

# Appendix D



**California State University, Chico**  
**Office of the Vice Provost for Information Resources**

## **Library** 2007/2008 Annual Report

August 2008

## 2007/08 Performance Report

This summary only scratches the surface of the life of the library and is intended to illustrate that the library is moving forward and making progress on developing, improving and maintaining the library services, collections and programs that serve the campus community. More complete reports are available in the Meriam Library Strategic Plan / Action Plan and in the annual review of goals and accomplishments.

The results of the CSU Quality Improvement Assessment Survey are included in this report. QI was conducted in spring 2008 and is one of the formal assessment instruments the library uses to measure and demonstrate performance.

### Millennium Library System Implementation

Migrating to a new integrated library system was an enormous undertaking that required a high degree of cooperation and collaboration. The library set an ambitious timeline to bring the system live before fall semester. All targets were met; Circulation, Acquisitions, Cataloging, Serials and the online catalog were up and running. Much of the year was spent assessing work processes to find efficiencies enabled by the new system and smoothing out some of the functions such as online ordering and invoicing. Another major project was dealing with the anomalies that occurred when the database was migrated to the new system. In addition to the improved "back end" integration and improved processing functionality, the campus community has the following new features as a result of the new system:

#### Meriam Library Catalog

- Improved catalog interface
- Results displayed in order of relevance
- Books on order display in catalog
- Item locations and floors now display in the catalog results
- Can limit searches to specific languages, formats, collections and locations
- Can save preferred searches and receive notification of new books
- Spell check of search terms
- Fewer steps to link to full text
- All electronic journals are available through the catalog, no need for a separate search in the Periodicals List
- Links to comments and suggestions for purchase

#### Reserve

- One search will retrieve both electronic and traditional reserve items.

### ReSEARCH Station Improvements

The implementation of the new system was a good opportunity to look at other features of the ReSEARCH Station. The highlights are:

#### MultiSEARCH

- Searches multiple databases, catalog and internet resources in one search.
- User can customize search up to nine resources in one search
- MultiSEARCH pages with specialized resources in each disciplinary area

#### Library Channel

- Interactive Library Newsletter

#### ReSEARCH Station Search box

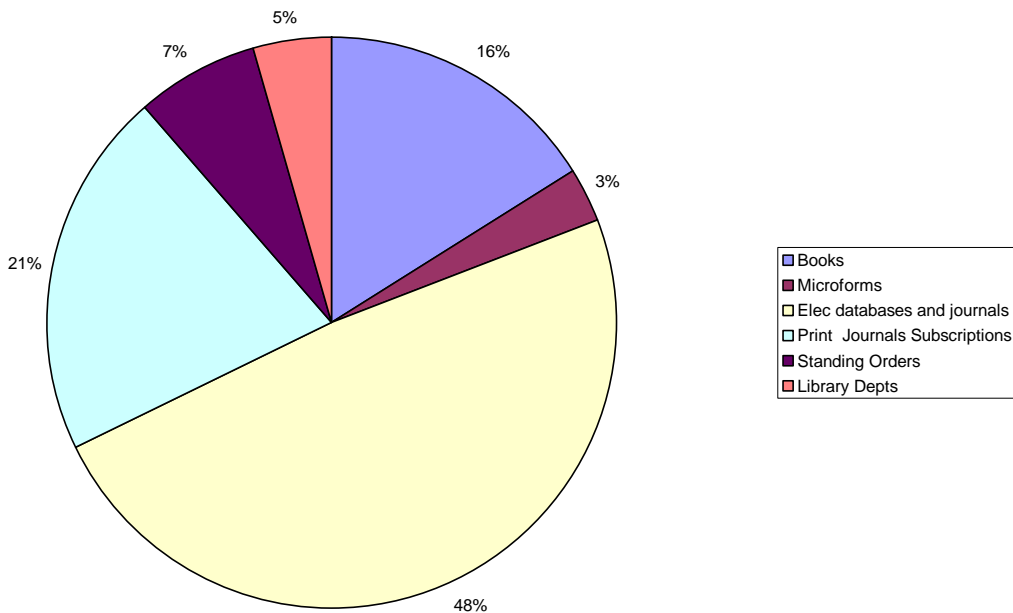
- Users can Google the contents of the ReSEARCH Station to find information about library services, resources and collections.

