

SUNY Potsdam

Administrative Unit Assessment Report and Improvements

Administrative Unit: College Libraries

Unit Contact -- Name: Lauren Jackson-Beck

Phone: x2477

Email Address: jacksola@potdam.edu

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Mission Statement: The mission of the College Libraries is to forge dynamic partnerships and empower our vibrant academic community to do thoughtful research, explore new ideas, and collaborate effectively, to achieve success at Potsdam and beyond.

Goals	Desired Outcomes/Objectives	Assessment Methods and Targets	Results	Planned Improvements Based on Assessment Results ¹
1. Establish and communicate the current and emerging role, purpose, and impact of the College Libraries to the campus administration as part of the ongoing leadership transitions of the College.	1. Advocate for the Director of Libraries to remain a core member of the Provost's Cabinet.	1. Inclusion of Director of Libraries in administrative bodies and processes.	1. Director is a member of the Provost's Extended Cabinet and the Leadership Forum for Academic Affairs. In 2018, the College Libraries created, with the support of the Provost, an Academic Library Faculty Chair who attends addition meetings and discussions the Library Director does not attend, such as the Council of Chairs and Program Directors.	1. Advocate for the Director of Libraries to be a member of the President's Council.
	2. Design and build an innovation lab in Crumb Library to engage student creativity and applied learning.	2. Development and possible implementation of a Makerspace plan.	2. In 2018, the building housing the Crumb Library was renamed the Loughheed Learning Center. A Makerspace was created on the first floor.	2. The College Libraries will continue to be an active participant in future programming as we seek to tie student creativity and applied learning to the pedagogy of the curriculum.
	3. Construct a comprehensive hiring plan that encompasses the short- and long-term needs for the College Libraries.	3. Submission of a hiring plan to the Provost.	3. Two librarians were hired in 2017 (Technical Services & Metadata Coordinator and an Electronic Resources Librarian). In 2018, the Electronic Resources Librarian left Potsdam to join the SUNY Library Consortium and OLIS for a SUNY-	3. Construct a comprehensive hiring plan that encompasses 21 st century skills for technical services and electronic resources curation and analysis in 21 st century academic libraries. Advocate for hiring these two fundamental and

¹ Student complaints and resulting program improvements must be included here.

			wide leadership role in electronic resources. In 2019, the Technical Services & Metadata Coordinator Librarian became the Director of College Libraries & Archives. Both positions are now empty.	critical positions.
2. Formalize the work begun on marketing and programming in the College Libraries.	1. Establish an annual calendar of events for the College Libraries in advance of each year's publication calendar.	1. Creation and implementation of the calendar.	1. Marketing and programming increased in 2017 and 2018 with information calendars. A formal annual calendar of events for the College Libraries has not been established. Informal library programming has included: Stressbusters, book displays, Constitution Day quizzes, Blind date with a book, calendar specific book displays celebrating holidays (Indigenous People's Day) and the always popular Popcorn days. These activities have been targeted at student retention.	1. Formal marketing and programming may make it easier to sync events with the Student Affairs calendar. Future work in this area should separate fun activities from academic and could include book talks and coordinated planning with the LLC. Because marketing and programming are time-heavy tasks that require staff, this goal is the first to fall off the radar when we lose staff.
	2. Establish formal job descriptions for interns in social media, outreach, communications, etc.	2. Creation of the job description and hiring of interns.	2. Formal paid internships for social media, outreach, and communications have not yet been established.	2. The formalization of ongoing paid internships in the College Libraries will be reassessed given lack of supervisory staff and funding.
3. Develop and implement a strategy for sustainability in our Information literacy teaching program.	1. Participate in appropriate General Education projects and discussions to shape Information Management expectations.	1. Appointment of library staff to General Education committees and discussion groups.	1. Information Literacy Librarian is a member of the new General Education program committee for the WAYS program.	1. Information Literacy Librarian is tasked with embedding Information Literacy into the WAYS program.
	2. Gain Academic Affairs approval to develop credit-bearing information literacy courses, targeted at underserved or underprepared student populations.	2. Approval for development of courses is granted, and development begun.	2. While we would like to have required credit-bearing information literacy courses, our priority is to embed information literacy into the WAYS programs and into higher level subject courses.	2. Not a priority going forward in the immediate future.

