

**Ingram Library**  
**State University of West Georgia**  
**Annual Report 2002/03**

**I. Mission**

*The mission of Ingram Library is to provide a range of library services to State University of West Georgia students, faculty, administration and staff, and to the general West Georgia community. These services increasingly must be delivered at the point of need; whether in the building or off-campus, in person or electronically, with one-on-one reference assistance or in classroom instruction, whether through locally held collections or through traditional or electronic access to materials owned elsewhere. Such a mission demands that Ingram Library marshal and manage a score of resources that revolves around Library faculty and staff, Library services, and Library collections.*

The mission of Ingram Library is in direct support of the educational, research and service mission of the University. Additionally, each department and division of the Library operates under a mission statement in support of the Library's mission. Those statements can be found at the Library's web-site:

<http://www.westga.edu/~library>.

**II. Goals, Processes, Assessment**

**Goals.** Ingram Library has developed goals in support of specific University goals as articulated in the "**Bread and Butter**" Goals. They are, generally, based on the articulation of goals of individual departments and divisions of the Library:

1. Provide, review, and improve research instruction and reference services to students (**B&B goals 1, 2.a, 3, 5**);
2. Support undergraduate and graduate curriculum and research by providing instruction in the scholarly communication process and in information literacy (**B&B goals 3**);
3. Develop strong collections in support of the academic programs of the University (**B&B goals 3, 7**);
4. Enhance access to Library resources (**B&B goals 3,5,6**); and
5. Act as effective and efficient stewards of University resources and funds (**B&B goals 1,3,5,6, 8,9**).

**Processes.** The provision of services and resources in support of Library goals are developed in a two-fold, loop process. As an integral part of the academic programs of the University, Library faculty and staff, through the liaison program with academic departments and through daily contact with faculty and students, receive feedback regarding service and resource requirements. Library faculty and staff also maintain active engagement in the library and information

profession: they monitor best practices, current and emerging trends, and contextual requirements of the University. Needs are gauged against available resources; services and resources are implemented/provided, and assessed through the feedback process. In response to SACS recommendations, Ingram Library has developed biannual assessment instruments to gauge satisfaction of both students and faculty.

**Assessment.** Assessment and evaluation of Library resources and services are inherent in the processes noted above. Traditional qualitative and quantitative assessment practices in academic libraries are, however, undergoing considerable transformation. Ingram Library still records standard input and output measures (see *Ingram Library Statistics FY '03*, appended); these figures do not adequately measure electronic services or resources, or user satisfaction. Ingram Library, alone and in concert with other academic libraries, is working to develop more systematic assessment instruments to evaluate its progress toward achieving its goals. Actually goal 5 above is a partial articulation of this need. Additionally, Ingram Library has developed biennial surveys for both students and faculty feedback about library services and resources.

### **III. Examples of Change/Improvement based on Assessment of Goals and Outcomes**

1. Provide, review, and improve research instruction and reference service to students.

Reference Instruction has traditionally taken place at a fixed location. Ingram Library initiated an electronic email reference service that we are monitoring closely in terms of use, types of questions asked, and satisfaction.

2. Support undergraduate and graduate curriculum and research by providing instruction in the scholarly communication process and in information literacy

Instructional Services teaches an introductory, core-curriculum course in academic research that addresses instruction in the scholarly communication process and information literacy. To make the class available to more students, the number of sections offered increased, as did the number of librarians teaching the course and the number of sections taught electronically.

3. Develop strong collections in support of the academic programs of the University

Librarians acting as liaison to Academic Departments continue to be actively involved in ascertaining that programs are sufficiently supported by library resources to receive national accreditation. Most program statements require indications of library support: no program has not been accredited because of

insufficient library resources; many have systematically been enhanced to meet those requirements.

#### 4. Enhance access to Library resources

Ingram Library, in support of University goals, has heavily invested in electronic resources and processes in an effort to increase and enhance access to its collections and services. Alone, among the University System of Georgia Libraries, Ingram Library offers internet access to *every online resource available at the University*. Traditional materials are supplied by an active Distance Learning Service (mail, fax, email provision of materials) and by Interlibrary Loan Services. Faculty have been polled about provision of Reserve Reading assignments; Ingram Library will make most readings available via the Internet, beginning next year. Additionally, Access Services created an office of Stacks Management to expedite re-shelving of library materials. That office conducts spot checks to identify areas in need of particular attention.