**Library Collections**

The Collections budget remained \$1,128,500. Inflation for 2007/08 resulted in a \$75,000 loss in purchasing power. Because purchasing power is reduced each year, strategic planning is an annual process done in collaboration with the college and department Book Chairs and Library Advisory Committee. The only silver lining was that this shortfall was mitigated by significant additions to the CSU Electronic Core Collection.

As illustrated in Chart 1, 48% of the collections budget is expended to support electronic journal databases and full-text, 21% on paper journal/periodical subscription, and 16% supports books. There are some concerns that the amount spent on books continues to shrink, but the electronic resources offer convenience, 24/7 access, greatly increased journal collections in more areas of study that are overwhelmingly supported by the campus community. Most areas of study are comfortable, if not happy, in preferring electronic journals and resources to print. Some areas of study are seriously compromised by the level of book purchases and the age of the collection. This is not unique to CSU or CSU, Chico.

Chart 1



**Library as Learning Space**

Significant changes will greet patrons in fall 2008. Careful planning allowed the library to maintain study space for students and streamline service points. The major projects are:

- Combining Reserve and Circulation into one service point. Having one desk instead of two simplifies services for students and generates savings because only one desk needs to be staffed.
- All of the non-print materials (video, audio and microforms) have been consolidated into one space on the second floor including the playback equipment and the reader/printers.
- Reorganization created three new study areas for students. 1. The former Limited Loan area was converted into a study area called the “Laptop Lounge;” 2. The former Microforms area was converted to study space and 3. The move of the Student Learning Center to the Student Services Center opened up a substantial section of the very popular fourth floor for group study with whiteboards. In all of these

moves care was taken to make maximum use of existing electrical plugs to facilitate the use of laptop computers.

- The current and bound journals have been combined into one call number sequence. This freed the former Current Periodical Reading Room for the consolidation of media and microforms.
- Other spaces on the second floor were reconfigured to make the space more inviting and less institutional.

The library continues to face critical space shortages for materials. Building use continues to be robust and concerted effort has been made to maintain the number of study seats. In 2008/09, the library will ask the Book Chairs, Library Advisory Committee and Academic Senate to develop a mutually agreeable plan to remove bound journals where Chico has full-text, full illustration electronic files with permanent access rights. There is no longer space to house duplicate content.

**Response to Budget Cuts for 2008/09:** The library was asked to prepare a plan for a 7.5% (\$244,000) cut in 2008/09. The lottery allocation (non-general fund) for collections was exempt. It was fortunate that the library was already planning to reorganize space and services to realize permanent savings of approximately \$140,000. The actions taken to meet the target were:

- One permanent staff position will be lost.
- The Circulation and Reserve desks will be merged so fewer student assistant hours are required to maintain the same level of service
- Reducing Operations by cancelling contracts for services with alternate products that maintain quality service at lower cost: (1) cancel Innovative Interfaces federated search application and use MetaLib, an application supported by the CSU at no cost to the campus, (2) cancel Docutek and implement Innovative Interfaces solution that offers increased productivity and integrates electronic and traditional reserve into one search; and (3) cancel Marcive records for online government documents.
- Use cost recovery from 2007/08 to mitigate 2008/09.
- Planning has begun for the 2009/10 cuts.

Another loss of resources resulted from the \$1.00 increase in the student minimum wage over two years. This reduced the student workforce from 50,000 hours to 40,000 hours.

### **New Databases Added**

Five additions were funded by the CSU Consortium for systemwide electronic resources. Anticipating the budget cuts the library did not commit to any new databases without assessing and canceling other resources with similar prices.

