Mission / Purpose

The Earl K. Long Library is an essential partner in the learning, research, and service mission of the University. The Library unites knowledgeable staff, scholarly information, welcoming spaces, and leading-edge technology to inspire learning and enable information literacy and research. It enriches the campus and Greater New Orleans community by preserving and disseminating the local culture and the scholarly and creative output of the University. Its highly skilled staff encourages innovation, capitalizes on appropriate technologies, forges effective partnerships, and strives for excellence.

Goals

G 1: Collections, resources, and services
Provide relevant and adequate collections, resources, and services that support the learning, teaching, and research needs of undergraduate and graduate students and faculty.

G 2: Learning Spaces
Create a welcoming, attractive, functional, and safe environment in the Library for learning, research, and study. Library spaces meet the research and technology needs of students, faculty, and staff.

G 3: Information Literacy
Improve and increase information literacy instruction within the undergraduate and graduate curriculum to insure that graduates can successfully locate, use, and evaluate information in their professional and personal lives.

G 4: University/Library reputation
The Library adds value to the reputation of the university and its faculty.

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Collections and Resources support needs
The Library's collections and resources support the learning, teaching, and research needs of undergraduate and graduate students and faculty

University Strategic Plan Associations
University of New Orleans
2.3 Increase opportunities for students to engage in high-quality, high impact educational experiences.
4.1 Improve research infrastructure.
4.2 Identify and support areas of research excellence and promise.
4.3 Build internal and external collaborations with a focus on interdisciplinary or cross-cutting collaborations.

Related Measures

M 1: Collections & Services - Accrediting agencies
Reports from accrediting agencies for that year.

Source of Evidence: External report

Target:
Library services and resources are found to be sufficient in 100% of accrediting agency reports.

Finding (Spring 2015) - Target: Met
No additional accrediting reports have been completed this year.

Finding (2013-14) - Target: Met
We work with all of the colleges on program accreditation reports and visits. The Library has not received any insufficient findings for any of the nine disciplinary accreditation bodies (AACSB, NCATE/CAEP, CACREP, ABET, NAST, NASAD, NASM, NASPAA, PAB). In Spring 2014, we participated in the site team visit for the Council for Accreditation of Counseling and Related Educational Programs (CACREP) for the College of Education and Human Development. For 2014-2015, we are contributing to the planning for Engineering (ABET), Music (NASM) and Theatre (NAST).

M 3: Subscriptions meet needs of students, faculty, and staff
The Library maintains subscriptions to the resources most needed by students, faculty, and staff.

Source of Evidence: Efficiency

Target:
The cost per use of journals and electronic resources don't exceed $50 per use.

O/O 2: Collections and resources-coursework
Students discover the appropriate library resources needed for their coursework.
University Strategic Plan Associations
University of New Orleans

1.1 Strengthen and support current academic programs.
2.3 Increase opportunities for students to engage in high-quality, high impact educational experiences.
4.1 Improve research infrastructure.

Related Measures

M 14: Collections and Resources - etextbook pilot/reserves
Students have access to e-textbooks and materials on reserve for their classes.
Source of Evidence: Activity volume
Target:
The Library will identify programs not using Moodle and assist them in identifying reserve material appropriate for digitizing and posting to Moodle.

O/O 3: Collections and Resources - Louisiana Digital Library
Researchers and other interested parties around the world will be able to access our major Louisiana and Special Collections through the Louisiana Digital Library.

Related Measures

M 8: Community Outreach - Louisiana Digital Library
Number of Louisiana and Special Collections that are digitized annually.
Source of Evidence: Activity volume
Target:
The number of UNO collections in the Louisiana Digital Library will increase by at least one every year.

Finding (Spring 2015) - Target: Met
Two collections were added to the Louisiana Digital Library in fiscal year 2014/15: Charles V. Booth Photo Collection of Mardi Gras truck floats and the LA Supreme Court case, Plessy v. Ferguson.

Finding (2013-14) - Target: Met
There were two full collections that were added during 2013-2014: (1) Louisiana Photographs Collection and (2) Louisiana Ephemera at the University of New Orleans. Another collection that is nearing completion (the Charles V. Booth Collection), and several new volumes (consisting of several thousand pages) were added to the Orleans Parish School Board Minute Books collection, one of the most heavily used of the digital collections.

O/O 4: Collections and Resources - Louisiana & Special Collections
Louisiana and Special Collections is viewed as a valuable resource by the university and by the community.

