Assessment Cycle 2023 - 2024

Northwestern State University Libraries

Prepared by: Dr. Megan Lowe, Director of Libraries   **Date: 20 June 2024**

Approved by: Dr. Greg Handel   **Date: 20 June 2024**

University Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and dissemination knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

Library Mission. Northwestern State University Libraries are a responsive student-oriented institution committed to acquiring, creating, and disseminating knowledge and information to provide innovative research and services to faculty, staff, and students of the university and surrounding areas. The university libraries recognize the need to participate in an inclusive, global community with a steadfast dedication to improving our region, state, and nation.

Methodology

The assessment process includes four steps:

(1)   Data from assessment tools (both direct and indirect, quantitative, and qualitative) are collected and returned to the library director.

(2)   The library director, assisted by department heads, will analyze the data to determine whether the applicable outcomes are met.

(3)   Results from the assessment will be discussed with the appropriate staff.

(4)   The library director, in consultation with the staff and senior leadership, will determine proposed changes to measurable outcomes, tools for the next assessment period, and, where needed, service changes.

Service Outcomes.

SO 1. University Libraries. Provides university library services: circulation, reference, interlibrary loan, and database resources and encourages resource usage by university faculty, staff, and students.

Measurement 1.1.
Compare figures from the 2022-2023 and 2023-2024 statistical reports on reference, circulation, interlibrary loan, and database usage to determine if actual usage increases by 30%.

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Service	2023-2024	2022-2023	+/-	%
Reference	2,044	2,336	-292	6.6%
Circulation	6,255	6,513	-258	2%
Interlibrary Loan (ILL)	1,446	1,970	-524	15.3%
Database access	10,362,231	14,320,252	-3,958,021	35.5%
Gate Counts	84,841	baseline	June '23 – May '24	

Finding: Not met (Reference, Circulation, and ILL), met (beginning baseline for gate counts)

Analysis: In AC 2022-2023 the target was not met. There were declines and decreases across the board in several targeted service areas, though Reference and Circulation saw increases in that time period.

Based on the AC 2022-2023 results analysis, library personnel implemented the following changes to improve service outcomes. Faculty, staff, and student workers were cross-trained or refreshed on the importance and procedure of recording and reporting statistics. This was helped by being fully staffed in the Circulation department (issues with student workers notwithstanding). Circulation statistics were reported to the director monthly and saved on University Libraries' shared drive (N:) to ensure that statistics (or access thereto) would not be lost.

As a result of these changes in 2023-2024, the target was not met in most areas but was met in one area. There were decreases across the board. The decrease in ILL numbers is potentially attributable to the increase in the number of electronic resources available through the institution's LOUIS membership, though it is also possible that the issue was exacerbated by issues with the scanner utilized by ILL to fulfill requests. Furthermore, the decrease in requests could be attributed to the decrease in users (that is, the decrease in enrollment and position reductions/freezings). The ILL service itself has not changed nor has the ILL staff changed.

It is also worth noting that these database access numbers do not represent all of University Libraries' database holdings – the API which provides these numbers is unable to include all databases to which Libraries is subscribed. So, the decrease in numbers may not be fully accurate, and there is not a clear or easy solution to this situation. While a product is available which could help reconcile this issue, it is not necessarily within University Libraries' budget at this time. Additionally, changes in the LOUIS line-up of core databases undoubtedly affected the numbers as well as

changes in databases purchased directly by University Libraries and modifications made to subscription packages to help manage costs.

Per the 2022-2023 report, the decision was made to add gate counts from Watson Library to the monitored statistics. The baseline total for the year (through May 2024) has been documented here for monitoring moving forward.

Decision: In AC 2023-2024, the target was not met in some areas but was met in others. Based on the 2023-2024 results analysis, the decision has been made to continue to monitor these statistics. However, given the confusion that arose from being unable to determine how some statistics in the past were obtained, what the possible long-term effects of the pandemic and quarantine were/are on library usage, and changes in staffing and practice, it seems appropriate to continue to monitor these statistics to see how they change. To that end, recommendations to increase usage will be suspended for the next cycle to obtain a better grasp of what usage in University Libraries looks like.

Additionally, gate count numbers were added to the statistics being monitored. Given that the library resources are largely digital and accessible anywhere, it may be more useful to see how many users are coming into the building. This could contribute to a clearer picture of space use which could help us consider how best to promote our spaces (and services in those spaces). There is some interest in taking hourly headcounts on the individual floors in conjunction with gate counts. We are informally testing this possibility this year. We are unsure yet whether we will continue the practice or include the data as part of the official monitoring statistics. However, we will be continuing to monitor gate counts.

Measurement 1.2.
Update library policies and job descriptions. Library policies have not been made consistently since 2016 (as far as can be determined), and several policies seem no longer relevant and therefore in need of elimination. Therefore, during the 2023-2024 cycle, the University Libraries policies will be reviewed and updated. Similarly, it does not appear that University Libraries job descriptions have been updated with anything resembling regularity. Therefore, for the 2023-2024 cycle, position descriptions for all University Libraries jobs were meant to be reviewed and updated.

Finding: Not met.

Analysis: In AC 2023-2024, the target was not met. However, progress was made on both fronts. University Libraries personnel have been involved in the process of reviewing policies and job descriptions and offering feedback and input. Policies have been assessed in terms of relevance and are still being discussed. A shared tracking document was created that guides discussion and updating efforts.

All job descriptions have been reviewed but not all feedback/input has been applied to all of the descriptions. Some job descriptions have been fully updated while others are awaiting updating. But all job descriptions have been reviewed at this stage.

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Decision: The review and revision of policies and job descriptions will continue until complete. It is the hope of the Director that all job descriptions will be completed this summer (2024) and submitted for official documentation to Human Resources. The policies part of this project will continue until all policies have been reviewed and revised where appropriate.

Comprehensive Summary of Key Evidence of Improvement Based on the Analysis of Results. Unfortunately, there were no increases in any of the statistics monitored for Measurement 1.1. There is concern that the reporting methods may be at fault and may need to be reconsidered. The decreases in Circulation and Reference numbers may correspond to decreases in enrollment. The decrease in ILL numbers may correspond to the increase in the number of electronic resources available. However, it is worth noting that changes in databases subscriptions and journal packages may have contributed to the decrease in usage numbers. Gate counts were accrued for the baseline for tracking physical foot traffic. With regard to Measurement 1.2, while headway has been made in updating both library policies and job descriptions, these efforts have not been completed.

Plan of Action. With regard to Measurement 1.1, we will suspend the pursuit of increases in numbers and for the next year (at least), we will continue to monitor and record the current set of statistics. We will examine the methods by which we obtain our statistics to determine if they are effective and consistent. With regard to Measurement 1.2, work will continue until all policies and job descriptions are completed and submitted for approval to the appropriate authority on campus (Academic Affairs for policies and Human Resources for job descriptions).

Primary responsibility: Dr. Megan Lowe, Director of University Libraries.

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SO 2. Library Instruction. Watson Library provides library instruction in a variety of formats to faculty and students. Library instruction includes individual research consultations to help students and faculty find and evaluate the best resources for basic or advanced research. LibGuides supplement library instruction by providing additional subject content online.

Measure 2.1.
Students will use online LibGuides to obtain or supplement instruction in library resources, research methods, and information literacy. A 5% increase in total LibGuide usage will continue to be the target.

Finding: Not met.

Analysis: In AC 2022-2023, the target was not met. In AC 2022-2023, the total number of LibGuide all-page views for the academic year totaled 20,577, and the LibGuide homepage user views totaled 2,082. In AC 2023-2024, LibGuide all-page views totaled 17,154 views, which was a decrease of 16.6% from the previous year. LibGuide homepage views for AC 2023-2024 totaled 1,938, a decrease of 6.9% from the previous year. Based on the analysis of the AC 2022-2023 results, the library teaching faculty's plan of action for AC 2023-2024 to drive the cycle of improvement included forming a library faculty committee to discuss recommendations on revisions and creating new LibGuides by subject and class. Additionally, teaching faculty would promote LibGuides through classroom instruction and faculty collaboration. Progress continues to be made on LibGuides after faculty recommendations were submitted to the LibGuide administrator in place of a formal committee. LibGuides are in the process of being reorganized by subject and outdated information deleted or revised. LibGuide statistics did decrease in both areas from AC 2022-2023, however, the project is still ongoing and progressing with faculty recommendations. Due to LibGuide revisions and updates not being finalized the teaching faculty could not fully implement the plan to promote LibGuides through classroom instruction or faculty collaboration.

Decision: Based on the analysis of the results from AC 2023-2024, in AC 2024-2025, the library teaching faculty will fully implement the library faculty recommendations from last year to drive the cycle of improvement. The recommendations include deleting or revising outdated Guides and creating new Guides by subject and class. Additionally, the teaching faculty will promote the updated LibGuides through classroom instruction and faculty collaboration. A target of 5% usage increase will be maintained for 2024-2025.

Measure 2.2.
Regarding library research consultations at Watson, students will benefit from individual research consultations when assigned or initiated. This measure will use a brief survey to follow up with students about how their research consultations contributed to their projects or papers. The target for this measure is a survey completion rate of 60% and a 70% research consultation session satisfaction rating of "good" or "excellent".

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Finding: Met (survey completion), Met (satisfaction rating).

Analysis: In AC 2022-2023, students completed and returned 59% of the surveys, missing the target by 1%. The research consultation satisfaction survey received a rating of "excellent" on 100% of the returned surveys, exceeding the 70% target measure. In AC 2023-2024, students completed and returned 72% of the surveys. Once again, the research consultation satisfaction survey received a rating of "excellent" on 100% of the returned surveys, exceeding the 70% target measure. Based on the analysis of the AC 2022-2023 results, the library teaching faculty's plan of action for AC 2023-2024 to drive the cycle of improvement included creating two additional Microsoft Forms to measure both library instruction and general reference satisfaction. Both forms were administered through email, with a survey completion rate of 60% and a 70% session satisfaction rating of "good" or "excellent" as the target for AC 2023-2024. The library instruction satisfaction forms were completed at 100%, with 98% of respondents reporting a rating of "excellent" on the returned surveys, exceeding the completion rate of 60% and 70% session satisfaction targets. However, the new general reference satisfaction survey proved less useful as most general reference transactions are brief and in-person or questions are answered via email. The general reference survey was not utilized and no data was collected.

Decision: Based on the analysis of the results from AC 2023-2024, in AC 2024-2025, the library teaching faculty will implement the following changes to drive the cycle of improvement: both the research consultation survey and library instruction surveys created in Microsoft Forms will continue to be used to measure session satisfaction. Survey questions and comments are useful tools for developing greater instruction and reference skills and measuring patron satisfaction. These forms will continue to be administered through email. A survey completion rate of 60% and a 70% session satisfaction rating of "good" or "excellent" will be maintained for AC 2024-2025.

Comprehensive Summary of Key Evidence of Improvement Based on the Analysis of Results. The library teaching faculty's plan of action for AC 2023-2024 to drive the cycle of improvement included forming a library faculty committee to discuss recommendations on revisions, creating new LibGuides by subject and class, and promoting LibGuides through classroom instruction and faculty collaboration. However, the target of a 5% increase in LibGuide all-page views was not met. To implement the recommended changes, faculty recommendations were submitted to the LibGuide administrator in place of a formal committee. LibGuides are in the process of being reorganized by subject and outdated information deleted or revised. Due to LibGuide revisions and updates not being finalized the teaching faculty could not fully implement the plan to promote LibGuides through classroom instruction or faculty collaboration. However, the target completion measure of 70% for the library research consultations was met with 72% of surveys completed and returned by students. The library instruction satisfaction forms were completed at 100%, with 98% of respondents reporting a rating of "excellent" on the returned surveys, exceeding the completion rate of 60% and 70% session satisfaction targets. The new general reference satisfaction survey proved less useful as general reference transactions are brief. The reference survey was not utilized and no data was collected.