- Mintel Oxygen (Business)
- Country Watch Premium (Social Sciences)
- History E-book project (Humanities)
- Dissertation Abstracts for Social Sciences and Humanities
- JSTOR Arts and Sciences VI
- Full-text electronic journal backruns from Wiley and Blackwell (all disciplines)
- The kinesiology thesis collection from the University of Oregon, long published on microfiche, is now provided in electronic format.

## Information Literacy

In addition to the information literacy programs concentrated on the first-year experience, CMST131, University 101 and English 130, the librarians gave presentations to 31 departments in all colleges (Table 2). Eighteen general library tours were offered during the first 3 weeks of each semester. The library also revised the self-guided tours in paper, on the ReSEARCH Station and on MP3. Librarian/faculty partnerships are critical to information literacy efforts on the campus.

Table 2

Instruction	2003/04	2004/05	2005/06	2006/07	2007/08
<i>Sessions</i>	211	276	274	250	232
<i>Student contacts</i>	5,747	7,655	6,910	6,837	5,433

## Library Performance Measures

Table 3 outlines the library performance measures included in the Information Resources Performance Report.

	2003	2004	2005	2006	2007
#9 Use of Electronic Databases					
<i>Searches</i>	n/a	n/a	992,747	1,014,294	1,084,955
<i>E-journal articles opened</i>	455,111	576,765	577,398	566,976	639,542
ReSEARCH station hits	626,492	669,775	598,877	610,444	619,914
#10 Circulation	163,236	137,087	149,220	104,622	92,458
# 11 Reserve (all formats)	69,534	75,292	66,040	59,716	46,539
<i>Paper, Media, etc</i>	18,882	18,087	12,875	13,292	13,302
<i>E-reserve</i>	50,652	57,205	53,165	46,424	33,237
# 12 ILL Borrowed from other lib.	7,179	7,276	8,041	7,966	8,156
# 13 Visits per year	990,115	1,016,295	869,192	858,718	921,637

All of these measures are performing as expected:

- The use of electronic journals increased 12% and continues to grow robustly each year.
- The use of the ReSEARCH Station has grown modestly, one cause being more students finding library resources via search engines rather than the home page.
- The declines in circulation and reserve are typical for academic libraries. The convenience of electronic resources continues to trump coming to the library to check out books. The figures at Chico are a bit steeper with the most common feedback being that the book collection is too old and that there are not enough new titles, especially in emerging disciplines or interdisciplinary areas. This pattern will continue as the percentage of book expenditures continues to decline.
- The reserve material use seems alarming initially, but we are finding that faculty increasingly are linking to “reserve” offerings directly via Bb Vista so that students have all the class material in the class page. This trend will continue as the faculty continue to develop their use of the LMS.
- The Interlibrary Loan titles requested by campus faculty are up slightly. It is remarkable that this program continues to grow given the thousands of journals and other resources available via the electronic journal collection, Google scholar and other internet tools. This year we analyzed the list of departments borrowing the most books and those requesting the most journal articles. Our assumption that books are requested primarily by humanities faculty and that more non-cumulative disciplines are more interested in journal literature continues to be demonstrated.
- We expect the number of visits to drop in 2008/09 because of the move of the Student Learning Center to Student Services.

**Assessment of Library Services**

The Meriam Library was one of 7 CSU libraries that participated in the CSU QI survey during spring semester. The Chico library survey was 25 questions that gauge the level of satisfaction with library services, collections, physical environment and study space. The results are reported for the Meriam Library and as comparative results with all seven libraries.

The survey was distributed to 1701 students and 352 faculty and staff; 242 (14.2%) students responded and 95 (27%) faculty and staff responded. The overall response rate of 16.4% allows us to make informed inferences but is short of a truly valid statistical sample. The results were reported for both groups so we cannot determine variations in student and faculty/staff responses.

Comparison across the CSU shows that dissatisfaction at Chico with weekend hours during the academic year is significantly higher than at other campuses (analysis of Means test (proportion Adverse) at the 95% confidence level). Chico results were lower (but not significantly) than the system average in overall satisfaction (-.22), book collections (-.11), and electronic resources (-.09). Reference and research assistance responses averaged 3.71 for the system and 3.60 for Chico (-.11). Other “very dissatisfied” or “dissatisfied” responses concerned the library as a study space, this finding was reinforced by several comments that the library was looking old and worn and was lacking group study, electricity for laptop use and comfortable furniture.

