Mission Statement

The Earl K. Long Library, as an essential partner in the learning and research mission of the University, will deliver innovative and seamless access to resources and services that match the needs of our students, faculty, and staff.

The Earl K. Long Library exists to support the research and instructional needs of the students, faculty, and community partners of the University of New Orleans. To meet these needs, the Library develops, organizes, and preserves collections for optimal use, and it provides services, instruction, and facilities which enable its users to succeed in their academic and intellectual endeavors. Relying on its highly skilled staff, the Library encourages innovation, capitalizes on appropriate technologies, forges effective partnerships, and strives for excellence.

Approved by the Library Steering Council, 1-19-12

Sharon Mader, Dean of Library Services
Earl K. Long Library  
Institutional Effectiveness Plan 2011-2012

Goal 1  
Provide relevant core and in-depth collections that support the learning, teaching, and research needs of undergraduate and graduate students and faculty, especially for designated academic programs of excellence, graduate programs, and for new degree programs.

Objective 1.1  Implement at least two new practices to ensure that the collection reflects the current research and teaching needs of the university.

Strategies:  
1.1.1 Improve usage statistics collection and analysis  
1.1.2 Expand patron-driven collecting practices  
1.1.3 Use Interlibrary Loan borrowing data (books and journals) to identify information needs not met by current collection.  
1.1.3 Examine course descriptions, syllabi, and curriculum changes

Objective 1.2  Adapt and develop collections to reflect the University’s evolving curricular emphases, research priorities, and financial realities.

Strategies:  
1.2.1 As part of the annual serials review, conduct a thorough review of major journal package subscription deals.  
1.2.2 Adjust book allocation percentages based on discipline-specific needs for monographs and recent spending patterns.

Objective 1.3  Recognize, evaluate, and, as appropriate, adopt and promote new developments in scholarly communication that benefit our students and faculty.

Strategies:  
1.3.1 Increase content in institutional repository to at least 3000 items.  
1.3.2 Include content from every college in ScholarWorks.  
1.3.3 Expand participation in Open Access Week  
1.3.4 Expand institutional repository to include undergraduate work.  
1.3.5 Develop a plan to support data management on campus, in collaboration with the Office of Research.  
1.3.6 Involve Senate Committee on the Library in scholarly communication issues.

Assessment Tools:  
Reports/lists of improvements in collection evaluation  
List of changes to collection (serials cancellations and additions, reallocation of materials budget) or collecting practices  
Statistics on digital collections (created, added, usage)  
Record of scholarly communication outreach efforts
Goal 2
Improve and increase information literacy instruction within the undergraduate and graduate curriculum to insure that graduates can successfully locate, use, and evaluate information in their professional and personal lives.

Objective 2.1 Provide appropriate library orientation and information literacy instruction for first-year students.

Strategies:
2.1.1 Fill Instruction Librarian position for beginning of Spring semester, 2012.
2.1.2 Revise library module for UNIV and revise as needed for Fall 2012.
2.1.3 Provide alternatives to in-person instruction, such as web-based modules.
2.1.3 Contribute a library section to the Orientation booklet (New Student & Parent Guide).

Objective 2.2 Provide appropriate subject-specific instruction for undergraduate and graduate students.

Strategies:
2.2.1 Identify research-focused courses in each college for which library instruction has not previously been provided or not provided regularly
2.2.2 Continue to create appropriate LibGuides and evaluate their use.

Objective 2.3 Provide one-on-one instruction for students, as well as service to special groups (e.g. Honors).

Strategies:
2.3.1 Improve one-on-one assistance provided in the Learning Commons and through research consultations through qualitative analysis of these interactions.
2.3.2 Continue to work with Honors Program to improve research skills of Honors students.
2.3.3 Identify other special groups that would benefit from library instruction.

Assessment Tools:
Library instruction statistics
Reference consultation statistics
Joint Library-UCC meetings on the Learning Commons
Training sessions for staff and student workers
Assessment of UNIV 1001 library instruction outcomes
Statistics on outreach activities
LibGuides usage data
GOAL 3
Create a welcoming, attractive, functional, and safe environment in the Library for learning, research and study.

Objective 3.1 Provide and maintain up-to-date and appropriate technology to support the library’s mission.

Strategies
3.1.1 Upgrade hardware and software as necessary to provide up-to-date technology for students, faculty, and staff
3.1.2 Explore additional means of technology to communicate with students
3.1.3 Ensure that library faculty and staff stay current with new technology

Objective 3.2 Ensure that policies and procedures are in place for security and emergencies in the building.