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Plan of Action Moving Forward. The LibGuide administrator will fully implement the library faculty recommendations from last year to drive the cycle of improvement. The recommendations include deleting or revising outdated Guides and creating new Guides by subject and class. Additionally, the teaching faculty will promote the updated LibGuides through classroom instruction and faculty collaboration. For assessment purposes, the research consultation satisfaction survey will be maintained as well as the library instruction satisfaction survey. The general reference assistance satisfaction survey will be discontinued as it was not a useful measure for general reference transactions. Both surveys will continue to be administered electronically.

Primary responsibility: Anna T. MacDonald, Head of Information Literacy, Library Instruction, & Reference.

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SO 3. The CONSAH/Shreveport Library. The Shreveport Nursing Library faculty conducts individual research consultations and provides library, hybrid and distance instruction to nursing and allied health students and faculty to 1) help students and faculty evaluate best resources for and conduct basic research and/or a comprehensive literature review; 2) train students in the PICO process 3) train students to evaluate evidence-based research 4) improve both qualitative research and qualitative research methodology 5) train students on systematic review software and citation management software.

Measure 3.1.

Increase the number of students taking advantage of research consultations on the Shreveport campus. Target is 50% over the prior year. A year over year count of consultations determines an increase or decrease. A year-over-year count of consultations will be conducted to determine any increase or decrease. YoY growth is a key performance indicator (KPI) that allows organizations to measure and benchmark progress against a comparison period from 12 months before. Research consultations and other training data are counted monthly to calculate the year-over-year count and percentage increase against the target.

Finding: Not met.

Analysis: In 2023-2024, the target was not met as total consultations decreased by 3%, from 74 in 2021-2022 to 72 in 2023-2024. Library faculty and staff promoted research consultations through orientation classes, newsletters, meetings with nursing coordinators, LIRC, and other opportunities. While face-to-face consultations are preferred for sharing information, comparing information side-by-side, and teaching search skills, students prefer WebEx consultations, which they can attend offsite from their hospital or clinical site.

Decision: Conduct a satisfaction survey with selected students and faculty after research consultations to determine a 96% satisfaction rate using a short questionnaire developed by the Library Teaching Faculty. While the satisfaction rate goal for consultations was met, the number of students seeking consultations was not. To address this, additional marketing efforts will be implemented to ensure that consultancy goals are achieved.

Measure 3.2.
Increase the number of students taking advantage of face-to-face library instruction, online library instruction and hybrid library instruction. This includes database instruction, citation management instruction and systematic review software instruction.

Finding: Not Met.

Analysis: In AC 2023-2024, the target was not met. The measures taken appeared effective. The total number of trainings increased by 136%, from 648 in 2022-2023 to

883 in 2023-2024. The target for the net increase of students trained was missed by 14%. Despite this, a larger cohort of students was trained. The percentage of students trained rose from 25% to 32% of the total enrollment in the College of Nursing and Allied Health. This is the highest percentage of students trained to date.

Library faculty and staff actively promoted research consultations and LibGuides through orientation classes, newsletters, meetings with nursing coordinators, and the LIRC, among other initiatives. According to the library instruction survey, 96% of students found the consultations helpful, and 100% found the Webex classes and video classes helpful and relevant to their research needs.

In 2023-2024, graduate and post-graduate students preferred Stream video training over Webex training, marking a shift from previous years. The CONSAH Library has made these video training accessible on the Video Training page and is linked in their class Moodle shells. DNP students find video training less disruptive to their clinical schedule load. While most students are comfortable with Webex and video training technology, they are less familiar with search technology and project management software applications for managing their systematic reviews. Masters of Allied Health (MAH) research projects, MSN projects in-lieu-of-thesis (PILT), and DNP Special Projects can be more effective if students use new technology tools such as Rayyan.AI, Convergence, VOS viewer, and Co-Pilot AI. The faculty librarian will emphasize teaching these project management and AI tools in 2024-2025.

Graduate and post-graduate students now take graded search examinations for CINAHL, PubMed, and Rayyan. AI. In May 2023, Rayyan.AI was integrated into the curriculum for DNP and MSN students taking the graduate research class. Instructional videos and Microsoft PowerPoint slide deck presentations have been added to the Video Training LibGuide. Microsoft Stream (on SharePoint) has replaced Microsoft Stream (Classic). Due to security issues with Microsoft Stream (on SharePoint), training materials are now posted as view-only and can no longer be downloaded by professors. The links in the Moodle LMS system are not secure and cannot be fully protected. This is the second step towards fully integrating library training resources into the nursing and allied health curriculum. A passing grade on the search exam for each module is now accepted as proof of video completion, replacing the previous method of using Webex Excel spreadsheets to track video views by graduate and post-graduate students.

Undergraduate students do not take a search exam unless administered by their professor. Although there is support from undergraduate instructors, library training competes with nursing contact hours. In the future, we will make additional efforts with undergraduate instructors to bring their classes to the library for hands-on training and post more Webex classes in SignUpGenius, when it is funded. More emphasis is placed on training students to fill out a PICOT form, looking for synonyms and medical terms, using the CINAHL Thesaurus, and using Boolean connectors to join search queries.

In the 2023-2024 academic year, the library updated all video training and Microsoft PowerPoint presentations with audio. These resources were produced and shared on

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Microsoft Stream (SharePoint) for students in the Doctor of Nursing Practice (DNP) and Master of Nursing programs, allowing them to integrate library learning opportunities with their work schedules. Graded search examinations provide proof of participation and an evaluation of learning outcomes. These materials are integrated into the curriculum each May to enable DNP Special Projects to be completed by November, allowing for a shorter evaluation period by student nursing advisors and teams. DNP students now add their project advisor as a reviewer in the Rayyan.AI project management tool, facilitating earlier and more convenient sharing of outcomes with their instructors.

{graph follows on next page}

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Graph 3.1 and 3.2 (integrates statistics for both measures)

		July	August	Sep.	1st. Quarter Total	Oct.	Nov.	Dec.	2nd. Quarter Total	Jan.	Feb.	Mar.	3rd Quarter Total	Apr.	May.	Jun.	Quarter Total	2023-2024 YTD Total	Prior Year	Percentage Increase or Decrease
Shreveport Yearly Report 2023-2024					2023								2024							
Research Consults																				
Undergraduate		2	1	0	3	2	0	0	2	6	4	2	12	3	0	0	3	20	19	
Masters		0	10	6	16	0	0	1	1	0	0	2	2	0	3	0	3	22	49	
Doctorate		0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	2	0	
Faculty		0	0	0	0	8	6	0	14	1	1	4	6	8	0	0	8	28	6	
Totals		2	11	6	19	10	6	1	17	7	5	8	20	11	5	0	16	72	74	-3%
Face to Face Library Instruction and Trio Instruction																				
No. Lib classes		1	0	0	1	0	2	0	2	1	0	2	3	0	2	0	2	8	4	^ 200%
No. of students		40	0	0	40	0	4	0	4	24	0	31	55	0	2	0	2	101	55	^183%
Online Distance Instruction via Webex																				
No. Lib classes		0	2	12	14	8	2	0	10	1	9	12	22	0	1	0	1	47	63	-25%
No. of students		0	2	58	60	8	2	0	10	1	10	12	23	0	3	0	3	96	593	-84%
Video Training																				
DNP 2025 Cohort	Rray 20	0	0	0	0	0	0	0	0	0	0	0	0	0	60	0	60	60		
DNP 2026 Cohort		0	0	0	0	0	0	0	0	0	0	0	0	0	60	0	60	60		
MSN 2023 Cohort	Astigers 250	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	500	*500		
Using PICOT Form		0	1	9	10	0	0	0	0	0	0	2	2	0	3	0	15	15		
CINAHL Basics		0	1	0	1	0	0	0	0	0	0	0	0	0	4	0	5	5		
CINAHL Slide Deck		0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	4	4		
CINAHL Video		0	0	0	0	0	2	0	2	0	0	0	0	0	3	0	5	5		
JBI Evidence Synthesis		0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1		
Johns Hopkins EBP		2	0	4	6	4	2	4	10	2	0	1	3	0	0	0	19	19		
Lippincott Nurs. Cntr.		0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	1		
PubMed Mobile		1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1		
PubMed Slide Deck		0	1	0	1	0	0	0	0	0	0	0	0	0	3	0	4	4		
PubMed Video		0	2	2	4	0	1	0	1	0	0	0	0	0	3	0	6	6		
Rayyan Slide Deck		0	0	0	0	1	0	0	1	0	0	0	0	0	2	0	3	3		
Rayyan Video		0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	2	2		
Total Video Training																		686		0
Training Total																		883	648	^136%

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Decision: In 2023-2024, the target was not met. Based on the analysis of the results, library teaching faculty will expand offerings in database and software instruction, orientations, training, WebEx consultations, and the development of LibGuides and PowerPoint media. Library instruction will be enhanced for Rayyan.AI Systematic Reviews, Covidence Systematic Reviews, RevMan5, and CoPilot.AI and Mendeley Desktop to help meet the targeted increase.

Comprehensive Summary of Key Evidence of Improvement Based on the Analysis of Results. The assessment summary report for 2023-2024 highlighted significant progress in collaboration with graduate and post-graduate students. Our outreach aimed for a 150% increase, marking a 50% target enhancement. We achieved a commendable 136% rise, falling short of the goal by 14%. Sustaining these gains may prove challenging due to limited feedback from graduate instructors on testing. Undergraduate nursing instructors are actively integrating citation skills into their teaching but encounter difficulties with research proficiency. These challenges are compounded by competing demands from nursing accreditation agencies and the Louisiana State Board of Nursing, which prioritize contact hours over library instruction. Despite acknowledging the importance of research skills, undergraduate instructors are reluctant to allocate classroom time for library sessions. High turnover among nursing adjunct instructors further complicates efforts, as they are less inclined than their full-time counterparts to support library instruction initiatives. However, our current Dean's strong support is crucial; she consistently shares library updates through her bi-weekly newsletter. While progress has been notable, ongoing challenges highlight the need for strategic adjustments to sustain and expand these improvements effectively. The trends observed in library instruction and consultations at the Northwestern University of Louisiana, College of Nursing and Allied Health Library (CONSAH), may not fully reflect the broader landscape of library training and consultations across Northwestern State University or other libraries in the University of Louisiana System. While internal data analysis remains essential for resource allocation, program support, and enhancement strategies, integrating external benchmarks from similar-sized university libraries within the University of Louisiana system could provide a more comprehensive understanding of library benchmarks, standards, and practices.

Plan of Action Moving Forward. Based on the comparison of results from 2023-2024 and 2021-2022, the following actions are recommended for improvement:

1. Continue supporting pre-nursing students taking the TEAS Test who are transitioning into the clinical community through face-to-face and Webex orientations to Learning Express.
2. Continue disseminating Library news and updates through the Dean of Nursing and Allied Health.
3. Reach out to undergraduate instructors and request that they mandate Webex library instruction and place training videos in class Moodle shells.
4. Continue contacting DNP and MSN cohorts through their department admins.