The results for the Meriam Library are illustrated in the following illustrations.

The first chart addresses levels of **satisfaction** from 1 (very dissatisfied) to 5 (very satisfied)

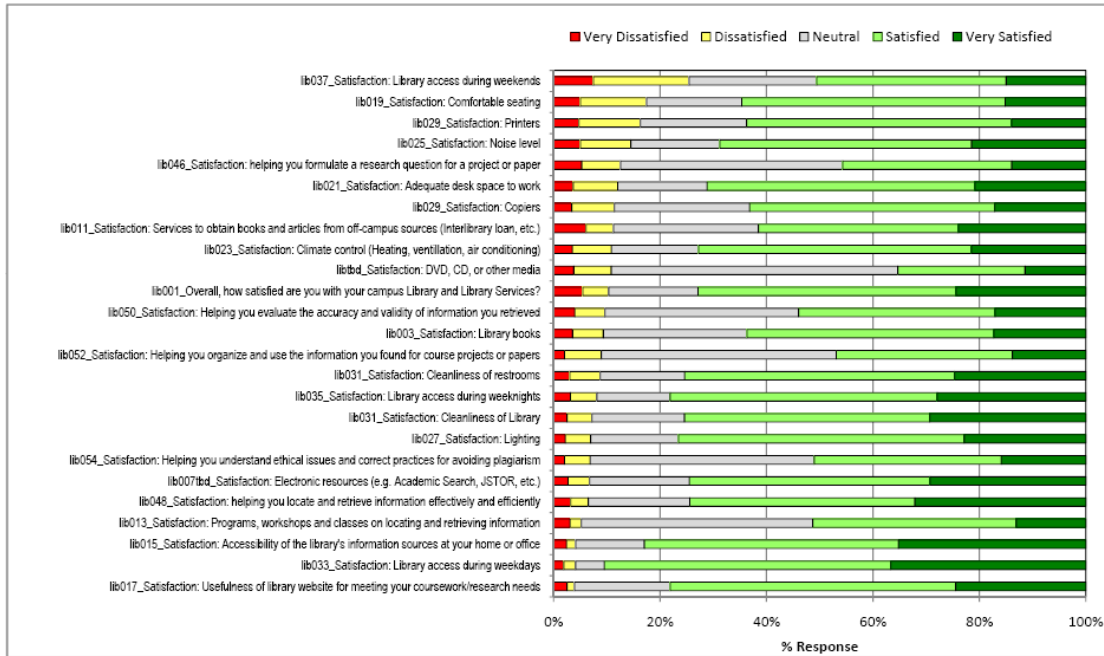
**2008 Satisfaction Survey Results**

**Library**

**Chico**

Total Number Responding for Campus

342



This chart addresses the **importance** of these services and programs to respondents using the same scale.

