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Lavery's Collection Development: at the corner of library wide assessment and value added services

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Lavery's Collection Development: at the corner of library wide assessment and value added services

Abstract

St. John Fisher College's Lavery Library is focused on assessing value. One area being examined is the value of library collections in support of the library's mission. In an effort to develop our collection at a user level, Lavery instituted a purchase on demand (POD) program in 2009. Increasingly, academic library POD programs are set up to automate the process based on specific criteria that will trigger a purchase, as a way to save time and streamline the process. In Lavery's case study, Acquisitions has gone completely in the opposite direction, focusing on the service experience for our patrons instead. We build upon ways to enhance the material request transaction that align with the library's assessment initiatives, specifically our information literacy goals. Our material request process utilizes ILLiad software to communicate between the Interlibrary Loan and Acquisitions departments. We frequently add the patron back into the conversation through the use of email for feedback on their material request. These emails may include suggestions directing the patron to resources already owned while waiting for the ILL request to be processed, emails asking for clarification, or emails directing the patron to the librarian for their major. Most recently we began to fold our already strong liaison program into the conversation. Continuing to utilize ILLiad software features enables us to ask for insight from liaison librarians, share course information input by patrons at the time of request, review trends in department or class requests, and so much more.

Disciplines

Library and Information Science

Comments

Presented at the 2014 Ohio Valley Group of Technical Services Librarians Conference in Athens, Ohio on May 29, 2014.

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Lavery's Collection
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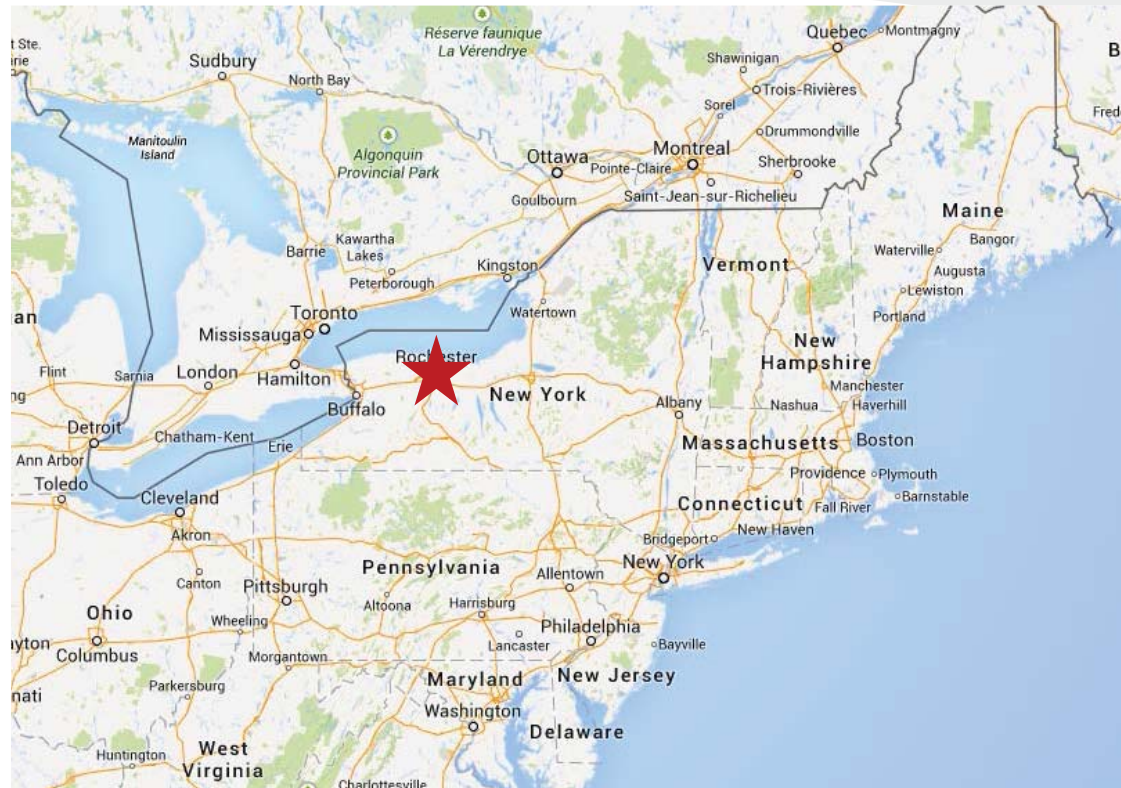
Kate Ross and Micquel Little