5. Offer a library scavenger hunt twice a year that includes additional rubrics and an assessment of their research skills through Dr. Debra Clarke to identify research skills where students do well and identify gaps in learning and practice.
6. Continue increasing the visibility of medical library databases by working with Kerri Christopher who administers electronic and print serials and Michael Matthews who manages electronic library resources. Presently, NSULA does not have a federated search. This results in a less streamlined student and instructor experience when searching databases. While IT constraints affect certain library decisions, many are made independently within separate departments or teams.
7. Examine the Faculty Survey from the LRITS committee to gather feedback and identify ways to enhance student participation in research consultations.
8. Contact nursing coordinators quarterly to gather their input.
9. Send a bi-monthly electronic newsletter with instructional training links and a results consultation link to include in the class Moodle Shell.
10. Reinstate a training database to track undergraduate student training for instructor-mandated training.
11. Align Dr. Clark's student and instructor survey with SO3 Measure 2.

Primary responsibility: Sherri Voebel, Head at CONSAH/Shreveport Library.

S.O. 4 NSU Leesville/Ft. Johnson provides services and resources to support the needs of students, faculty, and staff on the Leesville/Ft. Johnson Branch Campus.

Measure 4.1. The NSU Leesville/Ft. Johnson library associate manager will collect and analyze usage data for the group and individual study rooms with a target of 5% usage rate for AC 2023-2024.

Finding: Target was met. There was a 32% increase in study room usage in AC 2023-2024 from the year 2022-2023.

Month 2022-2023	Study Room Usage
July 2022	0
August 2022	4
September 2022	22
October 2022	2
November 2022	0
December 2022	2
January 2023	12
February 2023	25
March 2023	31
April 2023	26
May 2023	21
TOTAL	145

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Month 2023-2024	Study Room Usage
July 2023	0
August 2023	65
September 2023	89
October 2023	57
November 2023	45
December 2023	11
January 2024	58
February 2024	42
March 2024	25
April 2024	67
May 2024	0
TOTAL	459

Analysis: In AC 2023-2024, the target was met. In AC 2022-2023, the NSU Leesville Library was not measuring group and individual study rooms; instead, the library manager was measuring usage for library reserve materials. And even though there was a 3% increase in reserve materials usage during this time, it was decided to begin measuring the statistics for group and individual study rooms because the students were not utilizing the physical reserve materials available to them. Due to this decision, the library manager will begin measuring room usage by keeping a daily transaction report on the rooms. There are no prior numbers for the study room usage from 2020-2021, but according to records from AC July 2022- May 2023, the number of students that utilized the rooms was 145. For AC 2023-2024 the numbers increased from 145 patrons to 459. The 2023-2024 plan of action was to improve study room usage and increase visibility, marketing, and usage of study rooms to faculty and students. Specifically targeting marketing to adjunct and new faculty who may not be aware of the study rooms available to them and their students. The library manager will continue to advertise the rooms through campus flyers, social media, professor letters, e-mail reminders, and library brochures.

Decision: Implementing the plan of action from AC 2023-2024 to collect and analyze usage data for the group and individual study rooms with a target of 5% usage rate for AC 2023-2024 resulted in an increase of 32**%** total of study room usage. Based on the analysis the evidence reflects that the rooms were used 314 more times than in AC 2022-2023. To continue this upward momentum, the library manager will continue to work closely with all current and new faculty to increase the visibility of NSU Leesville/Ft. Johnson Library's study rooms by providing flyers, brochures, and e-mail reminders. The recommendation is to increase the target percentage to 6% for AC 2024-2025.

Measure 4.2 The library associate manager will communicate with NSU Leesville/Ft. Johnson patrons to assess the effectiveness of current study room policies and procedures with a target response of 3%.

Finding: Target was met. In AC 2022-2023, no study room surveys were given out as

the library was not measuring study room usage at that time. Instead, it was measuring the reserve books in the library.

(Completed)	NSU Leesville Study Rooms Usage	16 Surveys Sent Out & 16 Returned
	Yes	No
Questions		
Do you use the library study rooms?	16	
Do you find the study rooms useful?	16	
Do you have other places that you use to study?	11	5
Were the rooms available when you needed them?	16	
Did you have enough time to get work done?	16	
Totals	**75**	**5**

Analysis: In AC 2023-2024, the target increase of 3% was met. According to the data from AC 2022-2023 and AC 2023-2024, survey response rates increased from 4% in AC 2022-2023 to 25% in AC 2023-2024. In AC 2022-2023, 8 surveys were sent out to professors with only 2 completed and returned. In AC 2023-2024, surveys were distributed to 16 students with all of them completed and returned. Of the16 surveys completed, all participants responded "yes" to using the library's group and individual study rooms. Of the 16 respondents, all stated "yes" to the study rooms being useful. When asked if they have other places to study, 11 of the respondents said "yes" while 5 of them said "no." And when asked if the rooms were available when you needed them and if they had enough time to get work done, all 16 respondents said "yes." Based on the favorable feedback from the 16 surveys sent out, patrons find the group and individual study rooms a valuable and useful resource in their educational endeavors.

Action-Decision or Recommendation: The plan of action moving forward is to continue promoting group and individual study rooms to professors and students. New promotional materials will be created and distributed during on-call week to target new professors, so that they will know about the study rooms available to them and their students. Library manager will also e-mail reminders to professors throughout the semester to ensure that they do not forget about this valuable library service available to them and the students. Additionally, promotion of the library study rooms will continue throughout the semester by utilizing popular media sites such as Facebook and Twitter.

Assessment Cycle 2023 - 2024

The goal is to increase study room visibility and usage statistics by faculty and students through the employment of social media. It is because of the favorable feedback from the patrons that it is suggested that the target goal be increased to 5% for AC 2024-2025.

Comprehensive Summary of Key Evidence of Improvement Based on the Analysis of Results. The NSU Leesville/Ft. Johnson Library worked tirelessly to advertise group and individual study rooms, so that library patrons, both faculty and students, know that they have a place to come tutor and study. To advertise the group and individual study rooms, the NSU Leesville/Ft. Johnson manager sent out 47 e-mail advertisements to all instructors at the beginning of the semester. Group and individual study room advertisements were also posted in the student lounge and in the main building. An additional measure taken to promote group and study room usage was the use of social media such as Facebook and Twitter.

Plan of Action Moving Forward. The plan of action moving forward is to continue promoting group and individual study rooms to professors and students. Specifically, targeting advertisements to new professors who may not be aware of the study rooms in the library or even the existence of the library itself. This will be done by creating study room promotional materials to include each semester during on-call meetings. Additionally, the library will promote the use of study rooms throughout the semester by utilizing social media to remind professors and students that the library is here and that we have quiet study rooms available to them.

Primary responsibility: Heather Ritter, Head of Leesville Campus Library.

SO 5. Cammie G. Henry Research Center. The Cammie G. Henry Research Center (CGHRC) supports the mission of University Libraries and Northwestern State University through execution of core library and archival activities including but not limited to acquisition, reference, accessibility, instruction, exhibit and display design and installation, community engagement and research, donor relations, and the support and promotion of scholarship through the Center's unique holdings.

Measure 5.1.
The Cammie G. Henry Research Center will capture, analyze, and retain data regarding user engagement and research interactions (virtual and onsite).

The Center will adopt basic measures suggested in *Standardized Statistical Measures and Metrics for Public Services in Archival Repositories and Special Collections Libraries* and advanced measures as appropriate when such reasonable.

Finding: Met.

Analysis: There were 288 entries in the daily register during this assessment cycle,

though many of these entries are repeat researchers. Common affiliations with our researchers include the Louisiana School for Math, Science, and The Arts, the National Center for Preservation Technology and Training, but most of our researchers do not indicate any affiliation. Researchers rarely filled in an answer for Researcher Status, and about half completed the Subject area.

Sixty-nine remote research questions were received and responded to via email in assessment cycle 2023-2024. This is not a count of the interactions involved with each question.

The Head Archivist started capturing Interlibrary Loan Requests for the Louisiana Collection and Rare Books as advised by *Standardized Statistical Measures*. Twenty-four Interlibrary Loan requests were transferred by the Interlibrary Loan Manager to the CGHRC for response. Six requests were for Rare Books holdings, eighteen were for titles in the Louisiana Collection. Fifteen of those requests were rejected due to condition or rare status, five were accepted, and four were scanned or already digital and transferred in that manner.

The Center capitalized on an offer by Dr. Martin Nekola to deliver a lecture on Czech communities in Louisiana while on a research visit. Dr. Nekola conducted research at the Center in the Louisiana Czech Heritage Collection during the day, then kindly shared some of his research and his ongoing project to capture Czech communities in the United States and the world. This event was cosponsored by the Louisiana Folklife Center. Around twelve members of the university and community attended the October 10 lecture "Czechs in the Southern USA: History, Places and Opportunities for Further Research" at the Cammie G. Henry Research Center. It was a dual user and community engagement program with an international scholar, which was a success all around. Staff posted thirty-eight images with each averaging eight reactions per the Center's [Instagram](#) feed. The CGHRC uses social media to highlight the collection and to engage with potential researchers. Most posts only had one comment, the one posted by the Center containing keyword hashtags increase discoverability issued by the Center. This data is too low to be significant but is in keeping with recommendations from the *Standard Statistical Measures.*

Assessment Cycle 2023 - 2024

CGHRC Public Services Statistics	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	Totals
Reference													
Redirection	1	3	7	2	0	0	2	1	1	2	0	0	**19**
Reference Questions	0	1	0	3	0	0	4	4	0	2	0	0	**14**
Reference Interviews*	1	1	1	1	1	0	███	███	███	███	███	███	**5**
Remote Reference Interactions	11	5	7	4	7	1	4	7	4	5	0	0	**55**
Page Counts													
Count of Archival Collections Accessed	21	23	23	26	7	10	19	40	19	26	8	4	**226**
Count of Louisiana Collection Accessed	8	7	13	20	20	4	25	17	25	14	5	0	**158**
Count of Rare Books Accessed	1	4	0	0	0	0	1	0	0	0	0	0	**6**
Count of Microfilm Accessed	1	5	3	1	0	0	2	2	4	4	1	0	**23**
Count of Maps/Oversized Accessed	5	25	0	3	0	0	0	7	32	0	0	0	**72**
Reproduction Services													
Number of Remote Duplication Requests*	1	0	1	1	0	0	███	███	███	███	███	███	**3**
Number of Documents/Images Scanned	4	1	30	1	2	0	11	0	0	0	0	0	**49**
Number of Documents/Images Photocopied	5	0	0	1	1	0	10	2	1	0	0	0	**20**
Instruction													
Number of Class Visits	0	0	0	2	0	0	0	0	1	0	0	0	**3**
Count of Participants	0	0	0	45	0	0	0	0	8	0	0	0	**53**
Exhibit													
Count of Participants	6	6	9	0	0	0	0	0	2	5	2	0	**30**
Public Use													
Number of Meetings	0	1	2	1	3	0	2	0	2	2	1	0	**14**
Count of Participants	1	22	34	18	38	0	27	0	35	22	12	0	**209**
Underground Railroad Passport Stamp	0	0	0	0	0	0	0	0	0	0	0	0	**0**

