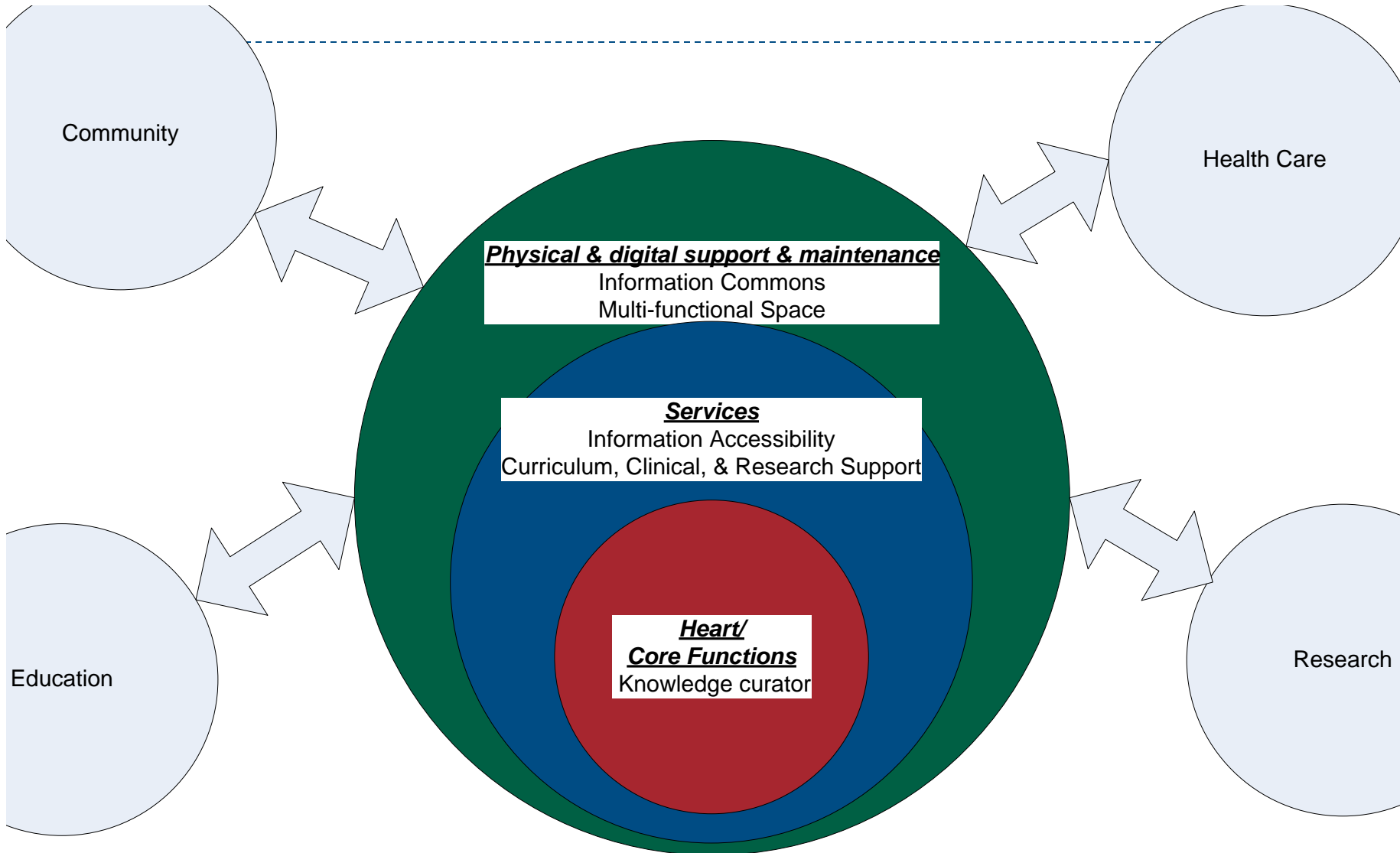
▶ Future content relevancy requires continued and predictable budget planning that accounts for inflation

- ▶ Changes must be flexible to allow for regular response to user need

▶ 5 Bain-identified areas for review

- ▶ Collection Accessibility
- ▶ Interlibrary Loan
- ▶ Library Curriculum and Information Literacy
- ▶ Space Utilization
- ▶ Information Technology

Core Roles of Academic/Research Library in Campus Infrastructure



Collection Accessibility – Right Info, Right Person, Right Time

Objectives

- ▶ Identify demographic use of collection
 - ▶ Employ data-driven collection development
- ▶ Purchase electronic backfiles (older issues of journal runs)
- ▶ Select and develop tools that enable self-discovery of collection

Benefits

- ▶ Increases accessibility
- ▶ Reduces space constraints
- ▶ Saves user time

Current Responses

- ▶ Duplicate purchases being identified and eliminated
- ▶ New search interface easing access to all library collections

