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

**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.

**O/O 1: Collections and Resources support campus 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 (2015-16) - Target: Met
The AACSB and NCATE accreditation reports indicated Library resources are sufficient.

**M 2: 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

**Connected Document**
2016 Serials-Subscriptions-support-needs

**Finding (2015-16) - Target: Met**
The Library's liaisons effectively worked with the Colleges, Deans, Department Chairs, and faculty to ensure that cancellation decisions have the lowest impact on the research and teaching mission support as possible. This year, the serials review indicated 47 titles had a high cost per use that exceeded the $50 threshold. These titles were cancelled.

**Connected Document**
2016 Serials-Subscriptions-support-needs

**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 8: Collections and Resources - etextbook pilot/reserves**
Students have access to e-textbooks and materials on reserve for their classes.

Source of Evidence: Activity volume

**Connected Documents**
- 2015-16 etextbooks savings
- 2015-16 Reserves data

**Target:**
The Library will identify programs not using Moodle and assist them in identifying reserve material appropriate for digitizing and posting to Moodle.

**Finding (2015-16) - Target: Partially Met**
We have made some progress in moving away from print reserves in recent years, but we don't have sufficient data to compare between the last two years. The staff person assigned to this area has been out sick and the staff person covering for the absent employee modified the workflow which prevented data collection for this measure.

**Connected Documents**
- 2015-16 etextbooks savings
- 2015-16 Reserves data

**O/O 3: 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. Strengthen and support current academic programs.
2. Provide greater access to educational opportunities for students in metropolitan New Orleans.

**Related Measures**

**M 8: Collections and Resources - etextbook pilot/reserves**
Students have access to e-textbooks and materials on reserve for their classes.

Source of Evidence: Activity volume

**Connected Documents**
- 2015-16 etextbooks savings
- 2015-16 Reserves data

**Target:**
The Library's e-textbook pilot program will save students $30,000 in textbook costs.

**Finding (2015-16) - Target: Met**
This target was met. The Library saved students $37,059.13 for FY16.

**O/O 4: 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. Increase opportunities for students to engage in high-quality, high impact educational experiences.
4. Identify and support areas of research excellence and promise.
4. Build internal and external collaborations with a focus on interdisciplinary or cross-cutting collaborations.
5. Enhance an information technology infrastructure that supports the achievement of UNO's mission and goals.
5. Improve facilities maintenance and investment in physical infrastructure.
6. Promote UNO as a community asset.
6. Advance UNO's reputation through initiatives that promote the mission of UNO.

**Related Measures**

**M 9: 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

**Connected Document**
- 2015-16 Grant Applications and Awards
Target:
Each semester the Library will complete two grant or foundation applications.

Connected Document
2015-16 Grant Applications and Awards

Finding (2015-16) - Target: Met
The library submitted or contributed to four grants and received special project funding from the LA Board of Regents in FY16.

Connected Document
2015-16 Grant Applications and Awards

G2: 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.

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

Related Measures
M 8: Collections and Resources - etextbook pilot/reserves
Students have access to e-textbooks and materials on reserve for their classes.

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2015-16 etextbooks savings
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We have made some progress in moving away from print reserves in recent years, but we don't have sufficient data to compare between the last two years. The staff person assigned to this area has been out sick and the staff person covering for the absent employee modified the workflow which prevented data collection for this measure.

Connected Documents
2015-16 etextbooks savings
2015-16 Reserves data

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

Training and Outreach on Reserves Materials
Established in Cycle: 2015-16
The Library will train the staff person currently preparing reserve material to keep statistics on the print and online material...

O/O 4: 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. 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 9: Collections and Learning Spaces - Grants
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Each semester the Library will complete two grant or foundation applications.

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2015-16 Grant Applications and Awards

Finding (2015-16) - Target: Met
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Connected Document
2015-16 Grant Applications and Awards

O/O 5: Learning Spaces - navigation
Users can navigate the physical library space independently to find what they need.

Related Measures

M 3: Learning Spaces-navigation
Marketing 6555 survey
Source of Evidence: Existing data

Connected Document
Wayfinding signage added to Library

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

Connected Document
Wayfinding signage added to Library

Finding (2015-16) - Target: Partially Met
In response to the survey the Library updated floor maps and signage to improve way finding. The Library did not survey students specifically on way finding. The 2016 "In-Library Use Survey" indicated a small number of students expressed a need for better signage and instruction on how to use the Library. The Library is currently in the midst of a construction project to expand services to the 4th floor of the building which includes new directional signage. This project will be complete in the fall 2016. The Library will survey students on ease of way finding in spring 2017.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.
Training and Outreach on Reserves Materials
Established in Cycle: 2015-16
The Library will train the staff person currently preparing reserve material to keep statistics on the print and online material...

O/O 6: 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
6 Information Literacy

University Strategic Plan Associations
University of New Orleans
1.1 Strengthen and support current academic programs.

Related Measures

M 5: Information literacy - instruction
Students demonstrate their mastery of skills and concepts in information literacy sessions.
Source of Evidence: Evaluations

Connected Document
2015-2016 Instruction Students successfully identify resources and keywords

Target:
80% of students indicate proficiency in post information literacy session evaluation data

Connected Document
2015-2016 Instruction Students successfully identify resources and keywords

Finding (2015-16) - Target: Partially Met
Percentage of successful students in identifying keywords slightly exceeded our target. However the percentage of students who could correctly identify appropriate resource types was slightly below our target. Fall 2015 79% of students who took the information literacy session "Using Databases" were able to correctly identify an informational resource type and 83% were able to identify keywords as it relates to their topic. Spring 2016 75% of students who took the information literacy session "Using Databases" were able to correctly identify an informational resource type and 82% were able to identify keywords as it relates to their topic.