*Stopped asking this question January 2024

Assessment Cycle 2023 - 2024

Interlibrary Loan Requests for Assessment Cycle 2023-2024

Date	Title	Call Number	Format	Rejected	Accepted	Scanned
7/18/2023	Where the bayou runs straight : the history of Jeanerette	F379 .J4 W47 1982 LACOLL	Book	1		
7/19/2023	The Naked Lady; or, Storm over Adah. A biography of Adah Isaacs Menken	PN2287 .M6 F3 1934 RARE	Book	1		
8/2/2023	Louisiana state plan [for] hospital and medical facilities, needs and construction	RA981 .L6 A3 LACOLL	Book	1		
8/11/2023	My Edens after Burns	PS3561 .I412 M9 1987 RARE	Book	1		
8/14/2023	Their final years : The Apalachee and other immigrant tribes on the Red River, 1763-1834	E99 .A62 H868 1994 LACOLL	Book			1
8/16/2023	Family maps of De Soto Parish, Louisiana : with homesteads, roads, waterways, towns, cemeteries, railroads, and more	F377 .D4 B69 2010 LACOLL	Book	1		
8/16/2023	Tony Chachere's Cajun country cookbook : featuring seafood and wild game /	TX715 .C434 1979 LACOLL	Book	1		
8/28/2023	The majesty of calmness: individual problems and possibilities	BF639 .J65 RARE	Book	1		
9/18/2023	Africo-Creole music in Louisiana; a thesis on the plantation songs created by the Creole negroes of Louisiana	M1670 .N535 LACOLL	Book		1	
9/27/2023	Dime novel anthology.	PS658 .D55 RARE	Book	1		
9/28/2023	New Orleans carnival balls : the secret side of Mardi Gras, 1870-1920	GT4211 .N4 A75 2017 LACOLL	Book		1	
10/25/2023	The one-way ride; the red trail of Chicago gangland from prohibition to Jake Lingle,	HV6795 .C4 B8 RARE	Book	1		
10/30/2023	The Red River Campaign and its toll : 69 bloody days in Louisiana, March-May 1864 /	E476.33 .R63 2016 LACOLL	Book		1	
11/16/2023	The house in Balfour-street. A novel.	PS1542 .D85 H6 LACOLL	Book	1		
12/7/2023	Toinette's Philip	PZ7 .J157 TO 1907 LACOLL	Book		1	
1/23/2024	Campoamoriana : pensamientos poéticos de	PQ6511 .A17 1917 RARE	Book	1		

Assessment Cycle 2023 - 2024

	Campoamor / escogidos y clasificados					
1/31/2024	The Tale of three sawmill towns	F375 .S6584 2007 LACOLL	Book	1		
2/21/2024	Banner Democrat	F377 .E2 C3776 LACOLL	Micro		1	
2/26/2024	The Kate Chopin newsletter V2 N3 1977	PS1294 .C8 K19 LACOLL 1975-1977 V.1-2	Article			1
2/27/2024	French-Indian interaction at an 18th century frontier post : the Roseborough Lake Site, Bowie County, Texas	F392 .B74 G48 1986 LACOLL	Book	1		
3/18/2024	Slave to the ex-slave narratives	LD3091 .L3687 T1568 V.1 & 2 LACOLL	Digital			1
3/21/2024	English land grants in west Florida : a register for the states of Alabama, Mississippi, and parts of Florida and Louisiana, 1766-1776	F301 .D4 1986 LACOLL	Article	1		
3/27/2024	North Louisiana history V 48 2018	F366 .N678 LACOLL	Article			1
4/18/2024	The first families of Louisiana.	F368 .C66 LACOLL V.1 & 2	Book	1		
			Totals	**15**	**5**	**4**

Assessment Cycle 2023 - 2024

Decision, action, or recommendation: While the target to track basic data has been met, improvements are ongoing and necessary. The Cammie G. Henry Research Center is moving with due speed to employ consistently advanced metrics as recommended in *[Standardized Statistical Measures and Metrics for Public Services in Archival Repositories and Special Collections Libraries](#).* This was reflected in the 2022-2023 assessment for the CGHRC.

Measure 5.2.
The Cammie G. Henry Research Center will capture, analyze, and retain data regarding acquisitions, holdings, processing, and collection use.

The Center will adopt basic measures suggested [Guidelines for Standardized Holdings Counts and Measures for Archival Repositories and Special Collections Libraries](#) and advanced measures as appropriate when such reasonable.

Finding: Not met.

Analysis: While aspects of the measure have been improved, this measure has not been met overall. Information about current acquisitions were captured, satisfying the measure. Most donations during the assessment cycle were accretions to existing collections in this assessment cycle.

In this assessment cycle, the archives assistant Sara Rebstock has converted forty-eight old inventories into DACS (Describing Archives: A Content Standard) compliant finding aids. Many of these were small collections poorly identified and described.

Sara Rebstock, archives assistant, wrote a new DACS-compliant finding aid for a small collection, Courthouse Records Relating to Natchitoches and Sabine Parishes. This collection was prioritized due to researcher demand as well as the need to do so due to complications with provenance.

Decision, action, or recommendation: As previously stated in the report for the previous assessment cycle, collection management data is lacking at the Cammie G. Henry Research Center. Accession records are incomplete, deeds of gift missing or incomplete, and intake information about the collections was never collected. This situation not only makes basic archival work across the domains even harder to complete, but it also can potentially damage the reputation of the Center as a trustworthy repository. Digitizing the Faculty Activity Reports submitted by Mary Linn Wernet and Sharon Wolff to create more complete accession and processing folders regarding holdings began in this assessment cycle. Staff has also begun to review collections donated by former curators (John Price, Carol Wells) to see what, if any, institutional memory exists there.

The Cammie G. Henry Research Center will not be measuring impact or success in total linear feet as many archival repositories used to do. Collection priorities are defined by mission and the scope defined by the collection development policy.

Assessment Cycle 2023 - 2024

Collection Development Policy updates are currently under review but will not be completed in this assessment.

Some of this work of filling in gaps and correcting accession and collection records is to implement the *Guidelines for Standardized Holding Counts and Measures for Archival Repositories and Special Collections Libraries* in the next assessment cycle*.*

Measure 5.3.
The Cammie G. Henry Research Center will support the mission of University Libraries and Northwestern State University through instruction sessions designed to orient and assist students and users for archival and Special Collections research.

Finding: Not met.

Analysis: As stated in the previous Assessment report, the Head Archivist continued networking with faculty across campus, promoting the use of our collections not only for traditional research papers but also project-based assignments. Still, it is the same instructors scheduling one instruction session per semester, totaling three instruction sessions in a cycle. One instructor records a brief asynchronous orientation but only in the semester he is assigned to that course.

Decision, action, or recommendation: The Head Archives should consider expanding on measure as it reflects the current nature of course offerings and learning exercises. If students are in survey courses with no expectation of primary source research, therefore requiring no archival practice in the Center, this measure cannot be measured accurately nor ever be expected to improve.

The Center does a lot of face to face, one on one instruction for its patrons. These interactions are spontaneous, and because we usually do not pull any of our material in those sessions, they go undocumented. That lack of documentation cannot continue if instruction impact is to be measured.

Measure 5.4.
The Cammie G. Henry Research Center will support the mission of University Libraries and Northwestern State University through exhibit design and installation utilizing the Center's unique holdings. The goal is to install three exhibits in the Center per year.

Finding: Not met

Analysis: Staff size and ongoing Arrangement and Description/Collection management issues continue to slow down installation.Did not install the Louisiana Purchase exhibit in Fall 2023. We focused on the exhibits for the upcoming year.

Exhibits:

- Installed the *Wunderkammen* exhibit in the Research room from January 29 –

> May 10, 2024. Thirty-seven people visited the exhibit according to the guest book. Also held an exhibit reception for *Wunderkammen* on May 2024.
> - Hallway exhibit: *Divine Nine Through Time*, February-March 2024. We did not closely monitor this exhibit, but we did notice traffic around the cases.
> - Hallway exhibit: *Congress Week* celebrating our congressional collections, April-May 2024.
> - Installing *Louisiana Constitutional Conventions* exhibit in research room June-August 2024.

The Head Archivist always submits exhibit or event information to NSU Public Relations to share with the larger university community. This is a crucial part of spreading exhibit and event news to the larger university community.

Decision, action, or recommendation: The Center has an exhibits schedule through 2027 with three main exhibits for the Research Room and several hallway exhibits on the schedule. This measure should help with the research and preparation in a timelier fashion since time and staff challenges remain.

There is a huge investment of planning and research invested into three exhibits for minimal impact. Staff will be implementing survey instruments for commentary and suggestions in order to measure impact and engagement.

The Head Archivist continues to invite colleagues in other departments to collaborate on exhibits.

Measure 5.5.
The Cammie G. Henry Research Center will support the mission of University Libraries and Northwestern State University through creating greater accessibility to materials.

Finding: Not met

Analysis: Remote reference transactions and scan on demand requests are already standard practice in the Center's reference workflows. Standardization for DACS-compliant finding aids has begun. LibGuides for the Center were dismantled and revised but were not overhauled in a meaningful manner as expected during Summer 2023.

Decision, action, or recommendation: The Cammie G. Henry Research Center needs a platform and/or institutional repository to make collections more accessible and to house digital collections. LibGuides are not the solution to the challenge but will be used more effectively moving forward.

Comprehensive Summary of Key Evidence of Improvement Based on the Analysis of 2023-2024 Results. The Cammie G. Henry Research Center continues to make improvements in public services and technical services. While some general improvement measures and targets were not met, applying basic consistent standards,

best practices, and measurements as the Center has done in this assessment cycle will position the Center to plan and implement acquisitions, documentary strategies, engagement and user-centered tasks more efficiently and impactfully. Center priorities have already shifted to collections management tasks (rather than user services where we excel) going into the next assessment cycle.

Plan of Action Moving Forward. The Cammie G. Henry Research Center is moving with due speed to employ advanced metrics as recommended in *Standardized Statistical Measures and Metrics for Public Services in Archival Repositories and Special Collections Libraries.* The emphasis in the next cycle will be to capture repeat visitors, total time spent on reference requests, and tracking the researcher cycle of discovery through output (i.e., article, book, genealogy charts).

The Cammie G. Henry Research Center is also moving with due speed to employ advanced metrics as recommended in *Guidelines for Standardized Holding Counts and Measures for Archival Repositories and Special Collections Libraries.* The Center will continue to use past Faculty Activity Reports from past staff members, Watson Library records, the Current Sauce, and former curators' collections to fill in the gaps about our holdings and past activities. This will fill in some of the gaps on the technical services side of our holdings.

The Head Archivist should consider restating or expanding the targets for Measure 5.3: Outreach, advocacy, and marketing tasks as recommended in the accepted archival domains includes educational programming including instruction and orientation sessions. It is part of professional practice and will be ongoing. Still, what that means and what is meaningful for our faculty, students, and university community may not be best measured in number of classes at the Center. Nothing can replace the in-person experience of interacting with archival collections, but developing and engaging in non-traditional archives instruction services digitally and asynchronously might prove useful. While this is time and labor intensive at the development stage, this type of instruction may have a different type of successful impact in time. The Center will continue to market and schedule in-person instruction and orientation sessions, but will create digital training when inspiration, time, and staff allows.

To stay on track with creating and installing three exhibits per year, the Center has developed a complete exhibits planner through 2027. We will be implementing survey instruments for commentary and suggestions for future events.

LibGuides for the Center will be overhauled in a meaningful manner beginning July 2024.

The Cammie G. Henry Research Center needs a platform and/or institutional repository to make collections more accessible and to house digital collections.

Primary responsibility: Donna J. Baker, University Archivist and Records Officer.

