Mission/Purpose
Central University Libraries actively supports the university mission of high quality instruction, research and service. We serve students, faculty, staff and others affiliated with SMU by building collections, organizing information, providing research assistance and user instruction, preserving and exhibiting library materials. We provide outstanding professional assistance for accessing a variety of resources in an environment that respects academic freedom and encourages open inquiry. We offer a setting that enhances research and learning and promotes a sense of community.

Goals
G 1: Provide library resources.
Goal 1. Create, organize, and deliver collections that support the evolving curricular and research needs of the University.

G 2: Optimize purchasing power for collections.
Central University Libraries supports SMU's academic, research and community programs. In order to support the University's instructional and research programs, CUL develops, manages, organizes and preserves library collections.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans
O 1: Improve accuracy of book location in Hamon Library
Improve the accuracy of book locations at the Hamon Arts Library by utilizing the ShelfLister computer program to produce a shelflist from the Voyager library catalog so that an inventory check can be conducted to identify and correct shelving and location problems.

Associations:

Institutional Priorities:
3.1 Strengthen scholarly research
1.1 Enhance the academic quality of the University
3.2 Strengthen creative achievement
1.2  Enhance the stature of the University

**Strategic Plans:**

- UNIVERSITY PRESIDENT
- 1.5 Strengthening of the University Library System as the heart of academic excellence
- 4.1 Support for a living/learning environment that enhances personal exploration and growth

**Related Measures:**

**M 1:** Library user satisfaction surveys

Hamon Library user surveys will document improved satisfaction in locating library materials. Hamon circulation missing/search requests will be monitored and reported, especially in those call number ranges that have been inventoried and corrected.

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

**M 2:** Determine user attitudes toward library services.

Fall and spring user surveys, graduate student exit surveys, comments websites, focus groups and suggestion forums gather students attitudes and requests toward library services, facilities and collections. These surveys and sources of user satisfaction will be monitored and tracked so that actions towards goals can be monitored for progress and future improved satisfaction can be reported.

Source of Evidence: Evaluations

**M 3:** Reduction in number of search requests

Hamon Library will monitor search requestst, particularly search requests from call numbers and areas that have been inventoried with the ShelfLister program, to document whether fewer materials are being reported missing by library users. In 2008-2009, of the 88 search requests, only 1 request was for an item that was in the area previously inventoried using ShelfLister.

Source of Evidence: Activity volume

**O 2:** Reduce the cost per use of subscription journals.

1) Acquisition decisions are informed by and responsive to user needs as collections are systematically evaluated for curriculum support.

CUL will reduce the cost per use of Elsevier subscription journals in order to optimize purchasing power of library funds.

**Document:**

- CUL Journal Usage 2007-2008

**Associations:**

**Institutional Priorities:**

3.1 Strengthen scholarly research
1.1 Enhance the academic quality of the University
1.2 Enhance the stature of the University

**Strategic Plans:**

- UNIVERSITY PRESIDENT
- 1.1 Recruitment & appt of distinguished faculty in Sr ranks & gifted scholars/researchers/artists in Jr.
- 1.4 Recruitment and retention of staff who are competent and professional
1.5 Strengthening of the University Library System as the heart of academic excellence

Related Measures:

**M 4: Reduction in Interlibrary Loan of journals.**
CUL should experience fewer than 5 requests on Interlibrary Loan for the cancelled Interlibrary Loan and experience an average of fewer than two Interlibrary Loan requests for all cancelled journals. At the same time, reduce requests on Interlibrary Loan for newly subscribed journals by at least 80%. CUL should experience an average cost of less than $50 per use for all newly subscribed journals for the next three years beginning with calendar year 2008.

Source of Evidence: Activity volume

**Action Plan Details for This Cycle**

**Examine usage statistics of journal subscriptions.**
Examine usage statistics of Elsevier periodical subscriptions to find the titles that cost the most per usage by our community. At the same time, study the periodicals requested most frequently on Interlibrary Loan. Cancel the most expensive periodicals per use received and substitute for them the periodicals titles that are most requested on Interlibrary Loan.

Total expenditures of $42,196 in periodicals subscriptions were cancelled. These titles had a total of two uses over 20 months, and therefore cost over $20,000 per use. Total expenditures of $36,258 in new subscriptions were added. These titles were requested on Interlibrary Loan a total of 476 times in five years. Although the Interlibrary Loan usage alone would not have achieved the anticipated savings in cost per use, it is projected that usage of the new titles will be much higher when they are available without the intermediation of Interlibrary Loan. Both the cancelled and the newly instated titles will be studied for at least three years to evaluate whether the changes have achieved increased usage of subscribed journals and reduced the need for Interlibrary Loan.

**Document:**

- [CUL Journal Usage 2007-2008](#)

**Priority:** High

**Target Date:** 01/2008

**Responsible Person/Group:** Curt Holleman

**Analysis Answers**

**What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?**

**Improve the accuracy of book locations at Hamon Arts Library**
Hamon Arts Library has streamlined the process for fixing simple cataloging and book label errors and established a workflow with the CUL Technical Services Department for the corrections to be made. Hamon has produced detailed statistics that show the most heavily problematic areas of the collection that will need to be reviewed most frequently.

**Obtain greater usage of subscribed periodicals.**
Total CUL expenditures of $42,196 in periodicals subscriptions were cancelled in 2007-2008. These titles had a total of two uses over 20 months, and therefore cost over $20,000 per use. Total expenditures of $36,258 in new subscriptions
were added. These titles were requested on Interlibrary Loan a total of 476 times in five years. Although the Interlibrary Loan usage alone would not have achieved the anticipated savings in cost per use, it is projected that usage of the new titles will be much higher when they are available without the intermediation of Interlibrary Loan. Both the cancelled and the newly instated titles will be studied for at least three years (2008-2009, 2009-2010 and 2010-2011) to evaluated whether the changes have achieved increased usage of subscribed journals and reduced the need for Interlibrary Loan.

**What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?**

**Improve the accuracy of book locations at the Hamon Arts Library.**

Hamon Arts Library staff have produced detailed statistics that show the most heavily used and problematic areas in the collection that will need to be reviewed more frequently than other areas. This work will continue into 2008-2009. The goal for 2008-2009 will be to complete shelf-reading, using the ShelfLister software system, the entire third floor of the library and begin work on the second floor paying particular attention to the plays (PR111-PZ13), another heavily used and often mis-shelved section. Once the second floor is complete, all of the monographs will be inventoried and checked for shelving accuracy.

**Optimize purchasing power for periodical resources.**

During the next three years beginning with calendar year 2008, usage of the new journals will be tabulated as well as requests on Interlibrary Loan for the cancelled titles. CUL should experience fewer than 5 requests of any cancelled title per year on Interlibrary Loan and experience an average of fewer than two Interlibrary Loan requests for all cancelled journals. At the same time, reduce requests on Interlibrary Loan for newly subscribed journals by at least 80%.

CUL should experience an average cost of less than $50 per use for all newly subscribed journals for the next three years beginning with calendar year 2008. These measures will assess whether a significant improvement has been achieved in the CUL’s delivery of periodical information to the SMU community. There will also be a continuing effort to identify additional titles for cancellation and for new subscriptions.