Connected Document
2015-2016 Instruction Students successfully identify resources and keywords

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

Add online tutorials
Established in Cycle: 2015-16
The course content for this information literacy session will be modified to improve student understanding of the topic. Possibl...

M 6: Information literacy - consultations
Faculty and students learn from individual consultations with librarians
Source of Evidence: Client satisfaction survey (student, faculty)

Connected Document
2015-16 Research Consultations

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

Connected Document
2015-16 Research Consultations

Finding (2015-16) - Target: Met
Specialized research consultations increased 18.17% from the previous year.

Connected Document
2015-16 Research Consultations

M 7: Information literacy - Libguides
Faculty and students use Libguides to learn about resources and information in their disciplines.
Source of Evidence: Activity volume

Connected Document
2015-16 research guides usage increase influenced by library instruction

Target:
Library research guides usage will show an increase of 10% from the previous year due to an increase in library instruction.

Connected Document
2015-16 research guides usage increase influenced by library instruction

Finding (2015-16) - Target: Met
Library instruction classes increased 9% between FY15 and FY16. Attendance in these classes was lower in FY16 than FY15 1,469 students in FY15 versus 908 students in FY16. Taking into account the lower number of students, the research guides were on average used 33% more in FY16 than in FY15.

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

O/O 7: 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 4: 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

Connected Document
2015-16_Special Collections adds to the University’s Reputation

Target:
At least 5 new publications will use Special Collections source material this year.

Connected Document
2015-16_Special Collections adds to the University’s Reputation

Finding (2015-16) - Target: Met
Seven (7) new publications used Special Collections source material in 2015-16.

Connected Document
2015-16_Special Collections adds to the University’s Reputation

M 10: Reputation-Scholarworks
The quantity in work being deposited into ScholarWorks and the number of downloads of this content are a measure of the impact ScholarWorks has on the reputation of the university and the library.

Source of Evidence: Activity volume

Connected Document
2015-16_Reputation Scholarworks

Target:
The Library will work with faculty in under-represented disciplines in order to increase their participation in ScholarWorks. The Library will include one new conference and will add five new faculty members’ work into ScholarWorks.

Connected Document
2015-16_Reputation Scholarworks

Finding (2015-16) - Target: Met
Five new faculty members’ works were added as well one conference.

Connected Document
2015-16_Reputation Scholarworks

O/O 8: University Research/reputation-Students
Students will contribute scholarly and creative work to the university’s institutional repository. The institutional repository provides worldwide access to student scholarship. The number of downloads of this information is a strong indicator of the quality of this content.

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.

Related Measures

M 10: Reputation-Scholarworks
The quantity in work being deposited into ScholarWorks and the number of downloads of this content are a measure of the impact ScholarWorks has on the reputation of the university and the library.

Source of Evidence: Activity volume

Connected Document
2015-16_Reputation Scholarworks

Target:
The Library will successfully add content from undergraduate students who are part of the PURSUE undergraduate research program. Since this is a new initiative we are not able to quantify the target amount.

Finding (2015-16) - Target: Met
One student’s published paper was added to ScholarWorks from their work on the PURSUE grant.

Details of Action Plans for This Cycle (by Established cycle, then alpha)
**External Evaluation**
Secure consultant to conduct an external evaluation of all library programs and procedures to develop recommendations for improving effectiveness and efficiency of the library.
- **Established in Cycle:** Spring 2015
- **Implementation Status:** Planned
- **Priority:** High
- **Projected Completion Date:** 04/2016
- **Responsible Person/Group:** Provost, Dean of Library, External Consultant

**outside evaluator**
Have an outside evaluator review and make recommendations on library operations and services.
- **Established in Cycle:** Spring 2015
- **Implementation Status:** Planned
- **Priority:** High
- **Implementation Description:** Provost Nicklow will be contracting with an external evaluator for the Library.
- **Projected Completion Date:** 10/2015

**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)

**Add online tutorials**
The course content for this information literacy session will be modified to improve student understanding of the topic. Possible enhancements will include additional complementary online tutorials that students will be asked to do in preparation for the class. Target completion of these tutorials will be spring 2017.
- **Established in Cycle:** 2015-16
- **Implementation Status:** Planned
- **Priority:** High
- **Relationships (Measure | Outcome/Objective):**
  - **Measure:** Information literacy - instruction
  - **Outcome/Objective:** Information literacy - assistance from library professionals

**Training and Outreach on Reserves Materials**
The Library will train the staff person currently preparing reserve material to keep statistics on the print and online materials she prepares for use. Liaisons librarians will promote the use of online materials over print reserve materials to teaching faculty and will recommend online versions when these versions are economical for the Library to acquire.
- **Established in Cycle:** 2015-16
- **Implementation Status:** Planned
- **Priority:** High
- **Relationships (Measure | Outcome/Objective):**
  - **Measure:** Collections and Resources - etextbook pilot/reserves
  - **Outcome/Objective:** Collections and resources-coursework