#### 5. Act as effective and efficient stewards of University resources and funds

Ingram Library seeks to implement best business practices in most of its operating procedures. Ingram Library has long applied usage/cost measurements to periodical purchases; it participates in several consortial purchasing arrangements to extend purchasing value; has implemented a fairly rigorous personnel evaluation measure. Assessment results indicate that the Library is both flexible and effective in reaching this goal. Ingram Library, like many academic libraries has noted considerable reduction in traditional measurements of library effectiveness, e.g., circulation counts. In an effort to re-focus measurements toward actual usage in an electronic environment, Ingram Library has worked (alone and with vendors) to ascertain new usage patterns. While circulation figures continue to decrease, Ingram Library can document that in-house circulation of periodicals increased to 142,539 (supplemented by 220,952 electronically accessed journal articles – an increase of 59% over last year). Access was generally across all titles and disciplines. The Library will continue to monitor these figures; we are close to generating a systematic collection of such statistics. These figures provide data about most-used/least-used (cost-effective/cost ineffective) materials. The data provide input for retention and cancellation decisions.

### **IV. General Statement of Department Condition**

The overall “health” of Ingram Library is good. It makes a strong contribution to fulfilling the mission of the State University of West Georgia. While additional funding for acquisitions and additional personnel would be welcome, adherence to the strategic plan allows the Library to maximize existing resources.

## **V. Departmental Achievements**

Traditional quantitative input/output measures are appended in the document *Ingram Library Statistics, FY03*. Additionally, the Special Collections department, with the assistance of Professor Steely, successfully negotiated for the legislative papers of Georgia Speaker of the House Tom Murphy, and United States Representative Bob Barr. Myron House served as Consulting Archivist for the Atlanta Regional Consortium of Higher Education's Atlanta Civil Rights Movement Project. Ingram Library (and the Special Collections office) has been actively involved in the program design for a new building to house the University's Political Heritage project. The Director is the Chair of the ARCHE library directors' group. Cataloging department has created procedures for programmatically dealing with molded/damaged materials received as gifts. The Instructional Services division taught thirty-sections of LIBR 1101, with 818 enrolled students. General revenue generated through this course (tuition and formula funding) totaled \$391,928 – a contribution not matched in the USG.

## **VI. Staff Productivity**

Library Faculty and staff published numerous articles and numerous data files/computer programs. They attended more than 15 state professional meetings, and made more than 15 presentations at state, regional, national and international professional meetings. They sit on numerous UWG, USG, regional, national and international professional committees.