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SO 6. The mission of the Department of Serials, Media, and Electronic Resources is to provide resources, services, and a place to support learning, teaching, and research. We are committed to investigating new content for addition, purchasing and licensing, implementing, troubleshooting, assessing by evaluating for renewal, cancellation, or replacement, and preserving e-resources, serials, and media for an increasingly diverse population of students, faculty, staff, alumni, and community members. Hence, student learning and success lies in our ability to equitably support every student so they can learn, thrive, and become productive members of a democratic society.

Measure 6.1: Finish rightsizing the print journal collection to become ADA compliant by June 30, 2024. Continuing action 6.3 from 2021-2022 assessment cycle focused specifically on reducing the number of volumes in the collection without compromising access. To be clear, only journal titles that are available in digital format were rightsized. Three additional stacks were removed during this assessment cycle to allow the existing stacks to be spaced 36 or 42 inches apart. The total number of stacks removed to accomplish ADA compliance totaled six.

Finding: Target will be met on June 30, 2024. Stacks holding the print journal collection are in ADA compliance.

Analysis: The implementation of this project began December 2022. A Microsoft Teams group, named the Print Journal Rightsizing and Binding Project group gave access to stakeholders to allow updating when tasks were completed. A twelve-step procedure coordinates the process between Serials and Cataloging personnel.
A review of the library literature revealed Suzanne M. Ward's 2015 e-book titled, *Rightsizing the Academic Library Collection*. Chapter 4 details how to withdraw JSTOR journals and serves as a model for this project. Ms. Ward states, "JSTOR titles are 'safe' to withdraw," because the Center for Research Libraries contains a JSTOR print archive consisting of complete runs of many JSTOR titles.

Decision, action, or recommendation: In June 2023, rightsizing JSTOR journals was finished. In July 2023, the phase to become ADA compliant began:

- Action taken consisted of working with three groups of four stacks that lie between the immovable posts. The collection was moved forward to empty the last three of the group of four stacks. Carpenters were asked to remove the middle empty stack and then physically move the other two remaining empty stacks toward each other 42 inches apart.

- In the groups of four stacks, the stack closest to the immovable posts was not moved because it measured 36 inches from the post, the minimum for ADA compliance.

- Lastly, the displaced collection was returned to the empty stacks leaving the top and bottom shelves empty.

Assessment Cycle 2023 - 2024

- As of June 30, 2024, three sets of four stacks have been moved apart, journal titles beginning with K - Z.

Following through with last year's recommendation, in February 2024, eighteen embargoed print journal issues were rightsized since JSTOR's moving wall now allows digital access to them.

Following through with my mid-year's recommendation government documents housed in the serials department, journal titles beginning with M-Z were removed from the shelves, offered for adoption on ASERL listserv for 45 days, and then any unclaimed volumes will be rightsized.

The Problem

There were three additional groups of four stacks apiece that remain to be moved - journal titles beginning with the letters K – Z. The middle photo of stack 19 shows the collection shelved on the top and bottom shelves. The photo on the right shows that there is only 26.5 inches of space between stacks 20 and 21. Lighting is also a problem.

The Solution
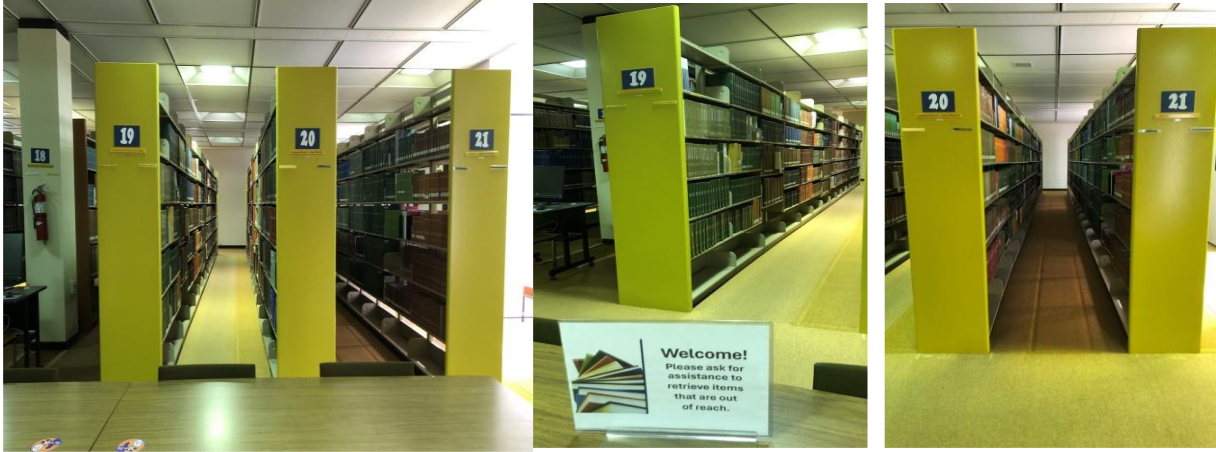
This group of four bookstacks has been reduced to a group of three bookstacks allowing 42 inches of space between stacks numbered 19, 20 and 21. The middle photo of stack 19 shows the collection reshelved with the top and bottom shelves emptied. Additionally, a sign encourages patrons to ask for help if an item is out of reach. The photo on the right shows an improvement in lighting as an added benefit of moving the stacks 42 inches apart.

Study Carrels Removed, Exit Sign is Readable

Before

After
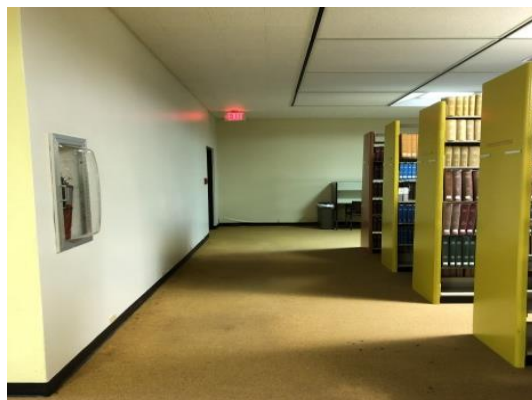
The before photo on the left shows study carrels that took up the space needed for a wheelchair to turn 180 degrees around the ends of stacks. Additionally, the emergency

exit sign is not readable. Our progress to achieve ADA compliance is shown in the photo on the right.

Measure 6.2: Assess all annual subscriptions, make changes based on findings, and pay invoices promptly.

Finding: Target was met.

Analysis: Annual renewals include EBSCOnet's main list of individually subscribed e-journals as well as e-packages such as Elsevier's Title by Title Collection and Wiley Online Library Core Collection. Working the renewals consist of deciding to renew or cancel, deciding to keep or change the format, verifying that electronic access works in Journals Full Text Finder, submitting vendor support tickets to correct access problems, canceling titles if access problems cannot be resolved, verifying IP address ranges on vendor portals, verifying coverage dates available, contacting OCLC Support to update database stanza as needed, and fixing "Search Your Catalog" links in Journals Full Text Finder as needed.

Decision, action, or recommendation: Action taken for all renewals included running two COUNTER 5 reports for usage statistics on the vendor's portal. Calculating the cost per use (CPU) of each journal from the TR_J1 report using the Unique Item Requests metric. Journals with three-digit CPUs are targeted for dropping or swapping. The TR_J2 report shows the number of times patrons were denied access because the institution had no license for the content, or because simultaneous use licenses were exceeded. This report shows demand for journals that are good candidates to subscribe to. The next step was to contact the customer service representative to ask for cost information for the turn away journals to identify those that cost the same or less than the journals with high CPU. Finally, discussed the findings with the library director, allowing her to make a final decision.

For example, it was decided to drop the Project Muse database. Additionally, it was decided to drop the Sage package when the LOUIS opt-in expired; however, some of the high usage Sage journals were added to the EBSCO main renewal list of individual subscriptions.

In fiscal year 2023/2024, Business Affairs (BA) cut the library's operating budget so severely that there were no funds for EBSCO resources, nor ongoing maintenance contracts. The Provost asked BA to return the needed funds, but only a portion was returned late November 2023. The portion returned covered payment for EBSCO resources. Although the library created an EBSCO encumbrance and then invoices were processed before the December break, EBSCO did not receive any payment until January 2024.

The requested funds for a maintenance contract for the library's three KIC scanners were not restored. As a result, the contract expired, and the company said it would not reissue a contract for the scanners.

Assessment Cycle 2023 - 2024

In April, the EBSCO encumbrance contained a large unspent amount although most EBSCO invoices had been paid. Dr. Lowe asked me to explain the unspent balance. After a week, my explanation follows:

The EBSCO encumbrance P0035387 was created December 15, 2023, for $305,840.00. The attached EBSCO anticipated cost letter dated June 8, 2023, suggested we encumber $303,831.78. Since we did not renew the Sage package, but selected specific titles from the package and then added them to the main renewal list of individual subscriptions, we added $2,008.78 to the total encumbrance. We will discuss these figures further at the end of this email.

Today the EBSCO encumbrance balance unspent is $73,273.08. All EBSCO invoices to date have been paid, but there may be others coming due to publisher rate increases or refunds. As requested, I'm writing to show why the EBSCO encumbrance has this unspent balance remaining.

Since the EBSCO encumbrance was not set up until December 2023, Dr. Handel gave permission to pay EBSCO invoices received in September and October. As a result, four invoices were received and paid from the library's operating budget. However, one of the four invoices was NOT included in the EBSCO encumbrance – Medium Aevum for $102.68 – because EBSCO was unable to locate the publisher in March 2023, I cancelled the subscription. In August 2023, EBSCO located the publisher and then I renewed our subscription and subsequently paid for it in October. Recall that the anticipated costs letter was dated in June, when this subscription was cancelled. As a result, only the September EBSCO invoices were included in the encumbrance. They were the Performance Bond for $1,495.00, the A – Z MARC Updates for $1,420.00, and Lippincott Williams & Wilkins Nursing and Health Professions Premier Collection (LWWNH) package for $50,395.99 totaling $53,310.99.

Project MUSE was not renewed for $7,947.15, bringing the total unspent to $61,258.14. The EBSCO anticipated costs letter also included Music Index with Full Text at $7,618.00, bringing the total unspent to $68,876.14. The person who wrote the anticipated costs letter was unaware that NSU paid for 18 months of coverage ending June 2024, when Music Index was upgraded to add full text.

Additionally, the EBSCO anticipated cost letter overestimated the cost of three products: E-Journals database by $477.49, Elsevier package by $3,502.27, and Wiley Core Collection by $1,134.83. Adding these unspent costs brings the total unspent to $73,990.73.

A detailed discussion of the first paragraph found that the main renewal list of individual subscriptions was $133,068.96 in the estimated costs letter; however, recall that $2,008.22 was added to cover the cost of the added Sage journal titles. This estimate was close, but short by $717.67, which when subtracted from the unspent total, because it was never included in the encumbrance, brings the unspent encumbrance to $73,273.06.

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Another way to restate the above paragraph is that the main renewal list actually cost $135,794.85, which is $2,725.89 over the EBSCO anticipated cost listing of $133,068.96. By subtracting the amount, we added $2008.22 from $2,725.89, the amount it actually cost, equals $717.67. Finally, by subtracting the shortfall amount, $717.67 from the unspent total $73,990.73, because it was never included in the encumbrance, matches the unspent balance remaining in the EBSCO encumbrance to <u>$73,273.06.</u>

Lastly, I cannot explain the $0.02 difference between my calculations and the unspent balance remaining in the encumbrance. The below screenshots include a list of the invoices paid from the EBSCO encumbrance followed by the EBSCO anticipated costs letter.