Agenda

- Library Overview
- How We Got Here
- Alignment and Assessment
- Value to Campus
- Where are we going?
- Questions



St. John Fisher College



Lavery Library

- Supports approx 4,000 FTE
- Undergraduate, Graduate, and Doctoral studies
- Schools of Art and Sciences, Business, Nursing, Pharmacy, and Education

- 8.5 Librarians
- 11 Support Staff



Lavery Library

Strategic plan renovation and implementation

Assessment plan with 3 year cycle – aligned with library’s strategic plan – aligned with college’s strategic plan

Space study

Learning Commons implementation and additions

So much more!



Lavery Library

Lavery Library Facilitates Success

Lavery Library: reimagined as a collection of “tools” for
inspiring engaged faculty and student learning



Lavery Library

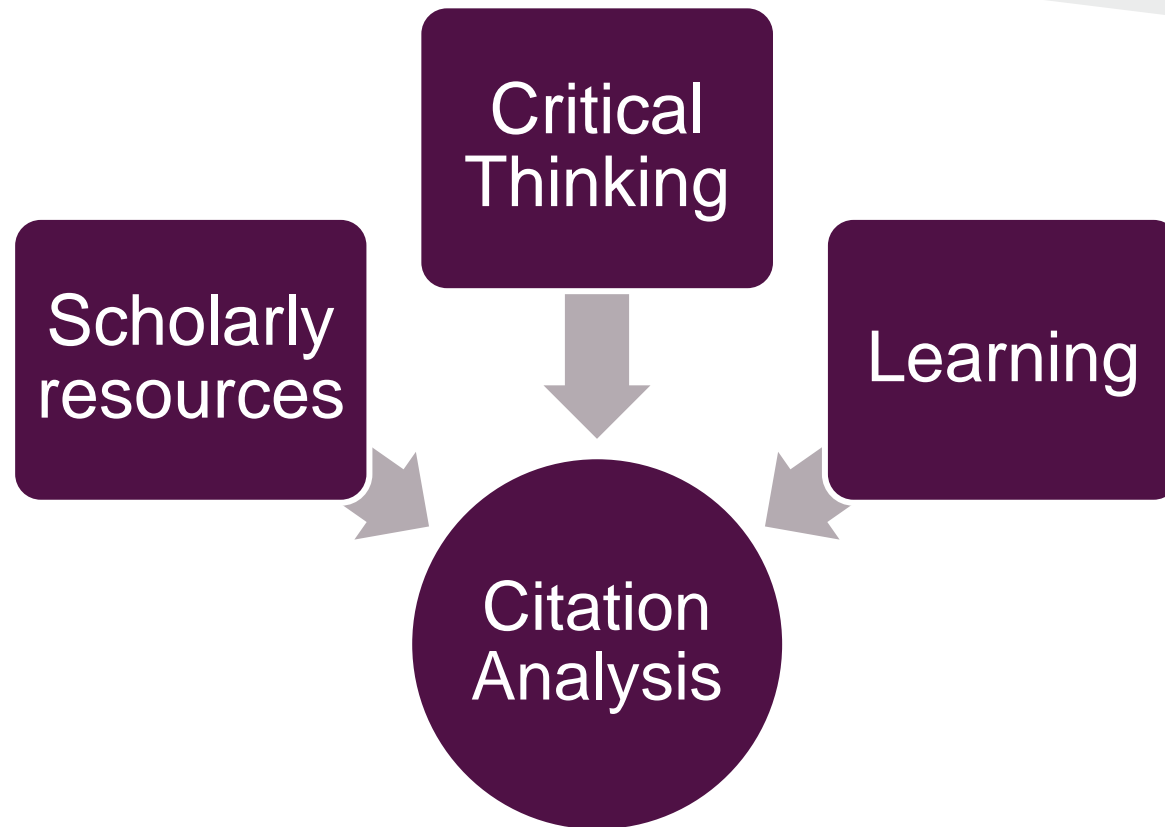
Acquisitions

#laverylearn
#laveryexperts
#laveryaccess
#laveryspace
#laveryassess

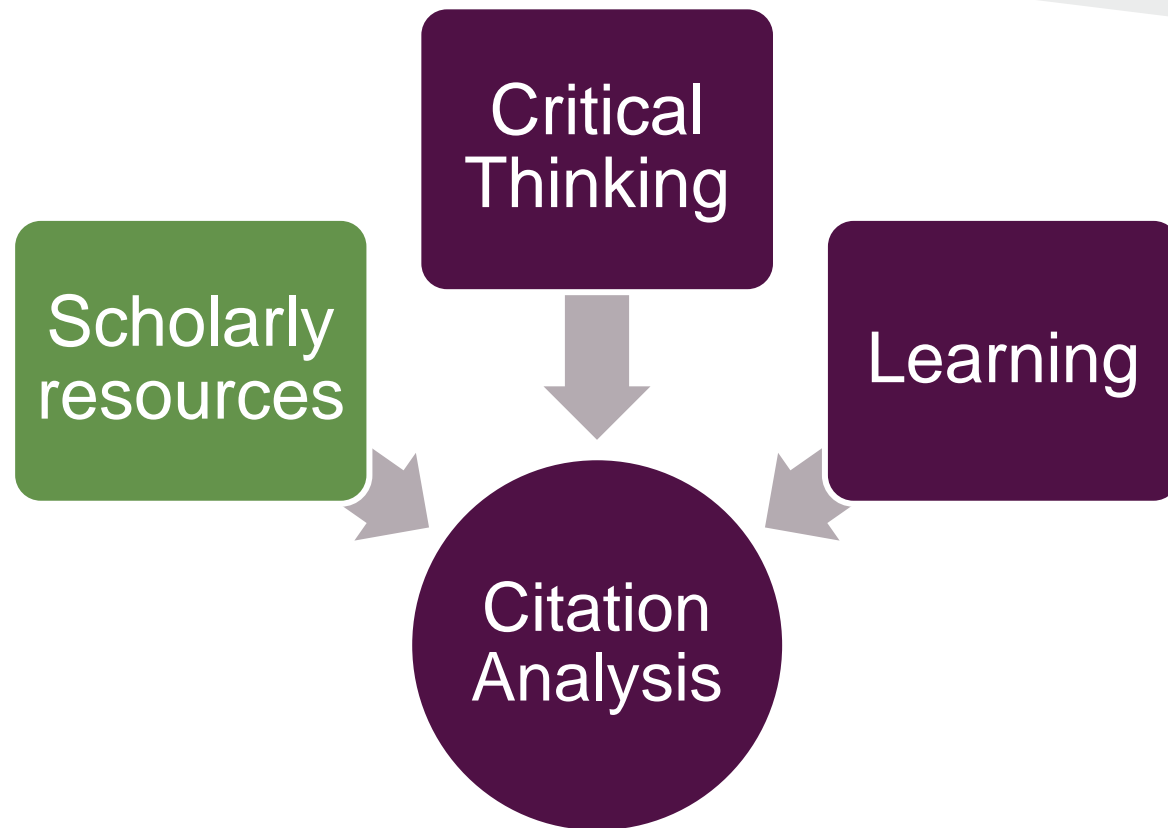
- GIST
- Communication flow
- Meaningful data collection
- Effective analysis and revisions



How we got here



How we got here



GIST: Getting it System Toolkit

Loan at Lavery Library

ONLY For IT: Arrival Notification. Check Your Fisher Email For Updates!!

Book/Media Request

If I just have Fisher Email ONLY For IT: Arrival Notification. Check Your Fisher Email For Updates!!

Describe the item you want

*Title:
Author:
Publisher:
Pub. Date:
Edition:
*Format:
ISBN:

Just need a chapter? Click here to submit a chapter request!

Get It

From LL

Would you suggest that Lavery Library add this title to its collection?

No

Will you accept...

Non-English versions? No

Alternate editions? Yes

Alternate formats? Yes

*How essential is this to your studies?

*Course #:

If not for a course, please specify "research," "teaching," "learning," etc.

*Notes:

GIST User Feedback

Found:
Submitted for:
Purchase?
Essential?
Hold? | Notify?
Alternate Format?