# Ingram Library Statistics FY '03

Totals for FY '03

PART I - LIBRARY COLLECTIONS	TOTALS			
	AT END OF FY'02	ADDED FY '03	DELETED FY '03	TOTALS FY '03
<b>BOOKSTOCK</b>				
(inc. cataloged govt docs, annual rpts, catalogs & bound periodicals, etc.)				
NUMBER OF VOLUMES	378,946	8,359	-3,056	384,249
a.) Gov. Docs		2,714	-644	
b.) Serials		489	-1,118	
c.) Books		5,156	-1,294	
NUMBER OF TITLES	302,004	6,651	-974	307,681
a.) Gov. Docs		2,122	-419	
b.) Serials		7	-41	
c.) Books		4,522	-514	
<b>GOVERNMENT DOCUMENTS COLLECTION</b>				
NUMBER OF VOLUMES (UNITS)	207,525	546	-1,353	206,718
NUMBER OF TITLES ADDED	118,740	709	-72	119,377
<b>CURRENT PERIODICAL SUBSCRIPTIONS (Periodical &amp; Newspaper)</b>				
NUMBER OF CURRENT SERIALS STANDING ORDERS	1,342	16	-132	1,226
NUMBER OF PERIODICAL TITLES (Represented by microforms)	209	0	0	209
NUMBER OF BOOK TITLES (Represented by microforms)	734	0	-21	713
NUMBER OF BOOK TITLES (Represented by microforms) (inc such items as ERIC, Britannica of American Civilization)	9,944	0	0	9,944
<b>MICROFORMS: (UNITS)</b>				
MICROCARD	19,325	0	-61	19,264
MICROPRINT	108,688	0	0	108,688
MICROFICHE	903,551	20,088	-6,154	917,485
a.) Books		0	0	0
b.) Government Documents (cataloged & uncataloged)		8,116	-6,148	1,968
c.) ERIC		11,972	0	11,972
d.) Serials (inc. Annual Reports & college Catalogs)		0	-6	-6
MICROFILM	23,215	319	-707	22,827
a.) Books		0	0	0
b.) Periodicals		319	-707	-388
c.) Special Collections		0	0	0
TOTAL MICROFORM UNITS	1,104,126	20,407	-6,922	1,117,611
<b>SPECIAL COLLECTIONS</b>				
NUMBER OF PIECES	29,168	290	0	29,458
NUMBER OF VOLUMES	2,893	29	0	2,922
NUMBER OF LINEAR FT (Manuscript Collection)	315	24	0	339
<b>MAPS AND CHARTS</b>				
NUMBER OF UNITS	19,763	346	22	20,131
NUMBER OF TITLES	-197	0	0	-197
<b>NON-PRINT:</b>				
1. GRAPHICS (slides, transparencies, art prints, kits, F-strips)				
a.) number of units	7,103	0	0	7,103
b.) number of titles	258	0	0	258
2. SOUND RECORDINGS (discs, cassettes, tapes)				
a.) number of units	744	253	0	997
b.) number of titles	543	181	0	724
3. FILMS (16, 8, 8s, Strips)				
a.) number of reels	66	0	0	66
b.) number of titles	30	0	0	30
4. VIDEO (cassettes, discs, tapes, DVD)				
a.) number of reels	1,581	125	0	1,706
b.) number of titles	891	94	0	985
<b>COMPUTER FILES</b>				
NUMBER OF UNITS (Govt. Docs.)	143	184	-39	288
NUMBER OF TITLES (Govt. Docs.)	83	83	-11	155

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## PART II - LIBRARY SERVICES FY '03

CIRCULATION (Materials outside Library, exc. reserve & dial access)	42,331	3,910	46,241
RESERVE MATERIALS	0	0	0
INTERLIBRARY LOANS			
a.) Number provided to other Libraries	5,353	0	5,353
b.) Number received from other Libraries	3,309	0	3,309
ATTENDANCE IN LIBRARY (per week)	0	0	0
INFORMATION SERVICE TO GROUPS			
NUMBER OF PRESENTATIONS	153	0	153
NUMBER OF PERSONS SERVED IN PRESENTATIONS	1,989	0	1,989
TOTAL REFERENCE QUESTIONS (annually)			8,632

## PART III - USAGE

IN-HOUSE BOOK CIRCULATION			
a.) Reference materials	0	0	0
b.) Other	13,700	789	14,489
IN-HOUSE DOCUMENT CIRCULATION (all formats)	1,976	0	1,976
IN-HOUSE USE OF MICROFORMS-include fiche, card, print	558	0	558
IN-HOUSE USE OF PERIODICALS (annual)	142,539	0	142,539
SPECIAL COLLECTIONS: IN-HOUSE USE COUNT	2,307	0	2,307

## PART IV - LIBRARY OPERATING EXPENDITURES

SUPPLIES & MATERIALS - BOOKS (exc microforms, inc pre-processing costs where applicable)	419,268
PERIODICALS (exc microforms)	396,944
AUDIOVISUAL MATERIALS	8,452
BINDING AND REBINDING	7,938
CONTRACTED COMPUTER SERVICES-SOLINET	89,746
ALL OTHER EXPENDITURES (inc travel, exc capital outlays, mainten.)	130,108
TOTAL LIBRARY OPERATING EXPENDITURES	1,052,456
SALARIES & WAGES	1,122,127
WAGES OF STUDENTS	61,331
NUMBER OF HRS OF STUDENT WORKERS	1,573