The unspent funds were used to add two databases to the library's offerings: 1) SPORTDiscus with Full Text which Dr. Tara Tietjen-Smith requested December 2021, and 2) Bloomberg Businessweek Magazine Archive 1929-2010: Perpetual Access, as well as a maintenance fee buy out at a $588.00 discount. Additionally, the unspent funds were used to pay a May 1, 2024, through June 30, 2025, for two subscribed databases. This was done to avoid late fees if BA does not provide adequate funding in a timely manner on July 1, 2024.

Transaction Date	Type	Document Code	Action	Transaction Amount	Remaining Balance
12/15/2023	PORD	P0035387		305,840.00	305,840.00
01/04/2024	INEI	I0135557		-37,634.93	268,205.07
01/05/2024	INEI	I0135558		-2,458.14	265,746.93
01/05/2024	INEI	I0135559		-809.98	264,936.95
01/05/2024	INEI	I0135560		-16,511.82	248,425.13
01/05/2024	INEI	I0135561		-738.82	247,686.31
01/05/2024	INEI	I0135562		-67,496.97	180,189.34
01/05/2024	INEI	I0135566		-8,639.65	171,549.69
01/05/2024	INEI	I0135569		-415.52	171,134.17
01/05/2024	INEI	I0135571		-348.74	170,785.43
01/05/2024	INEI	I0135572		-140.09	170,645.34
01/22/2024	INEI	I0136048		-232.14	170,413.20
01/22/2024	INEI	I0136049		-1,123.51	169,289.69
01/26/2024	INEI	I0136276		-81,221.69	88,068.00
02/25/2024	INEI	I0137389		-228.37	87,839.63
02/27/2024	INEI	I0137497		-14,426.89	73,412.74
03/18/2024	INEI	I0138484		-102.77	73,309.97
03/18/2024	INEI	I0138485		-36.89	73,273.08

EBSCO
Information Services

June 8, 2023

Kerri Christopher
Head, Serials and Media
Watson Memorial Library
Northwestern State University
911 University Parkway
Natchitoches, LA 71497

Dear Ms. Christopher,

This letter serves as confirmation of current orders placed with EBSCO that will invoice for renewal during the library's fiscal year of July 1, 2023 through June 30, 2024.

Order	Estimated Invoice Date	Estimated Total
Main renewal list of individual subscriptions	11/3/2023	$133,068.96
Performance Bond	6/10/2024	$1,495.00
Elsevier (ELSTT) package	12/29/23	$84,723.96
Lippincott Williams & Wilkins Nursing and Health Professions Premier Collection (LWWNH) package	8/11/2023	$50,395.99
Project MUSE – Basic College Collection (PROUC) package	11/4/22	$7,947.15
Wiley Core Collection (WILEY) package	2/10/24	$15,561.72
Music Index with Full Text	5/1/24	$7,618.00
A - Z MARC Updates	6/22/24	$1,420.00
E-Journals database	6/2/24	$1,601.00
Estimated Annual Total		$303,831.78

The dates and totals shown above are estimated and will vary pending publisher price increases and when those are received from the publisher. Invoice dates shown in the above table are estimated based on how each of these products/services were invoiced during July 2023 through June 2024. These invoice dates could change on average +/- 60 days based on both the publisher and customer. The totals shown above are based on last year's invoiced total with an inflation added to allow you to budget for the upcoming year. EBSCO has not yet received 2024 pricing from publishers. Based on historical price increases from publishers year over year, the total above for your individual subscriptions includes an 8% inflation for budgeting purposes.

EBSCO invoices for packages once quotes are received from the publisher and therefore cannot give an exact invoice date for these orders. Any supplemental invoices received for titles included with your main renewal will be invoiced at the time updated pricing is received from the publisher. Additionally, the bond amount is based on the total spend and could change.

We appreciate your business and look forward to continuing to provide Northwestern State University with the high level of service that we are known to offer. Again, the information provided

Assessment Cycle 2023 - 2024

Measure 6.3: Complete the Serials Media portion of the National Center for Education Statistics' Integrated Postsecondary Education Data System (IPEDS) Academic Library report annually on July 1 and then report the statistics the following March for data entry. The Serials Media portions include: 1) Library Collections in both physical and digital formats for Databases, Media, Serials; 2) Library Circulation in digital format is comprised of e-books; and 3) Materials/Services Expenses for ongoing commitments to subscriptions. The coverage dates are July 1, 2022 – June 30, 2023 (aka FY 23). Please understand that I cannot complete this measure from July 1, 2023, through June 30, 2024, until July 1, 2024.

Finding: Target was met for July 1, 2022, through June 30, 2023.

Analysis: It is necessary to collect the desired statistics on July 1, because the IPEDS reporting period covers the previous fiscal year ending June 30. The EBSCO Connect knowledge base contains a March 10, 2021, article titled, *How do I get a count of all my e-book or serials titles?* detailing step-by-step instructions using Holdings Management. Although the IPEDs report is completed the following spring, the Holdings Management reporting tools cannot go back in time to July 1. As a result, it is imperative to collect IPEDS statistics on the calendar day of July 1.

In January 2023, Elizabeth Kelly with the LOUIS consortium, developed an IPEDS toolkit for member libraries. However, the IPEDS toolkit excludes statistics from vendors outside the LOUIS consortium subscriptions, such as *Chronicle of Higher Education*, Clarivate, Elsevier, Teton Data Systems, *The Advocate*, and Wiley.

Decision, action, or recommendation: Action taken to collect data for measure 6.3 numbers 1 and 2, consisted of creating an Excel spreadsheet titled, IPEDS FY 2022.2023 Master to compile the needed statistics. Each vendor or format has a tab consisting of a report with a culminating total. Additionally, I typed instructions describing which report was run and other pertinent information.

Action taken to determine the number of physical journals and physical media was to create a Workflows report for each format. The reports were run July 2023, finding the Title Count of Physical Serials was 6,253, and the Title Count of Physical Media was 2,844. Following the step-by-step instructions of the above-mentioned article, holdings management contains 107,701 e-journal titles, 342,523 e-books, and 2,014 e-media. Lastly, the library provided 116 databases.

Action taken to collect data for measure 6.3, number 3, materials/services expenses for ongoing commitments to subscriptions consisted of searching Banner using FAIVNDH, limiting to fiscal year 2023, searching each vendor, and summing the totals. Thus, the amount of ongoing subscription costs, including LOUIS membership fee, was $568,892.59.

Comprehensive Summary of Key Evidence of Improvement Based on the Analysis of 2023-2024 Results. In 2023-2024 the target was met for all three measures: 6.1, 6.2, and 6.3. All bookstacks in room 311 are in ADA compliance

measuring either 36 inches or 42 inches of space between them. There is either 45 inches or 60 inches of space at the ends of the bookstacks to accommodate a wheelchair turning around bookstacks. Additionally, signs are posted encouraging patrons to ask an employee to retrieve anything that remains out of reach. All invoices were paid as promptly as funding allowed. Inadequate funding at the beginning of the fiscal year caused problems that took time to solve. Reporting IPEDS annual statistics is largely taken care of by LOUIS' toolkit for members libraries, except for determining materials/services expenses for ongoing commitments to subscriptions.

Plan of action moving forward. Although measure 6.1 is finished, the plan of action moving forward is to rightsize the government documents shelved in the Serials and Media department with titles beginning with A to L. (Please see page 1 to recall that M-Z has already been accomplished). Additionally, I am considering reordering the placement of print journals on the shelves, so they are truly arranged alphabetically by their title. The current practice of putting a run of journals together under the current journal title is not patron friendly. For example, *Army Information Digest* 1948- May 1966 is shelved next to *Army Digest* June 1966-1970, but they are both shelved under the letter "S" beside *Soldiers,* which is the current journal title. Being a Government Document, the current title (*Soldiers*) will be removed from the shelf leaving *Army Digest* and *Army Information Digest* shelved with other journals beginning with "S." My suggested plan of action moving forward concerning measure 6.2 is to create a shared departmental master list of all invoices received in an excel spreadsheet and then ask each employee who receives a vendor invoice to input it in the spreadsheet. This is important because no one person receives all the library's invoices. Please understand that invoices are received by six different librarians or staff members throughout the fiscal year.

The plan of action moving forward concerning measure 6.3 is to only calculate question number 3 using Banner, because the LOUIS' IPEDS toolkit answers questions numbered 1 and 2.

Primary responsibility: Kerri Christopher, Serials, Media, and Electronic Resources.

SO 7. Collection Development and Cataloging. The Cataloging Department will use descriptive metadata to ensure that bibliographic records and their comprehensiveness, accuracy, and efficiency will ensure the library patron's successful retrieval of information, sources, and research.

Measure 7.1: Of the 141 NSU Dissertations already in the OPAC/OCLC, 71 need additional cataloging to become a complete and accurate record to ensure students, faculty, staff, researchers, and users' success in retrieving the information desired. Corrected bibliographic records will have a target of 100% completion. The assessment process includes original cataloging of NSU Dissertations, Theses, and Education Specialist Theses as well as correcting existing records over the year and percentage increase or decrease regarding set target rate. All existing records did not receive

modifications because all newly bound dissertations, theses, and research projects were prioritized to be originally cataloged instead.

Finding: Not Met.

Analysis: In AC 2022-2023, the target was not met. Based on the analysis of AC 2022 - 2023 results, it was carried forward to AC 2023-2024. The records without subject headings were not addressed due to concentrating on entering 38 Education Specialist and 178 Theses as either a full or brief record from various colleges. The proper cataloging of NSU materials is important to both provide an accurate record of the dissertation and make sure users have all the metadata in order to locate the items in the ILS/OPAC.

Decision, action, or recommendation: In AC 2023-2024, the target was not met. Based on the analysis of the results in AC 2023-2024, in AC 2024-2025, we will continue with a 20% target of completion in addition to any/all recently submitted NSU dissertations **NOT** in the ILS/OPAC. My department will continue to focus and place priority over theses, research projects, in-lieu of thesis projects, scholar college theses, etc. The following changes will also be implemented in AC 2024-2025, a meeting will be held with the newly appointed Nursing Administrators, Megan Lowe, and Debbie Huntington in attendance to determine if dissertations older than five years will be accessible and shelf-ready or will they be pulled and placed as non-circulating materials due to accreditation standards and guidelines. The Cataloging Department will continue processing, cataloging, and modifying records of all NSU Dissertation as they arrive to ensure that they are a full/complete bibliographic MARC records according to current standards, guidelines, and cataloging rules.

Measure 7.2: Of the 345 NSU Education Specialist Projects already in the OPAC/OCLC, 59 need additional cataloging to be considered an accurate bibliographic record to reflect comprehensiveness, accuracy, and efficiency for item/subject retrieval. Corrected bibliographic records will have a target of 20% completion.

Finding: Not met.

Analysis: In AC 2022-2023, the target was not met. Consequently, the target from that period, 70%, was reduced for AC 2023-2024. In AC 2023-2024, the target was not met. This measure was not addressed at all during AC 2023-2024 due to the retirement of Library Associate, Linda Guin. Head of the Department and Librarian Debbie Huntington's time is now stretched to do the original cataloging, assigning subject headings, all the technical processing and entering all that metadata into an established template within the Staff Client of Symphony Workflows, which is the Integrated Library System (ILS) software application/platform interfaces used by University Libraries. In AC 2023-2024, my target was lowered to 20% from 70%.