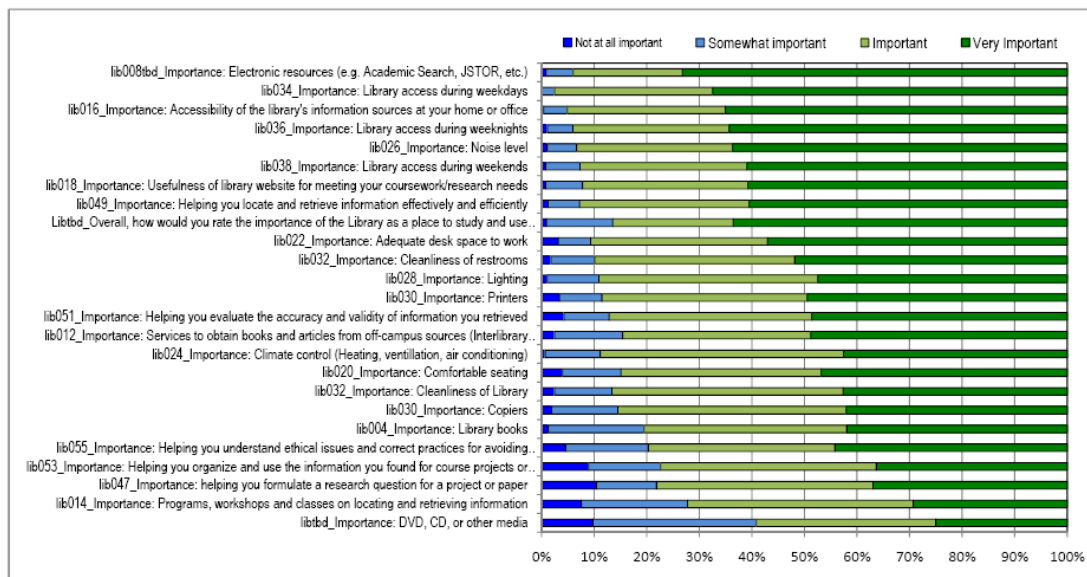
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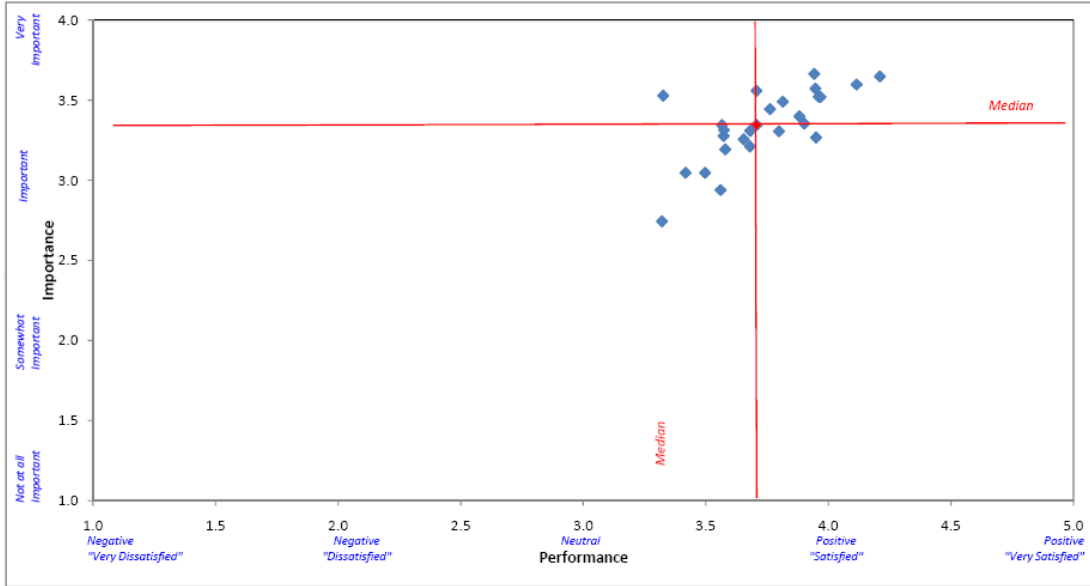
Combining satisfaction with importance yields this scatter table. Overall the Meriam Library, as do most academic libraries “tests well” as an effective and important campus resource.