Collection Accessibility - Interlibrary Loan

Objectives

- ▶ Consolidate technology support under common infrastructure
- ▶ Combine staff under a single supervisor
- ▶ Improve public service hours for ILL
- ▶ Increase consortial memberships and reciprocal lending agreements

Benefits

- ▶ Reduces # of user passwords
- ▶ Faster delivery of non-SBU materials
- ▶ Consolidates duplicate functions
- ▶ Shifts existing personnel into supervisory vacancies

Current Responses

- ▶ Cost and service-level metrics produced to identify appropriate partnerships
- ▶ HSL has joined LVIS consortia

Collection Accessibility

Required University Commitments

1. Campus support for open access initiatives
2. Permission to de-accession physical duplicates of digital content
3. University policies with penalties for abuse of library privileges
4. Centralize fee collection with bursar
5. Ability to use NetID for patron authentication and logons

Library Curriculum & Information Literacy

Objectives

- ▶ Tiered integration of information literacy skills into University curriculum
- ▶ Develop outreach programs to academic departments
- ▶ Adjust Reference Desk hours for librarians
 - ▶ Utilize classified staff & student assistants more effectively
- ▶ Maximize use of technologies
- ▶ Create an environment of life-long learning through professional development opportunities

Benefits

- ▶ Partners library in University's assessment of student learning outcomes
- ▶ Flexes staffing by time of day
- ▶ Reduces # of desks staffed
- ▶ Increases range and extent of instructional services

Current Responses

- ▶ Retreat with Arts & Sciences Chairs
- ▶ Collaboration with Journalism, Writing Program
- ▶ Embedded librarians in HSC residency programs

Library Curriculum & Info Literacy

Required University Commitments

1. Recognize a formalized role of library in research, learning, and teaching missions of the University
2. Integrate information literacy skills into University curriculum, regulating standardized literacy basics
3. Establish Registrar accounting for library faculty instruction
4. Gradual hiring of library faculty over time



Space Utilization

Objectives

- ▶ Modularize areas to meet various user needs
- ▶ Adjust space to route user flow through single service area
- ▶ De-accession duplicate and outdated items
- ▶ Move employees closer to necessary technology and/or public areas
- ▶ Space should support multi-disciplinary uses

Benefits

- ▶ Reduces # of entrances
- ▶ Consolidates duplicate functions
- ▶ Optimizes use of space and collections
- ▶ Creates space to achieve curricular missions

Current Responses

- ▶ Transforming portions of Government Documents into a digital collection
- ▶ Relocating staff / co-location of services
- ▶ Creating multi-functional / unique spaces (CoLA, Game Studies Lab, Info Commons)

Space Utilization

Required University Commitments

1. Library has priority in decisions about use of Library space, including computer classrooms
2. Create one centralized service area in the Melville Library that encompasses public service operations
3. Library given authority to adjust service hours



Information Technology

Objectives

- ▶ Library information accessibility and technological adoption is supported by DoIT
- ▶ Library to have some administrative oversight of web content and applications
- ▶ Establish IT training component of staff professional development
- ▶ Develop innovative IT services and metrics

Benefits

- ▶ Services and user needs are put first
- ▶ Keeps skills and services current
- ▶ Increases automation of library operations
- ▶ Flexible and rapid responses to technological advancements

Current Responses

- ▶ Co-hosting of library websites in Health Sciences Library
- ▶ Evaluation / testing of new “discovery tools”
- ▶ Semantic web developments with Medical Informatics & OVPR to support research

Information Technology

Required University Commitments

1. Library staffing has qualified IT professionals
 - * Able to address unique library IT needs
2. Library is part of collaborative campus IT governance



Appendix A – Sample Metrics

▶ Collection Accessibility

- ▶ # of journals duplicated in hardcopy and digital
- ▶ \$ of space/staff effort with physical collection
- ▶ User / staff time expended for “un-findable” items
- ▶ # of items / loan duration of materials circulated to faculty
- ▶ \$ for operating inter-library loan
- ▶ Time lag in inter-library loan fulfillment

Appendix A – Sample Metrics

▶ Library Curriculum and Information Literacy

- ▶ Incorporation of collection and services into syllabi & Blackboard
- ▶ # of reference questions by demographic
- ▶ % reduction inter-library loan volume
- ▶ % of library involvement in 300/400 level courses
- ▶ Meet minimum industry standards for professional development
 - ▶ (5% of position responsibilities)

Appendix A – Sample Metrics

▶ Space Utilization

- ▶ Increase in gate counts
- ▶ Increase in % of total classroom time used
- ▶ Student satisfaction survey
- ▶ \$ for public services operations
- ▶ Reduction in property loss

Appendix A – Sample Metrics

▶ Information Technology

- ▶ Use of collection by demographic
- ▶ # of technical support calls
- ▶ Duration of user sessions on library computers
- ▶ Traffic on library segments of campus network
- ▶ Improved staff confidence in IT skills