Decision, action, or recommendation: In AC 2023-2024, the target was not met. Based on the analysis of the results in AC 2023-2024, in AC 2024-2025, the target rate

of 20% will be lowered to 15% in order for the cataloging department to catch up with the backlog and allow time for the processing/cataloging of incoming materials and resources. The target rate is decreased also due to not knowing an accurate count of Dissertations and Theses that come in each Spring. Therefore, we cannot give an accurate estimate since these take priority over any that need modification(s) of existing records already in the system. The Department's plan of action is to prioritize all new incoming Dissertations, Theses, and Research Projects so they are accessible in the online catalog for library users. The older ones are already in the online catalog, therefore, making them accessible to some extent – even if the bibliographic record is incomplete and brief.

Measure 7.3: Of the 300 NSU Theses already in the OPAC/OCLC, 206 bibliographic records need modifying from some degree to an extensive degree – especially correcting verbiage of degrees as well as including subject headings for library users to obtain the desired and best search results and sources. Corrected bibliographic records will have a target of 25% completion.

Finding: Not met.

Analysis: In AC 2022-2023, the target was not met. Therefore, it was carried forward into AC 2023-2024. In AC 2023-2024, the target was also not met. In AC 2023-2024, many existing bibliographic records already in the OPAC/ILS system needed modifications to include subject headings and correct wording of verbiage of degrees. Therefore, the target rate was determined to be too high. We knew that the project assessing the accurate number would remain an on-going project each academic year. The determination was made to have a meeting in AC 2023-2024 to record these issues. In September of 2023, Laura Aaron was appointed by Dr. Handel to address the expense of the binding of dissertations, theses, projects-in-lieu of theses, etc. Head of Collection Development and Cataloging, Debbie Huntington organized a meeting with Laura Aaron, Callie Hammonds, Sontonia Helaire, and Dr. Megan Lowe via Teams on September 26th. Discussion centered on recognizing that better communication and organization was needed between The Graduate Office/School and University Libraries. Policies, procedures, digitization in place of binding, and correct degree verbiage that is consistent online, in the University Catalog, and what the authors include in their dissertations and theses were addressed and discussed. It was decided that this would be an ongoing project to ensure that we can institute best practices and procedures.

Decision, action, or recommendation: In AC 2023-2024, the target was not met. Based on the analysis of AC 2023-2024 results, the plan of action in AC 2024-2025 will be that all original cataloging of NSU Dissertations, Theses, Education Specialist Theses, Scholars College Theses, etc. will now be an on-going job responsibility for the Collection Development/Cataloging Librarian, with the possibility of overlapping fiscal/academic years. Also, in AC 2024-2025, a meeting with the Graduate Office, Megan Lowe, Laura Aaron, and Debbie Huntington needs to be scheduled to discuss how the correct degree verbiage will be updated, accurate, and consistent. A target of 100% completion should be met once the decision on how degree verbiage will be

decided/agreed upon. Reports and global edit projects will be periodically done to ensure that any incomplete records will/can be located. Calculating a mid-year assessment **cannot** be done mid-year due to the on-going work and statistics/reports that are run in late June of each academic year to get an accurate count of percentages and target rate measures.

Comprehensive Summary of Key Evidence of Improvement Based on the Analysis of Results. During the AC 2023-2024, the Cataloging Department concentrated on entering 178 Theses and 38 Education Specialist into the ILS before Linda Guin retired. Making corrections to existing MARC records already in the system was not a priority in order to enter a backlog of theses and research projects that had piled up during and after COVID was the focus during the Fall of AC 2023-2024. During the Fall of 2023-2024, the organizing of the meeting with the Graduate Office also took priority to streamline communication and procedures/policies between the Library and Graduate Office.

Plan of Action Moving Forward. The Head of Collection Development and Cataloging, Debbie Huntington, will schedule another meeting during the AC 2024-2025 with Laura Aaron, Callie Hammonds, Megan Lowe, Sontonia Helaire, and Donna Baker to discuss and seek clarification on/if a department is currently digitizing their theses, projects, etc. If this is the case, then the library and archives need to be looped in. The digitized theses would require a platform on the library website, preferably under the Cammie G. Henry Research Center section. Providing the Archives with a digitized copy is also needed since anything written, created and published about/by NSU needs to be part of the Archives and retained as a permanent record.

In addition, moving forward, all changes in degree verbiage need to be made aware to the Collection Development and Cataloging Department at Watson Library to ensure that the correct information is entered into the ILS System, therefore easily retrieved and accessible. In our MARC template, we will enter all degree information in fields 502 and 830 as a necessary cataloging rule/mandate.

Primary responsibility: Deborah Huntington, Head Collection Development and Cataloging.
SO 8. The Department of Access Services (Circulation, Reserves, Interlibrary Loan, Government Documents). Access Services connects faculty and students to vital information resources for online and face-to-face learning environments.

Measure 8.1.
Weeding and disposal of outdated government documents, including the US Serials Set.

Finding: Met.

Analysis: Based on the AC 2021-2022 results analysis, a new project and therefore a new measure was adopted this that was more in line with what was feasible for the

department, which is the current measure for both AC 2022-2023 and AC 2023-2024. It also represented a more pressing matter within the department. The US Serials Set (8,346 volumes) was weeded according to ASERL guidelines. Requested volumes were delivered. The remaining volumes await disposal.

Decision, action, or recommendation: The US Serials Set will be slowly disposed of over the next six months. The Head of Government Documents is also implementing a plan for the depository to become 100% online. Tangible government documents (paper, microform, etc.) more than five years old will be weeded according to ASERL guidelines and disposed of. With assistance from student workers, the Head of Government Documents has disposed of all paper government documents (more than five years old) between the SUDOC call numbers of A (Department of Agriculture) to HH (Housing and Urban Development). He has also disposed of documents in the SUDOC range of Y 1 and Y 10. This measure will persist into AY 2024-2025. The total amount of paper document items disposed from the Government Documents Room location is to date 18,826.

Measure 8.2.
Work more closely with the Office of Student Technology to resolve problems with equipment check-in/check-out to decrease faulty billing.

Finding: Met.

Analysis. Based on the AC 2021-2022 results analysis, the original measure regarding the LOUIS Open Textbook project was discarded and replaced with another one for AC 2022-2023 that was more in line with resources and staffing available in and to the department, which is the current measure, to rectify billing issues with equipment circulation issues. The library system administrator (LSA) worked with the circulation supervisor to identify occurrences of billing problems and LSA collaborated with LOUIS staff to set up a separate library and circulation mapping in Workflows.

Decision, action, or recommendation. The LSA has already set up two notification reports that go to users' emails to alert them that they must return OST equipment the following day. The email includes a procedure that must be followed in order to successfully return the equipment. It is recommended that the LSA and the circulation department continue to work together to solve future problems.

Measure 8.3.
The LSA will complete the "LOUIS Systems Administrator Level 3" training.

Finding: Met.

Analysis. In 2022-2023, the LSA completed the training except for the capstone project which requires a deliverable, such as a presentation or published article. The LSA presented his capstone project, "Utilizing User Access to Protect Yourself, Your Library,

and to foil the sinister plot(s) of those who mean you harm" at the 2023 LOUIS Users Conference. This completed the requirements and his "LSA-3" rating was awarded in December of 2023.

Decision, action, or recommendation. The LSA completed this goal by the SACS mid-year assessment cycle.

Comprehensive Summary of Key Evidence of Improvement Based on the Analysis of Results. The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2023-2024. These changes are based on the knowledge gained through the AC 2022-2023 results analysis. For Measure 8.1., all items of the US Serials Set were disposed of according to ASERL guidelines. Government document items located in the Government Documents Room are also being disposed. The former target was met, and the latter target will persist into AY 2024-2025.For Measure 8.2., the target was met and all issues were resolved. However, other issues may arise as library systems change, including an upgrade to Sirsi-Dynix Workflows 4.1 and the EBSCO UI, effective fall of 2024. For Measure 8.3., the target was met and this measure should be considered closed.

Plan of Action Moving Forward. Measure 8.1. will persist for 2024-2025. The Head of Government Documents, with assistance from student workers, will continue to dispose of items in the Government Documents Room, Serials stacks, and the 2nd floor circulating stacks. In 2024-2025, Measure 8.2 will not persist. It will be replaced with a new measure, which is that the LSA will complete the "Electronic Resources Administrator Level 3" training by the end of 2024. The LSA has completed the training except for the capstone project which requires a deliverable, such as a presentation of published article. He is currently working on a presentation for the LOUIS Users Conference (October 2024) which will show other LSAs and ERAs how to resurrect a lost print serials collection in Holdings Management (EBSCOadmin).

Measure 8.3 will not persist into 2024-2025. It will be replaced with a new measure. In collaboration with the Head of Serials and Media, the LSA will finalize the readiness of the new EBSCO UI by July 7, 2024. The LSA and Head of Serials and Media have completed the necessary tasks in the EBSCO Experience Manager interface and are in the process of adding searchable fields in the new Publication Finder interface, and other UI integrations. Exhaustive testing of UI must also be performed before deployment.

Primary responsibility: Michael Matthews, Head of Access Services and Government Documents Librarian.

Assessment Cycle 2023 - 2024

Comprehensive Summary of Key Evidence of Improvement Based on Analysis of Results. The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2023-2024. These changes are based on the knowledge gained through the AC 2022-2023 results analysis.

- **SO 1. Measure 1.1.** There were no increases in any of the statistics monitored for Measurement 1.1 in 2023-2024; in fact there were. There is concern that the reporting methods may be at fault and may need to be reconsidered. The decreases in Circulation and Reference numbers may correspond to decreases in enrollment. The decrease in ILL numbers may correspond to the increase in the number of electronic resources available. However, it is worth noting that changes in databases subscriptions and journal packages may have contributed to the decrease in usage numbers. Gate counts were accrued for the baseline for tracking physical foot traffic.

- **SO 1. Measure 1.2.** With regard to Measurement 1.2, while headway has been made in updating both library policies and job descriptions, these efforts have not been completed.

- **SO 2. Measure 2.1.** The library teaching faculty's plan of action for AC 2023-2024 to drive the cycle of improvement included forming a library faculty committee to discuss recommendations on revisions, creating new LibGuides by subject and class, and promoting LibGuides through classroom instruction and faculty collaboration. However, the target of a 5% increase in LibGuide all-page views was not met. To implement the recommended changes, faculty recommendations were submitted to the LibGuide administrator in place of a formal committee. LibGuides are in the process of being reorganized by subject and outdated information deleted or revised. Due to LibGuide revisions and updates not being finalized the teaching faculty could not fully implement the plan to promote LibGuides through classroom instruction or faculty collaboration.

- **SO 2. Measure 2.2.** However, the target completion measure of 70% for the library research consultations was met with 72% of surveys completed and returned by students. The library instruction satisfaction forms were completed at 100%, with 98% of respondents reporting a rating of "excellent" on the returned surveys, exceeding the completion rate of 60% and 70% session satisfaction targets. The new general reference satisfaction survey proved less useful as general reference transactions are brief. The reference survey was not utilized and no data was collected.

- **SO 3. Measures 3.1. and Measure 3.2.** The assessment summary report for 2023-2024 highlighted significant progress in collaboration with graduate and post-graduate students. Our outreach aimed for a 150% increase, marking a 50% target enhancement. We achieved a commendable 136% rise, falling short of the goal by 14%. Sustaining these gains may prove challenging due to

limited feedback from graduate instructors on testing. Undergraduate nursing instructors are actively integrating citation skills into their teaching but encounter difficulties with research proficiency. These challenges are compounded by competing demands from nursing accreditation agencies and the Louisiana State Board of Nursing, which prioritize contact hours over library instruction. Despite acknowledging the importance of research skills, undergraduate instructors are reluctant to allocate classroom time for library sessions. High turnover among nursing adjunct instructors further complicates efforts, as they are less inclined than their full-time counterparts to support library instruction initiatives.