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graph TD; A[GIST for ILLiad Acquisitions + ILL] --> B[ILLiad Web]; A --> C[ILLiad Addons]; A --> D[Acquisitions Manager];
```

GIST for ILLiad Acquisitions + ILL

ILLiad Web

ILLiad Addons

Acquisitions
Manager

GIST for ILLiad components benefit your Patron Driven Acquisitions collection building by streamlining and leveraging buy-borrow strategies. It also can serve as a cooperative collection development tool – you select the strategy that fits your needs, with the possibility for as much cooperative strategies as you want.

How we got here

Leverage ILLiad to combine Value and Assessment

Using ILLiad transactions, where “Data sits like Lego bricks,” we will build the foundation of evidence-based value to our stakeholders



Value added service, meet Assessment!

In Lavery's case study, Acquisitions and Collection Development focuses on the service experience for our patrons instead of trying to automate processes.

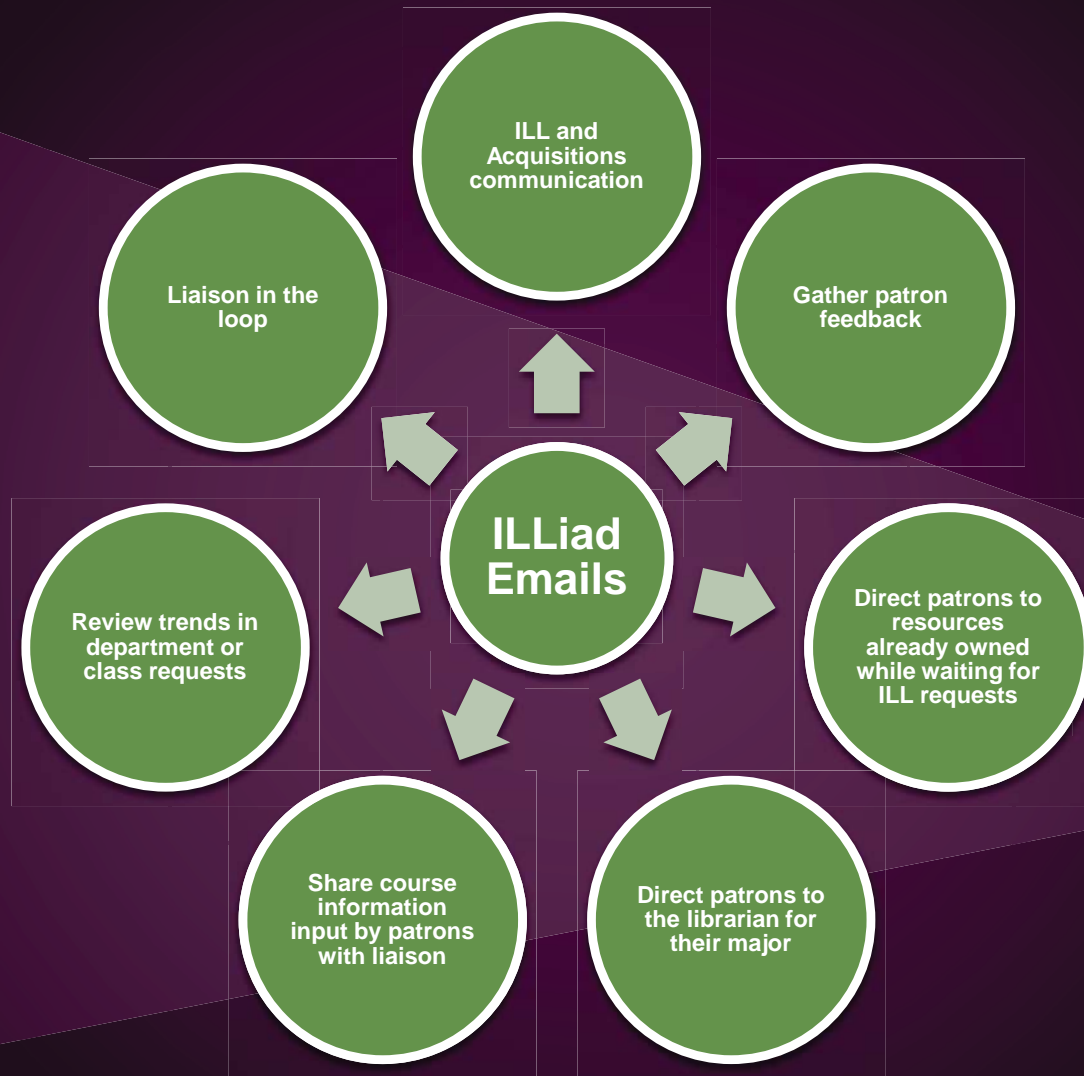


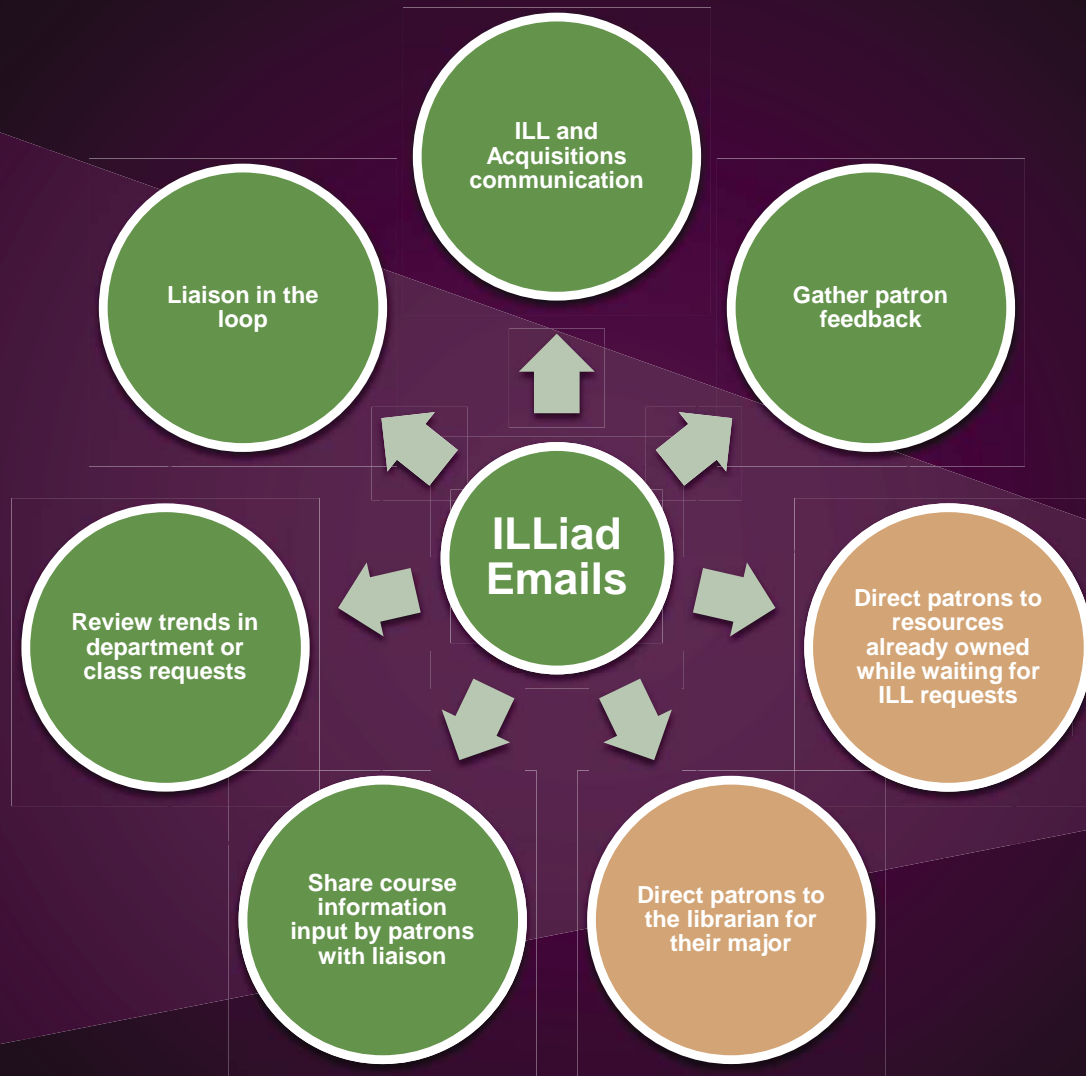
There's an email for that!

We use ILLiad to communicate with:

- students
- faculty
- acquisitions staff
- ILL staff and Circulation staff
- liaison librarians









Value meets Assessment

Acquisitions staff have purchased 29% of total loan requests submitted between 9/1/12 and 12/31/13, directly supporting :

- College-wide learning goals
- Library Strategic Plan goals
- Information Literacy goals



Goal included in Library Strategic Plan

Goal 2: Provide the best contemporary and traditional resources.

(SP 1,4) [*ACRL Standards Principles 3, 4, & 5*]

