

Purpose of the Library Self-study:

Provost Charge: In September 2007 Provost Mark Nook mandated a Library self-study which would include an outside evaluation team. He urged the use of SWOT analysis, emphasized that the facility be scrutinized, and encouraged the Library to include surveys and focus groups. In the early stage of the self-study, he agreed with the Library that the study would concentrate on gathering information on the last five years.

Internal Purpose and Value:

Early in the process, the Library recognized the potential of this self-evaluation. In digging deeper than any recent study, the study offered an opportunity to not only identify strengths and weaknesses but identify areas needing or undergoing change, inform staffing decisions, and provide a basis for future action. This self-study will encourage further planning, support the development of a needed strategic plan, inform the revision of the Library mission statement, and help focus ongoing assessment.

External Potential:

By spotlighting current strengths as well as current and future needs, the Library anticipates outside recognition of the challenges it faces. Increased support for services, collections, and an upgrade of the facility would assist the Library in meeting the needs of students, faculty, and staff.

Self-study Process:

Following the charge from the Provost, the library faculty formed a steering committee (Kathy Davis, Nerissa Nelson, Cathy Palmini, chair) to organize the process. The steering committee developed a draft outline of the study and draft timetable concluding with the visit from the outside evaluation team in September 2008. These were approved by the library faculty and Provost Nook.

That the study would be carried out with opportunities for input from all staff was a guiding principle. Special committees were formed for the staffing, facilities, survey/focus groups, and final SWOT analysis portions of the self-study with representation from classified and academic staff and library faculty. A writing/editing team and lead writer were selected. (See attachment 1)

A template for reports to be submitted by library departments and functional areas was developed. Points to be covered included a description of the department or area, staff, goals, special projects, and any technology or facility needs. Faculty and classified and academic staff in departments and areas met to discuss and complete these reports. In addition groups decided on their need for survey or focus group assessment, then formulating questions from their area for general faculty and student surveys. Most of the department/area reports were submitted in the fall of 2007 with edits following the surveys.

All staff were trained in the SWOT analysis process by Nerissa Nelson. All departments/areas then evaluated their area's strengths, weaknesses, opportunities, and threats. (In the final self-study report, these departmental/area SWOTs are the last attachment to each department/area's individual report.) Departments/areas also conducted SWOTs of the whole Library (see SWOT appendix) which were used later in the Library SWOT process.

An outside evaluation team was suggested and invited to participate, with Kathy Davis leading this effort. Templates, draft reports, statistics, and other working documents were mounted on a 'staff only' portion of the library website as they were written.

In December, 'point of use' surveys were conducted at the Main Circulation Desk, the Instructional Material Center (IMC), and the Media Lab. The survey/focus group committee gathered requests from departments/areas, worked with the UWSP Campus Clearinghouse, and coordinated survey as well as focus group efforts. Also in December, the Staffing Committee held an all-staff discussion to share their work and get input.

In February, three email surveys were conducted of faculty, a sample of students, and all department chairs and library representatives. Results were returned to library departments/areas as appropriate for inclusion in their reports. Two focus groups were conducted: 1) a group of School of Education faculty to discuss library and IMC services and 2) a group of students with disabilities on library services and facilities. Results of all surveys and focus groups were summarized for the final report.

Supporting data was gathered for the appendices. Budget statistics for the past five years were included. Academic Library Survey (ALS) statistics compared UWSP Library with four UW System libraries and four out-of-state university libraries. The national LibQual survey from 2004 was summarized and a link to the full report provided. The Library organization chart was updated, and vitas were gathered from faculty and academic staff and a brief vita/job history form completed by classified staff.

In April the full staff met, breaking into small groups to prioritize overall Library SWOT points raised by departments/areas. In May the final SWOT committee met and using information provided in reports, survey, and statistics, conducted the final Library SWOT analysis. After department/area and special committee reports were submitted, the writing/editing team formatted reports for consistency, proofread, and edited for clarity and in some cases length. Final editing and writing of the final summary statement and Library SWOT continued into June.

Throughout the academic year, the steering committee met, monthly reports were prepared for the Provost, and the self-study was discussed at each library faculty and all staff meeting.

Self Study – Depts/Areas/Comm.

10/9/2007

Steering Committee
 Kathy
 Nerissa
 Cathy, chair

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|----------------------|---|---|-------------------------|-----------------|-----------------------------------|---------------------|--------------------------|
| Library Depts | Access Serv | Acq/Cat | Ref | Archives | Gov Docs | IMC/ML | Periodicals |
| | Cathy (Terri) Andy Christine Colleen Lin | Sybil Yan Anne Joan John Kathy Sue Marie Susan | Patti Yan Colleen | Ruth Mike | Marg Cathy Liz Sue-Marie | Axel Gail Jim | Mindy Richard Sara |

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|----------------------|-----------------|--|-----------------------|---------------------------------|----------------------------------|
| Library Areas | Coll Dev | Instruction | PR | Technology | Admin |
| | Tom Mindy | BI - Axel Lib faculty LR101 - Patti Lib faculty | Cathy Kathy Liz | Terri Nerissa Dave Rob | Kathy Patty Heather Liz |

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|--------------------|----------------------------------|---|--|
| Study Areas | Budget | Facilities | Staffing |
| | Kathy Tom Patty Heather | Kathy Terri Andy Heather Mike | Kathy Patti Ruth Heather Christine |

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|--------------------|--|-------------------------------|----------------------------------|------------------------|
| Other Areas | Final SWOT | Surveys/FG | Statistics | Writers/Editors |
| | Nerissa Cathy Kathy Mindy Gail | Axel Yan Rob Colleen | Kathy Rob Patty Heather | Cathy Sybil Ruth |