Mission/Purpose
The Central University Libraries supports and enriches SMU’s academic mission and heritage. CUL serves students, faculty, staff and the general public by building collections, organizing information, providing high quality research assistance, and preserving, digitizing and showcasing library materials. CUL staff will provide outstanding professional assistance in the access of diverse resources, and create an environment that respects academic freedom, encourages open enquiry and excites the mind.

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

Critical Success Factor: Collections are easy to access, navigate, and use, both physically and virtually.

Critical Success Factor: Acquisition decisions are informed by and responsive to user needs as collections are systematically evaluated for curriculum support.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans
O 1: Collections are easy to access, navigate and use.

Improve the accuracy of book locations at the Central University Libraries 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:

O 2: Acquisition decisions are informed by and responsive to user needs as collections are systematically evaluated

In order to optimize purchasing power, CUL will reduce the cost per use of targeted subscription journals (those that have high cost per use). Librarians will examine usage statistics from vendors of periodical subscriptions to find titles that cost the most per usage by our community. At the same time, librarians will study the periodicals requested most frequently on Interlibrary Loan to identify those titles needed by the SMU community but not owned by the library. CUL will cancel the most expensive titles (highest cost per use) and substitute for them the periodical titles that are most requested on Interlibrary Loan.

CUL will cancel periodicals that have not been used in 20 months, or that have cost more than $2,000 per use. Add periodicals that are projected to cost less than $60 per use. Involve at least $30,000 of titles in cancellations and expend at least $30,000 in new subscriptions.
CUL will 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 will also maintain service satisfaction as reflected through semester user surveys.

Documents:

- CUL Journal Usage 2007-2008
- CUL Journal Usage 2008-2009

**Action Plan Details for This Cycle**

**Improve cost efficiency of periodical subscription**

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 2008-2009

**Priority:** High  
**Responsible Person/Group:** Curt Holleman  
**ShelfLister project**

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 was 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.

Hamon will continue to use the ShelfLister program in a Dewey reclassification program beginning in summer 2009. This will mean the end of two separate locations (Dewey and LC) for materials on the same subject. Also beginning in summer 2009, ShelfLister will be used to weed underused duplicates out of the most cramped sections of the Hamon library in order to maximize space as well as correct locations.

Document:

- CUL Hamon Arts Library ShelfLister Report 2008-2009

**Priority:** High  
**Responsible Person/Group:** Alisa Rata Stutzbach, Director Hamon Arts Library  
**Analysis Answers**
What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

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.

CUL is now realizing greater economies (after inflation adjustment) in periodical resources purchasing while enjoying higher usage of its subscription periodical collection. The CUL has been able to utilize vendor usage reports to analyze cost per use for our online journals. At the same time the CUL has used ILLiad software to track interlibrary loan requests for online journal titles. The new subscriptions entered and the cancellations have been on these two sources of information have allowed CUL to reduce costs in the face of rising inflation and increased user demand. Interlibrary Loan requests of cancelled subscription titles have not proven to be in great enough quantities to justify our keeping subscriptions with such expensive cost per use pricetags.

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

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 was 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.

Hamon will continue to use the ShelfLister program in a Dewey reclassification program beginning in summer 2009. This will mean the end of two separate locations (Dewey and LC) for materials on the same subject. Also beginning in summer 2009, ShelfLister will be used to weed underused duplicates out of the most cramped sections of the Hamon library in order to maximize space as well as correct locations.

In regards to journal cost per use, for 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. Measures 2 and 3 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. The CUL is continuing to add new titles and cancel old titles according to the same criteria. The new titles will be evaluated as the old have been, and we will continue assessment of all titles in 2010.

Need for continuing attention: For 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. Measures 2 and 3 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. The CUL is continuing to add new titles and cancel old according to the same criteria. The new titles will be evaluated as the old have been, and we will continue assessment of all titles in 2010.