	3. Work with departments to ensure integration of appropriate Information Literacy instruction in department-level learning outcomes.	3. Appointments scheduled with individual faculty or departments.	3. Each librarian is assigned as a liaison to a department. Librarians who know the content of a department can work with the information literacy librarian to embed this instruction into subject specific learning outcomes.	3. In the future we will need to assess what specific learning outcomes are needed with each upper division subject. General information literacy instruction will be scaffolded in the WAYS program.
4. Access and improve the success of our web presence.	1. Conduct user experience research on current or proposed websites.	1. User experience testing conducted.	1. Research and testing on the User Experience conducted in 2016.	1. The SUNY EIT initiative is driving changes in the background that will improve the website, although most users may not notice these changes.
	2. Consider and evaluate the appropriateness of moving to a CMS.	2. A recommendation about a CMS is made to the Director, and a decision acted upon.	2. A new library website launched in January 2017 using the Springshare LibGuides platform.	2. Metadata cleanup and the use of improved standards continue to be a priority as this work is what will connect users to resources and content.
	3. Upgrade EBSCO search products, manage WorldShare transition, and evaluate duplicative services to select best option.	3. Products are upgraded; evaluations of subscriptions conducted, and recommendations made to the Director; decisions acted upon.	3. After a two-year implementation, SUNY libraries migrated to the Alma/Primo System and went live in 2019. Thus, EBSCO is no longer our discovery portal. The WorldShare product has not proven robust, so the libraries only use it in a minimal way. We continue to use the ILLiad system and WorldShare ILL and track industry launches for improved products. Evaluation of ALL services and products are ongoing to avoid duplication of products and systems.	3. Electronic resources in the Alma/Primo systems need the attention of a specialist librarian. (see Goal 1, results and planned improvements number 3).
5. Maintain our physical holdings to ensure user access to collections.	1. Conduct a thorough automated inventory of all of our physical collections and appropriately process the results of each inventory file.	1. Inventory conducted and files assessed.	1. Crumb inventory was completed, including withdrawal and replacement of missing items.	1. Inventories of the Crane Music Library collections have not been done and need to begin as soon as is feasible. Ongoing inventories need to be a regular ongoing process that targets specific portions of the collections each year.

	2. Reconsider and redesign our Government Documents cataloging and access strategies.	2. New cataloging processes developed for Government Documents; online access proposal developed and submitted to Director for consideration.	2. Many Government Documents in the collection have not been cataloged and are not accessible. Many of these are old and should be weeded. The weeding project will be done before any older materials are cataloged.	2. Appraisal of the future needs of students and faculty for continued paper documents needs to be undertaken. Emphasis on electronic documents, databases, and research guides needs to be a future focus.
	3. Plan and implement a weeding project for the Government Documents collection in anticipation of a required retrospective cataloging project.	3. Government Documents weeding project begun.	3. Weeding projects continues for Government Documents.	4. Weeding of Government Documents will continue.
	4. Plan for the future of music cataloging in the College Libraries, considering likely retirements.	4. Music cataloging is included in anticipated searches for librarians.	4. Technology & Metadata Coordinator had music cataloging experience.	4. This skill set will need to be included in future librarian searches as the need is still present.
6. Build and maintain vital collections of physical, online, and on-demand information resources for the campus community's use.	1. Explore purchase on demand/patron-driven acquisitions models.	1. Purchase on demand/patron driven acquisitions system implemented.	1. The College Libraries implemented a limited POD program for ILL: when purchasing was cheaper than paying to borrow the book (<\$15) we purchased it through Amazon. A collaborative eBook POD was implemented with NNYLN between 2013 to 2018. It ceased mostly due to vendor aversion to shared POD collections.	1. POD will not be a focus in the future with restricted funding.
	2. Expand participation in the Empire Shared Collections project, ensuring that expectations of access, document delivery, and user satisfaction are managed.	2. Empire Shared Collections holdings are integrated into search resources; internal processes established to ensure the quality of the user experience.	2. Potsdam participated in the Empire Shared Collections program. The program ceased in 2019 and is no longer active. Materials held are now the property of BUFSP and are available through ILL (copyright fees now apply).	2. This will not be a College Libraries goal moving forward.

	<p>3. Plan for future project-scale digitization of legacy format sound recordings such as the Frackenpohl Archives and Crane Performance Recordings, to enhance use and access.</p>	<p>3. Inventory of Crane Composer collections begun.</p>	<p>3. An inventory the Crane Composer Collections, and the Frackenpohl Archives has not been undertaken.</p>	<p>3. Work on the Frackenpohl Archives and the Crane Performance Recordings will require the re-establishment of an Archivist position.</p>
	<p>4. Build print collections tailored to the unique needs of SUNY Potsdam students.</p>	<p>4. Circulation data will show sustained, ongoing use of print collections.</p>	<p>4. Two physical collections have been established reflecting the unique needs of SUNY Potsdam students. These are the Browse and Life Collections. A third eBook collection was established in 2020 on Diversity.</p>	<p>4. Building and maintaining vital collections for our SUNY Potsdam students must continue. For the past two years we have been without proper funding for these collections. With the move to the Alma/Primo system and an emphasis on collaboration among SUNY libraries, library patrons can now check out books and other materials for an entire semester. This alters how circulation data can inform the ongoing use of print collections. A new measurement will need to be created to assess print use.</p>