Related Measures

M 7: University/Library reputation - Louisiana & Special Collections
Statistics on in-person and virtual use and assistance for non-UNO researchers and visitors
Source of Evidence: Activity volume
Target:
Usage will increase by 10% annually.

Finding (Spring 2015) - Target: Not Met
Data is missing for the last two months of the fiscal year due to the retirement of the LA and Special Collections Librarian. There were 1,868 reference and research queries in 2013/2014 but only 1,233 plus what would have been included for May and June of 2015.

Finding (2013-14) - Target: Not Met
During 2012/13, the Louisiana and Special Collections Department responded to 304 queries from researchers who are not affiliated with the University of New Orleans. Of these, 123 (40%) came from the New Orleans metropolitan area, and 181 (60%) came from beyond the metropolitan area, including 21 from outside the United States.

During 2013/14, the Louisiana and Special Collections Department responded to 235 queries from researchers who are not affiliated with the University of New Orleans. Of these, 110 (47%) came from the New Orleans metropolitan area, and 125 (53%) came from beyond the metropolitan area, including 8 from outside the United States.

The number of researchers not affiliated with the University of New Orleans declined from 304 in 2012/13 to 235 in 2013/14, a decrease of 23%.

M 9: Collections and reputation - LA & Special Collections publications
Bibliography of research articles, books, dissertations, and other materials which used Louisiana & Special Collections resources.
Source of Evidence: Existing data
Target:
New publications which have made use of and/or recognize the Louisiana and Special Collections in the acknowledgements will be produced each year.

Finding (Spring 2015) - Target: Not Reported This Cycle
Due to the retirement of the LA and Special Collections Librarian, this data is not available for this reporting period.

Finding (2013-14) - Target: Met
During calendar year 2013, holdings of the Louisiana and Special Collections Department were cited in at least seven articles (published in journals including *Adult Education Quarterly*, *Louisiana History*, and *Information & Culture*), four dissertations and theses (institutions represented include Tulane University and the University of North Carolina at Chapel Hill, as well as UNO), and five books (from publishers including Louisiana State University Press, Belknap Press, and West Publishing). Eleven different collections were cited, some of them multiple times.

**O/O 5: Collections and Resources - defray cost of education**

The Library will participate in a pilot study to add e-textbooks being used in UNO classes to the collection. This project is to assist students by defraying the cost of textbooks. The pilot will also explore working with faculty interested in using or creating open educational resources.

**University Strategic Plan Associations**

University of New Orleans
1.1 Strengthen and support current academic programs.
1.2 Provide greater access to educational opportunities for students in metropolitan New Orleans.

**Related Measures**

M 14: Collections and Resources - etextbook pilot/reserves

Students have access to e-textbooks and materials on reserve for their classes.

Source of Evidence: Activity volume

Target: The Library’s e-textbook pilot program will save students $Xxxxx in textbook costs.

**O/O 6: Collections and Learning Spaces - Grants**

The Library will actively search for grant opportunities that match our needs and capabilities in order to enhance the collections, resources, and learning spaces for the students, faculty, and staff.

**University Strategic Plan Associations**

University of New Orleans
2.3 Increase opportunities for students to engage in high-quality, high impact educational experiences.
4.2 Identify and support areas of research excellence and promise.
4.3 Build internal and external collaborations with a focus on interdisciplinary or cross-cutting collaborations.
5.3 Enhance an information technology infrastructure that supports the achievement of UNO’s mission and goals.
5.4 Improve facilities maintenance and investment in physical infrastructure.
6.3 Promote UNO as a community asset.
6.5 Advance UNO’s reputation through initiatives that promote the mission of UNO.

**Related Measures**

M 15: Collections and Learning Spaces - Grants

The Library will successfully seek out new grants and outside foundation support and collaborate with campus partners to find grant funding in support of the curriculum.

Source of Evidence: Activity volume

Target: Each semester the Library will complete two grant or foundation applications.

**O/O 7: Learning Spaces - navigation**

Users can navigate the physical library space independently to find what they need.

**Related Measures**

M 4: Learning Spaces-navigation

Marketing 6555 survey

Source of Evidence: Existing data

Target: At least 75% of the respondents indicate that they could easily navigate the physical library space to find their way around.

Finding (Spring 2015) - Target: Not Met

The results of the Marketing 6555 class project indicated that students were dissatisfied with signage and the floor location maps. 74% of the participants in the library scavenger hunt conducted by the marketing group found the Library maps. Of this group 35.7% found them somewhat useful, 10% found them useful and only 1% found them very useful.

**O/O 8: Learning Spaces-Technology**

Students are satisfied with the quantity and type of technology available to them in the Library.