Strategy 2a: The library will increase awareness of library resources by making them more accessible.

Tactics:

1. Create an environment that is welcoming and user-friendly by continually assessing and revising our online and physical resources.

Strategy 2b: The library will tailor the collection to the needs of the St. John Fisher Community.

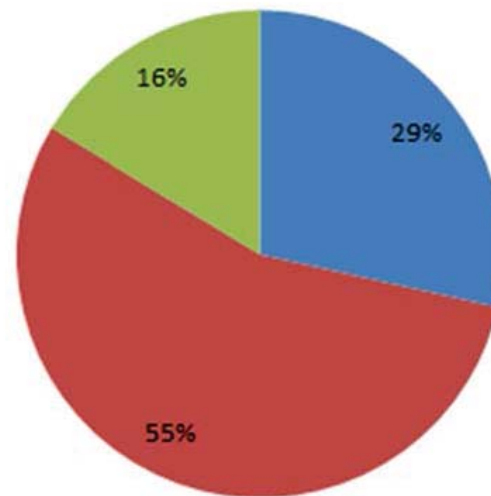
Tactics:

1. Develop a plan to connect the St. John Fisher College Community to their public libraries to improve access to a wider variety of resources.
2. Investigate more “on-demand” options to provide patrons with needed materials.
3. Continuously assess library resource use to determine the resources that best meet the needs of the Fisher Community.
4. Explore regional coordinated collection development opportunities to preserve access to materials and gain access to more materials