**2008 Satisfaction Survey Results**  
**Library**



**Chico**

Total Number Responding for Campus 342



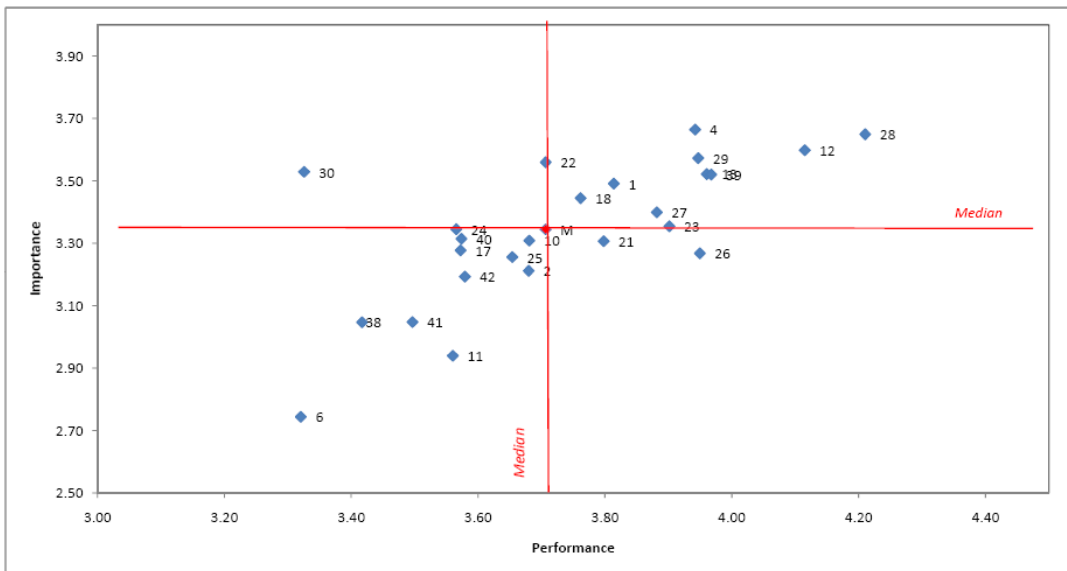
This table focuses more closely on the upper right of the chart and shows there are issues for investigation and study. The clear leader is dissatisfaction with weekend hours (30) compared to the high satisfaction and importance of weekday hours (28). Other areas of lower satisfaction are less important to responders: Noise (22), training students to evaluate electronic resources (40), uncomfortable seating (17), continue efforts to work with faculty to inform students about academic integrity issues (42), and book collection (size and currency, 2).

**2008 Satisfaction Survey Results**  
**Library**



**Chico**

Total Number Responding for Campus 342



None of these results are unexpected. Resources are a major issue in some of the marginal areas:

- Hours are, purely and simply, a budget issue – the more students we can hire, the longer hours we can maintain. An increased work/study allocation would help significantly. Weekend hours are short because they are much less used than other hours and are comparable to other CSU campuses of similar size. We cannot expand hours because budget cuts combined with the impact of two minimum wage increases came to the library with no backfill funding.
- Noise as an enforcement issue is also a resource issue. We need enforcement from those recognized as authority figures, either University Police or Community Service Officers. Building Management is working with UPD on the options available to have a greater presence in the evenings which is the most “out-of-control” time.
- Academic integrity and resource evaluation is an important component of any information literacy effort. The library’s information literacy and instruction programs are very active in informing students on both topics. We have a nationally recognized rubric for evaluating the quality of electronic resources. Information literacy will be successful to the degree it is integrated into the curriculum in partnership with classroom faculty. The library alone cannot convey these messages to all students.
- The inadequacy of the book collection is also basically a resource issue. The overwhelming popularity, breadth and depth of electronic resources makes them a clear priority for funding so the books take a backseat. As noted above, the library intends to work with the book chairs and Library Advisory Committee to investigate the allocation of book funds to be more effective for the disciplines that rely more heavily on books.

The library received almost 600 comments from respondents grouped into four areas: most appreciated (about 200 comments), greatest difficulties (125), suggestions for improvement (140 that mostly overlapped difficulties) and other (84, mostly expressing thanks to the library and the library staff). The high quality of the staff, remote access to resources, electronic journals, hours and ease-of-use were the most often mentioned. Difficulties and Suggestions can be characterized as “we want more” – more hours, more resources, more group study rooms, improving the furniture, cleanliness and environment of the library.

All in all, it was a very positive year for the Meriam Library. Operations are greatly improved as a result of the new system; users are experiencing significant improvements in access and ease-of-use and, again, we struggled to offer quality collections with diminishing resources. The assessment did not expose any new areas of concern that we were not aware of, a good indicator that we have a good understanding of our users and their needs. The librarians and staff continue to concentrate on the strategic goals that best support the campus mission and goals.