**Related Measures**

M 5: Library spaces - Technology Use

Library computers are used at optimal capacity (LabStat software and sample counts will be used)

Source of Evidence: Activity volume

Target: 80% of computers are used during peak hours.

M 6: Library computers and peripherals repair
Library computers and other technology are in good repair and operating correctly at all times.

Source of Evidence: Administrative measure - other

Target:
90% of library computers and peripherals are in good repair and functioning at all times.

**O/O 9: Information literacy - assistance from library professionals**

Students, faculty and staff rely on assistance from library professionals to become proficient users of information.

**Relevant Associations:**

- General Education/Core Curriculum Associations
- University Strategic Plan Associations
  - University of New Orleans
    - 1.1 Strengthen and support current academic programs.

**Related Measures**

**M 11: Information literacy - instruction**

Students demonstrate their mastery of skills and concepts in information literacy sessions.

Source of Evidence: Evaluations

**Target:**
85% of students indicate proficiency in post information literacy session evaluation data

**M 12: Information literacy - consultations**

Faculty and students learn from individual consultations with librarians

Source of Evidence: Client satisfaction survey (student, faculty)

**Target:**
Reference and research consultations increase by 5% from the previous year.

**M 13: Information literacy - Libguides**

Faculty and students use Libguides to learn about resources and information in their disciplines.

Source of Evidence: Activity volume

**Target:**
85% of faculty say that they recommend research guides designed by their liaison librarian to their students.

**O/O 10: University reputation enhanced by ScholarWorks**

Showcase and share the scholarly and creative work of faculty and students by providing digital global access to the research productivity of the university.

**University Strategic Plan Associations**

- University of New Orleans
  - 4.1 Improve research infrastructure.
  - 6.5 Advance UNO's reputation through initiatives that promote the mission of UNO.

**Related Measures**

**M 9: Collections and reputation - LA & Special Collections publications**

Bibliography of research articles, books, dissertations, and other materials which used Louisiana & Special Collections resources.

Source of Evidence: Existing data

**O/O 11: University Research/Reputation-Students**

Students will contribute scholarly and creative work to the university's institutional repository.

**University Strategic Plan Associations**

- University of New Orleans
  - 2.3 Increase opportunities for students to engage in high-quality, high impact educational experiences.
  - 4.2 Identify and support areas of research excellence and promise.
  - 6.5 Advance UNO's reputation through initiatives that promote the mission of UNO.

**O/O 12: University reputation - Friends**

The Library will partner with the Friends of the Library to present programs that draw community participation.

**Related Measures**

**M 10: Community Outreach - Friends**

Friends' Annual Reports

Source of Evidence: Activity volume

**Target:**
At least two public programs sponsored by the Friends will be presented each year.

**Finding (Spring 2015) - Target: Met**

During the 2014-2015 academic year, the Friends of the Library sponsored eight public programs:

1. 6 part lecture series on WWI in support of the Midlo Center
2. UNO Author's Showcase (as part of National Library Week in April)
3. Annual meeting with speaker, Florence Jumonville, presenting on 18 years of interesting special collections
The Friends also sponsored the retirement receptions for Dr. Sharon Mader and Dr. Florence Jumonville. Both retired from the Library in the Spring of 2015.

Finding (2013-14) - Target: Met

During the 2013-2014 academic year, the Friends of the Library sponsored three public programs:

1) The UNO Faculty Authors Exhibit and Reception, April 15, 2014 (in conjunction with National Library Week)
2) The Wikipedia Editathon, April 17, 2014 (in conjunction with National Library Week)
3) World Book Night Reception and Program, featuring well-known New Orleans book maven and host of WWNO public radio’s "This Reading Life" weekly program, speaking on "Spreading the Love of Reading, Person to Person", April 22, 2014

Details of Action Plans for This Cycle (by Established cycle, then alpha)

**update signage and maps**

Add new signage to the first floor indicating what is located on each floor of the Library. Simplify floor maps and add a glossary of terms. Students will be surveyed in Fall 2015 to gauge the effectiveness of the new signs and maps.

*Established in Cycle:* Spring 2015  
*Implementation Status:* Planned  
*Priority:* High  
*Implementation Description:* Added banners to the first floor and each floor of the building listing spaces and services located on each floor. Revise maps to minimize clutter and add a glossary.  
*Projected Completion Date:* 10/2015  
*Responsible Person/Group:* Lora Amsberryaugier, James Hodges, Library Signage Committee, Jennifer Jackson  
*Budget Amount Requested:* $0.00 (no request)