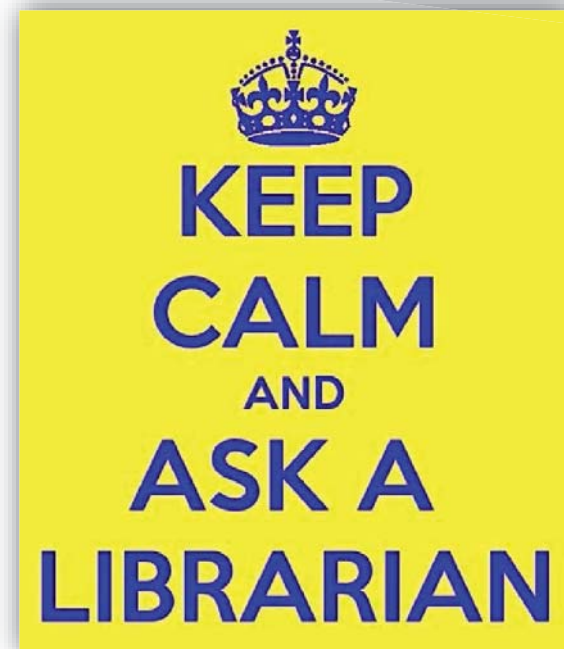
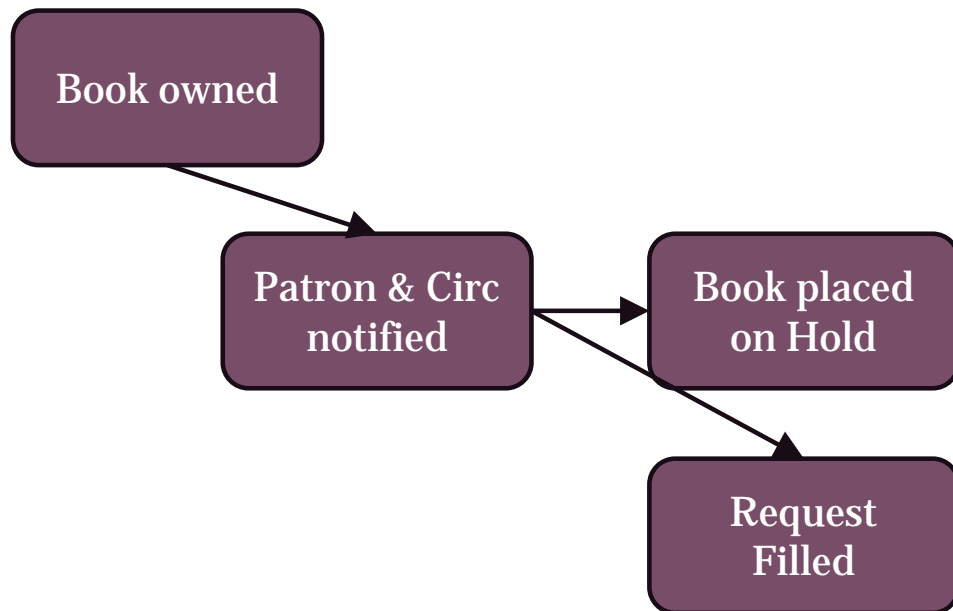
Value meets Assessment

Loan Requests 9/1/2012 - 12/31/2013

■ Purchased/Owned ■ Borrowed ■ Canceled



Value meets Assessment



This happened 19 times over 3 semesters (1% of total requests submitted)

Value meets Assessment

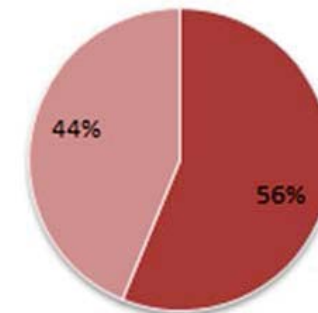
Patron feedback requested:

3% of total loan requests submitted required further patron interaction

73% of those interactions resulted in successful, filled transactions

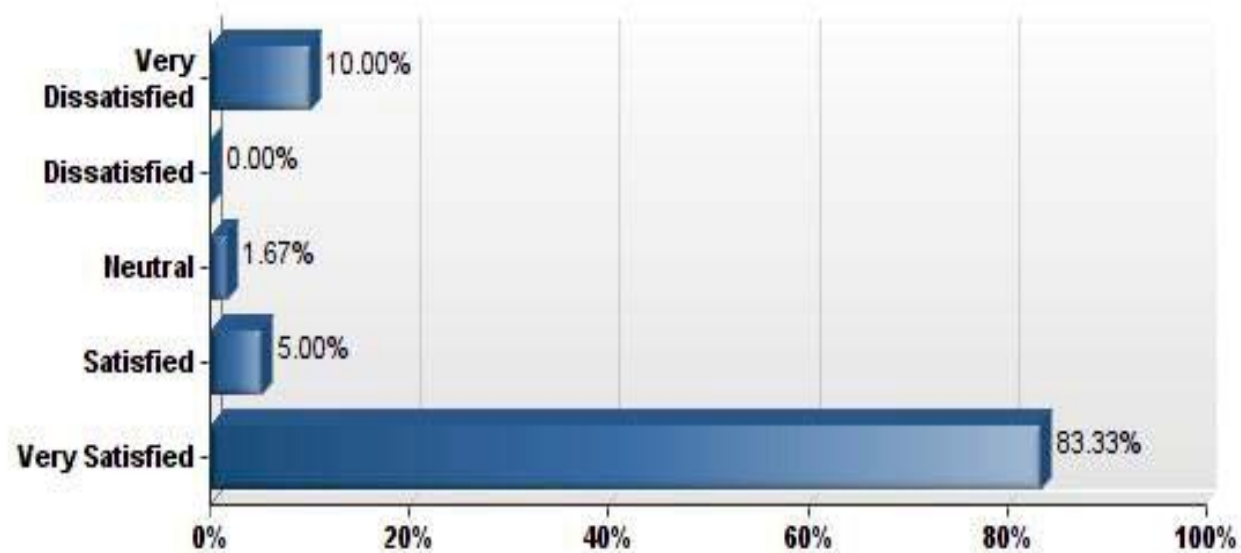
Successful Patron Communication

■ Purchased ■ Borrowed



Value meets Assessment

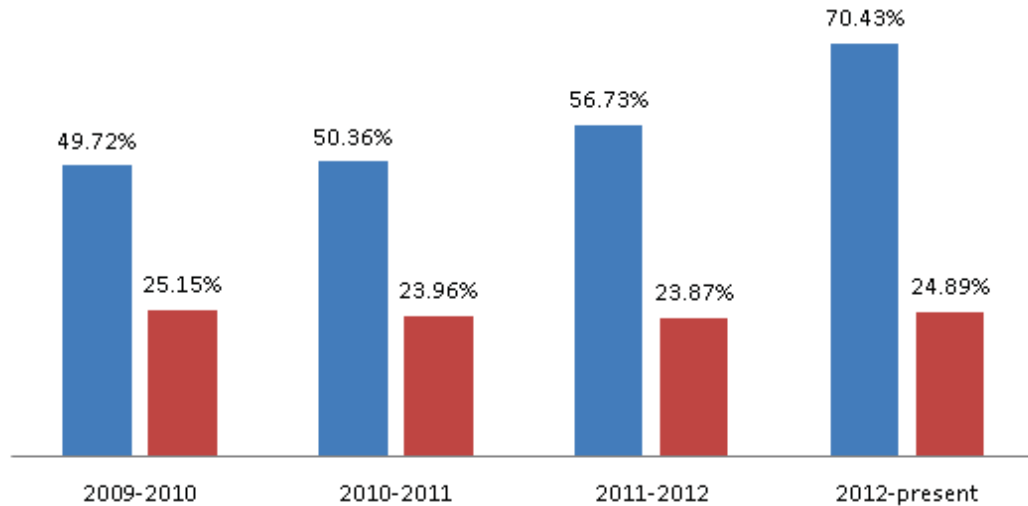
Satisfaction of communication for patrons



Value meets Assessment

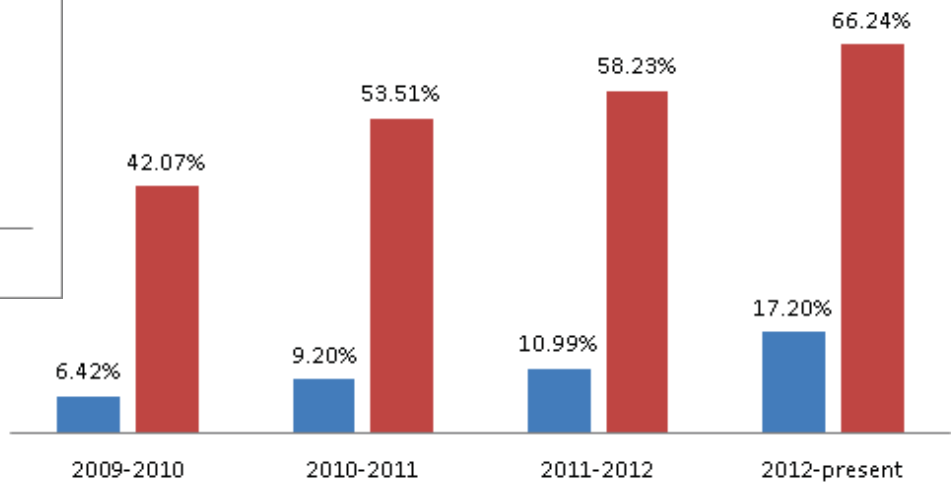
% of 1 Checkout

■ Gist ■ Non-Gist



% of 0 Checkouts

■ Gist ■ Non-Gist



Value meets Assessment

Local print collections and Ithaka S+R's US Library Survey 2013 results

“Local print collections are losing primacy...” and “... the large majority [of respondents] believes that building local print collections has declined in importance. By comparison, the vast majority of respondents see resource sharing as an important library function.”

Where are we going?

Lavery Assessment Plan: Collections (ACRL Standards)

Continue to contribute meaningful data to library wide assessment and strategic plan goals

Continual collection of data with standards

Identifying ways to connect Information Literacy assessment, Library Strategic Plan, and Campus Strategic Plan

How? The Form! #laveryaccess

What's the takeaway for you?

Any Questions?