Strategies:
3.2.1 Reconstitute the Safety Committee to update policies and procedures regarding building security and emergencies
3.2.2 Update library and departmental business continuity plans

Objective 3.3 Make the library easier to use and more inviting.

Strategies:
3.3.1 Promote a culture of cleanliness within the building.
3.3.2 Provide additional improvements to the physical appearance within the library while abatement and renovation are taking place
3.3.3 Continue to provide timely retrieval service for materials relocated during the abatement project
3.3.4 Train students working in public areas to become more knowledgeable and approachable in assisting patrons to locate materials
3.3.5 Continue to shift materials and plan other area renovations in preparation for anticipated reconfiguration of the collection post-abatement 2013

Objective 3.4 Actively promote the library.

Strategies:
3.4.1 Participate in Welcome Week and similar activities to inform students about the library
3.4.2 Explore and implement additional opportunities to promote library services and activities

Assessment Tools:
Suggestion Box and electronic comments
Facility Services work requests
Pest control visits
Technology Student Worker task sheet
Emergency Data Cards
Emergency Telephone List
Hurricane information updates via email
Business Continuity Plans
Checklists of actions taken (i.e., elevator, restroom closures, water pressure, etc.)
Record of staff training & awareness
Patron request slips for retrieval of materials
UCC Work requests
Goal 4
Recruit and retain quality library faculty and staff who will establish and maintain a reputation for library excellence.

Objective 4.1: Review and redefine roles of current library faculty to best utilize their talents and skills in the new learning environment of the library, and to position the library effectively to hire additional faculty when able to do so.

Strategies:
4.1.1 Continue to review job descriptions for faculty positions.
4.1.2 Redefine vacant faculty positions knowing that not all vacant faculty lines can be filled.
4.1.3 Fill authorized positions.

Objective 4.2: Review and redefine roles of current library staff to best utilize their talents and skills in the new learning environment of the library, and to position the library effectively to hire staff when able to do so.

Strategies:
4.2.1 Continue to review job descriptions for staff positions.
4.2.2 Redefine vacant staff positions knowing that not all vacant staff lines can be filled.

Objective 4.3: Retain quality library faculty and staff.

Strategies:
4.3.1 Provide at least a minimum level of professional development funds that can be used to attend workshops and conferences.
4.3.2 Offer in-house development opportunities.
4.3.3 Encourage faculty and staff to attend free training and professional development sessions on campus, in the region, or online.
4.3.4 Provide informal opportunities for social engagement and enjoyment.
4.3.5 Find ways to improve the physical work space especially with the two ongoing library construction projects displacing library faculty and staff for long periods of time.

Assessment Tools:
Record of job searches and results
Vacant position spreadsheet updates
Annual travel fund allocations
Workshops & training sessions attended
Record of informal events
Goal 5
Continue redesign of University Success program to improve effectiveness and enhance the impact of first-year students’ integration into the university community in and beyond the first semester.

Objective 5.1: Integrate community service as an optional curriculum component which will further develop the university’s mission of community engagement.

Strategies:
5.1.1 Promote service learning opportunities coordinated on campus

Objective 5.2: Promote UNIV student engagement beyond the first semester.

Strategies:
5.2.1 Promote UNIV student and peer mentor engagement into the proceeding semester.

Objective 5.3: Increase understanding of the needs of first-year students and factors affecting their continuing academic success.

Strategies:
5.3.1 Gather and analyze quantitative and qualitative data on student progress and learning outcomes in the University Success course.
5.3.2 Gather and analyze data on the relationship between University Success and external student success factors such as retention.
5.3.3 Communicate the value of UNIV to the UNO community and continue to partner with other units on campus to improve academic success.

Objective 5.4: Recruit and retain quality UNIV instructors.

Strategies:
5.4.1 Expand recruitment efforts for UNIV instructors.
5.4.2 Provide a faculty orientation session prior to the beginning of fall semester.
5.4.3 Maintain a Moodle site for UNIV faculty as an instructional resource and means of communication.
5.4.4 Schedule at least two UNIV faculty meetings each semester to facilitate professional development and course improvement.

Objective 5.5: Create a Community Learning experience for UNIV students for Fall 2012 to link them with a college.

Strategies:
5.5.1 Create specific sections for a designated college.
5.5.2 Recruit faculty and peer mentors from designated colleges.
5.5.3 Adjust curriculum to include the community learning experience.

Assessment Tools:
Student course evaluations
Retention statistics
College Success Factors Index (CSFI) data