- **SO 4. Measures 4.1. and 4.2.** The NSU Leesville/Ft. Johnson Library worked tirelessly to advertise group and individual study rooms, so that library patrons, both faculty and students, know that they have a place to come tutor and study. To advertise the group and individual study rooms, the NSU Leesville/Ft. Johnson manager sent out 47 e-mail advertisements to all instructors at the beginning of the semester. Group and individual study room advertisements were also posted in the student lounge and in the main building. An additional measure taken to promote group and study room usage was the use of social media such as Facebook and Twitter.

- **SO 5. Measure 5.1. – 5.5.** The Cammie G. Henry Research Center continues to make improvements in public services and technical services. While some general improvement measures and targets were not met, applying basic consistent standards, best practices, and measurements as the Center has done in this assessment cycle will position the Center to plan and implement acquisitions, documentary strategies, engagement and user-centered tasks more efficiently and impactfully. Center priorities have already shifted to collections management tasks (rather than user services where we excel) going into the next assessment cycle.

- **SO 6. Measure 6.1 – 6.3.** In 2023-2024 the target was met for all three measures: 6.1, 6.2, and 6.3. All bookstacks in room 311 are in ADA compliance measuring either 36 inches or 42 inches of space between them. There is either 45 inches or 60 inches of space at the ends of the bookstacks to accommodate a wheelchair turning around bookstacks. Additionally, signs are posted encouraging patrons to ask an employee to retrieve anything that remains out of reach. All invoices were paid as promptly as funding allowed. Inadequate funding at the beginning of the fiscal year caused problems that took time to solve. Reporting IPEDS annual statistics is largely taken care of by LOUIS' toolkit for members libraries, except for determining materials/services expenses for ongoing commitments to subscriptions.

- **SO 7. Measure 7.1. – 7.3.** During the AC 2023-2024, the Cataloging Department concentrated on entering 178 Theses and 38 Education Specialist into the ILS before Linda Guin retired. Making corrections to existing MARC records already

in the system was not a priority in order to enter a backlog of theses and research projects that had piled up during and after COVID was the focus during the Fall of AC 2023-2024. During the Fall of 2023-2024, the organizing of the meeting with the Graduate Office also took priority to streamline communication and procedures/policies between the Library and Graduate Office.

- **SO 8. Measures 8.1 – 8.3.** The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2023-2024. These changes are based on the knowledge gained through the AC 2022-2023 results analysis. For Measure 8.1., all items of the US Serials Set were disposed of according to ASERL guidelines. Government document items located in the Government Documents Room are also being disposed. The former target was met, and the latter target will persist into AY 2024-2025.For Measure 8.2., the target was met and all issues were resolved. However, other issues may arise as library systems change, including an upgrade to Sirsi-Dynix Workflows 4.1 and the EBSCO UI, effective fall of 2024. For Measure 8.3., the target was met and this measure should be considered closed.

Plan of Action Moving Forward.

Service outcomes continue to guide the design and delivery of services within University Libraries, regardless of location within the University Libraries ecosystem. While all locations within the ecosystem share common policies and procedures, they serve different populations and needs. This also applies to individual departments within University Libraries. The ways in which their contributions to the overall operations of University Libraries vary but are no less important. Service outcome 1.2 – the review of policies and job descriptions – underlines this reality, as well as the growing need to reconsider the ways in which we collect and report statistics, not to mention how we conduct and promote our services.

Looking ahead to AC 2024-2025, and in keeping with the principle of continuous improvement and refinement of practice, the different departments and locations within the University Libraries ecosystem will implement a variety of actions that reflect this principle.

- **SO 1. University Libraries.** Instead of recommending increases in statistics be the focus for Measure 1.1, University Libraries will simply record and monitor these statistics moving forward for the 2024-2025 to continue to obtain a post-pandemic baseline. We will continue to maintain gate count statistics in 2024-2025 to contribute to the creation of a baseline in space usage. Measure 1.2 will continue to receive focus, as it is incomplete. We will continue to work on revising and updating the University Libraries policies and job descriptions. University Libraries will continue promote resources and services through social media, promotional materials, library instruction, Messenger, Student Messenger, and participation in University events where appropriate (e.g., Freshman Connection).

- **SO 2. Library Instruction.** The LibGuide administrator will fully implement the

library faculty recommendations from last year to drive the cycle of improvement. The recommendations include deleting or revising outdated Guides and creating new Guides by subject and class. Additionally, the teaching faculty will promote the updated LibGuides through classroom instruction and faculty collaboration. For assessment purposes, the research consultation satisfaction survey will be maintained as well as the library instruction satisfaction survey. The general reference assistance satisfaction survey will be discontinued as it was not a useful measure for general reference transactions. Both surveys will continue to be administered electronically.

- **SO 3. The CONSAH/Shreveport Library.** Based on the comparison of results from 2023-2024 and 2021-2022, the following actions are recommended for improvement. Continue supporting pre-nursing students taking the TEAS Test who are transitioning into the clinical community through face-to-face and Webex orientations to Learning Express. Continue disseminating Library news and updates through the Dean of Nursing and Allied Health. Reach out to undergraduate instructors and request that they mandate Webex library instruction and place training videos in class Moodle shells. Continue contacting DNP and MSN cohorts through their department admins. Offer a library scavenger hunt twice a year that includes additional rubrics and an assessment of their research skills through Dr. Debra Clarke to identify research skills where students do well and identify gaps in learning and practice. Continue increasing the visibility of medical library databases by working with Kerri Christopher who administers electronic and print serials and Michael Matthews who manages electronic library resources. Presently, NSULA does not have a federated search. This results in a less streamlined student and instructor experience when searching databases. While IT constraints affect certain library decisions, many are made independently within separate departments or teams. Examine the Faculty Survey from the LRITS committee to gather feedback and identify ways to enhance student participation in research consultations. Contact nursing coordinators quarterly to gather their input. Send a bi-monthly electronic newsletter with instructional training links and a results consultation link to include in the class Moodle Shell. Reinstate a training database to track undergraduate student training for instructor-mandated training. Align Dr. Clark's student and instructor survey with SO3 Measure 2.

- **SO 4. NSU Leesville/Ft. Johnson.** The plan of action moving forward is to continue promoting group and individual study rooms to professors and students. Specifically, targeting advertisements to new professors who may not be aware of the study rooms in the library or even the existence of the library itself. This will be done by creating study room promotional materials to include each semester during on-call meetings. Additionally, the library will promote the use of study rooms throughout the semester by utilizing social media to remind professors and students that the library is here and that we have quiet study rooms available to them.

- **SO 5. Cammie G. Henry Research Center.** The Cammie G. Henry Research Center is moving with due speed to employ advanced metrics as recommended in *Standardized Statistical Measures and Metrics for Public Services in Archival Repositories and Special Collections Libraries.* The emphasis in the next cycle will be to capture repeat visitors, total time spent on reference requests, and tracking the researcher cycle of discovery through output (i.e., article, book, genealogy charts). The Cammie G. Henry Research Center is also moving with due speed to employ advanced metrics as recommended in *Guidelines for Standardized Holding Counts and Measures for Archival Repositories and Special Collections Libraries.* The Center will continue to use past Faculty Activity Reports from past staff members, Watson Library records, the Current Sauce, and former curators' collections to fill in the gaps about our holdings and past activities. This will fill in some of the gaps on the technical services side of our holdings. The Head Archivist should consider restating or expanding the targets for Measure 5.3: Outreach, advocacy, and marketing tasks as recommended in the accepted archival domains includes educational programming including instruction and orientation sessions. It is part of professional practice and will be ongoing. Still, what that means and what is meaningful for our faculty, students, and university community may not be best measured in number of classes at the Center. Nothing can replace the in-person experience of interacting with archival collections, but developing and engaging in non-traditional archives instruction services digitally and asynchronously might prove useful. While this is time and labor intensive at the development stage, this type of instruction may have a different type of successful impact in time. The Center will continue to market and schedule in-person instruction and orientation sessions, but will create digital training when inspiration, time, and staff allows. To stay on track with creating and installing three exhibits per year, the Center has developed a complete exhibits planner through 2027. We will be implementing survey instruments for commentary and suggestions for future events. LibGuides for the Center will be overhauled in a meaningful manner beginning July 2024.

- **SO 6. Department of Serials, Media, and Electronic Resources.** Although measure 6.1 is finished, the plan of action moving forward is to rightsize the government documents shelved in the Serials and Media department with titles beginning with A to L. (Please see page 1 to recall that M-Z has already been accomplished). Additionally, I am considering reordering the placement of print journals on the shelves, so they are truly arranged alphabetically by their title. The current practice of putting a run of journals together under the current journal title is not patron friendly. For example, *Army Information Digest* 1948- May 1966 is shelved next to *Army Digest* June 1966-1970, but they are both shelved under the letter "S" beside *Soldiers,* which is the current journal title. Being a Government Document, the current title (*Soldiers*) will be removed from the shelf leaving *Army Digest* and *Army Information Digest* shelved with other journals beginning with "S." My suggested plan of action moving forward concerning measure 6.2 is to create a shared departmental master list of all invoices received in an excel spreadsheet and then ask each employee who receives a

vendor invoice to input it in the spreadsheet. This is important because no one person receives all the library's invoices. Please understand that invoices are received by six different librarians or staff members throughout the fiscal year. The plan of action moving forward concerning measure 6.3 is to only calculate question number 3 using Banner, because the LOUIS' IPEDS toolkit answers questions numbered 1 and 2.

- **SO 7. Collection Development and Cataloging.** The Head of Collection Development and Cataloging, Debbie Huntington, will schedule another meeting during the AC 2024-2025 with Laura Aaron, Callie Hammonds, Megan Lowe, Sontonia Helaire, and Donna Baker to discuss and seek clarification on/if a department is currently digitizing their theses, projects, etc. If this is the case, then the library and archives need to be looped in. The digitized theses would require a platform on the library website, preferably under the Cammie G. Henry Research Center section. Providing the Archives with a digitized copy is also needed since anything written, created and published about/by NSU needs to be part of the Archives and retained as a permanent record. In addition, moving forward, all changes in degree verbiage need to be made aware to the Collection Development and Cataloging Department at Watson Library to ensure that the correct information is entered into the ILS System, therefore easily retrieved and accessible. In our MARC template, we will enter all degree information in fields 502 and 830 as a necessary cataloging rule/mandate.

- **SO 8. The Department of Access Services.** Measure 8.1. will persist for 2024-2025. The Head will continue to dispose of items in the Government Documents Room, Serials stacks, and the 2nd floor circulating stacks. In 2024-2025, Measure 8.2 will be replaced with a new measure, which is that the LSA will complete the "Electronic Resources Administrator Level 3" training by the end of 2024. The LSA has completed the training except for the capstone project which requires a deliverable, such as a presentation of published article. He is currently working on a presentation for the LOUIS Users Conference (October 2024) which will show other LSAs and ERAs how to resurrect a lost print serials collection in Holdings Management (EBSCOadmin). Measure 8.3 will not persist and will be replaced with a new measure. In collaboration with the Head of Serials and Media, the LSA will finalize the readiness of the new EBSCO UI by July 7, 2024. The LSA and Head of Serials and Media have completed the necessary tasks in the EBSCO Experience Manager interface and are in the process of adding searchable fields in the new Publication Finder interface, and other UI integrations. Exhaustive testing of UI must also be performed before deployment.