

Mission Statement

"O'Keefe Library is essential to the educational mission of St. Ambrose University. Our mission is to select, organize, and maintain print and electronic resources that support the curriculum and information needs of our campus community. We provide library instruction and an environment that encourages study, intellectual and cultural endeavors, and personal growth. Our responsibilities include providing a leadership role and actively participating in the campus and library communities."

Goals:

1. Strengthen the collection of resources supporting the curriculum
2. Provide an effective information literacy program
3. Increase the accessibility of resources for our students and faculty
4. Provide a high level of customer service to faculty, staff, and students
5. Support campus activities by maintaining a high level of involvement in the campus community
6. Maintain a high level of involvement in the local, state, and national library communities
7. Develop a programming budget for ongoing intellectual and literary events.

Objectives:

- 1a. To determine resource needs and how best to meet those needs
 - A. Librarians will liaison annually with faculty/departments
- 1b. To determine need for new materials
 - A. Librarians will annually review course descriptions and syllabi
- 1c. Librarians will evaluate current collection at least twice per year for discards & updates.

- 2a. To provide an effective information literacy program for students
 - A. Continue to assess Information Literacy students' progress with pre-tests/post-tests
 - B. Review Information Literacy curriculum and revise as needed
 - C. Provide continuing education/training for Information Literacy instructors
 - D. Work with Learning Community components to align assignments every semester
- 2b. To expand faculty awareness and acceptance of information literacy principles
 - A. Provide annual updates to faculty about Information Literacy test results
 - B. Offer annual workshops for faculty to update their research skills
- 2c. Explore option of online Information Literacy class

- 3a. Increase the accessibility of resources in electronic form
 - A. Participate in PALS, IPAL, BCR, and other library consortium purchases of databases
 - B. Work with the IT Dept. to improve off-campus access to electronic resources
- 3b. Explore options for delivery of print resources to off-campus students
- 3c. Provide adequate audio/visual support for growing campus needs and classrooms
 - A. Supply permanent audio/visual equipment for new classrooms
 - B. Keep older audio/visual equipment updated
 - C. Provide assistance with audio/visual software to students and faculty
 - D. Train student assistants to help with audio/visual troubleshooting

- 4a. Provide customer service training for staff and student employees
- 4b. Survey users about perceptions of customer service
- 4c. Explore ways of surveying non-users of library services
- 4d. Implement the FISH! business philosophy of customer service with student workers

- 5a. Participate in new student orientation, campus visits, ACCEL orientation, graduate student orientation, and new faculty orientation to acquaint new students and faculty with library services
- 5b. Encourage staff participation in other activities such as fund-raising, staff assembly, campus committee work, focus groups, etc.
- 5c. Provide meeting space for committees, conferences, visiting professors, etc.

- 6a. To maximize cooperative ventures and to keep abreast of changes in the profession.
 - A. Library Director will represent the Library at local, state, and national library meetings and conferences
 - B. Encourage librarians to read professional literature and attend continuing education classes

- 6b. Explore the rationale of librarians having faculty status.
 - A. Encourage library staff to submit papers for publication, and to give presentations at library conferences
 - B. Encourage library staff to belong to professional organizations
 - C. Gather information about faculty status at peer institutions

- 7a. Collaborate with other SAU departments to provide intellectual, literary, or social events at the library.
- 7b. Seek outside funding, such as grants or other gifts, to provide monies for outside speakers and programs
- 7c. Seek additional funding through campus long-range planning for special events

O'Keefe Library Goals and Assessments
2005-06

Goals	Objectives and Strategies	Assessment Tools**	Outcomes
<p>1. Strengthen the collection of resources supporting the curriculum</p>	<p>1a. To determine resource needs and how best to meet those needs A. Librarians will liaison annually with faculty/departments</p> <p>1b. To determine need for new materials. A. Librarians will annually review course descriptions and syllabi</p> <p>1c. Librarians will evaluate current collection at least twice per year for discards & updates.</p>	<p>1. IPAL annual statistics 1997 present (done annually for benchmarking) 2. ACRL peer comparisons 2002 – present (done annually for benchmarking) 3. IPEDs 2002 – present (done bi-annually) 4. Reports from book vendor indicate collection areas of book purchases 5. Technical Services statistics (done annually) 6. Faculty surveys (done in even-numbered years)</p>	<p>1. Purchased materials for new programs and areas where major gaps were evident 2. Discarded out of date materials</p>
<p>2. Provide an effective information literacy program</p>	<p>2a. To provide an effective information literacy program for students. A. Continue to assess Information Literacy students' progress with pre-tests/post-tests</p> <p>B. Review Information Literacy curriculum and</p>	<p>1. Pretests and posttests – done in every class section 2. SAILS – done at end of each semester 3. Analysis of IL101 testing 4. Faculty surveys – done in even-numbered years 5. Self-reporting by librarians as to continuing education sessions attended or needed.</p>	<p>1. Pre-tests/post-tests show an overall increase in information literacy skills over past 4 years. 2. SAILS results indicate SAU students rank above the national average on information literacy skills in 2004-05 3. Revised Information</p>

	<p>revise as needed</p> <p>C. Provide continuing education/training for Information Literacy instructors</p> <p>D. Work with Learning Community participants to align assignments every semester</p> <p>2b. To expand faculty awareness and acceptance of information literacy principles</p> <p>A. Provide annual updates to faculty about Information Literacy test results</p> <p>B. Offer annual workshops For faculty to update their research skills</p> <p>2c. Explore option of online Information Literacy class</p>		<p>Literacy curriculum in areas of plagiarism and database searching in response to analysis of pre-tests/post-tests</p> <p>4. Have held two continuing education sessions per year for librarians in 2004-05</p>
<p>3. Increase the accessibility of resources for our students and faculty</p>	<p>3a. Increase the accessibility of resources in electronic form.</p> <p>A. Participate in PALS,</p>	<p>1. IPAL annual statistics 1997-present (done annually)</p> <p>2. ACRL peer comparisons</p>	<p>1. Usage of electronic databases has increased every year for the past 4 years.</p>

	<p>IPAL, BCR, and other library consortium purchases of databases</p> <p>B. Work with the IT Dept. to improve off-campus access to electronic resources</p> <p>3b. Explore options for delivery of print resources to off-campus students</p> <p>3c. Provide adequate audio/visual support for growing campus needs and classrooms</p> <p>A. Supply permanent audio/visual equipment for new classrooms</p> <p>B. Keep older audio/visual equipment updated</p> <p>C. Provide assistance with audio/visual software for students and faculty</p> <p>D. Train student assistants To help with troubleshooting</p>	<p>2002 –present (done annually) IPEDs 2002 –present (done bi-annually)</p> <p>3. User surveys (done every other year)</p> <p>4. Media department use statistics – done annually</p>	<ol style="list-style-type: none"> 2. Requests for online tutorials have resulted in planning sessions to develop such a tutorial. 3. Participation in consortium purchases have allowed access to 3 additional databases at a lower than expected cost. 4. The number of sessions for media training for students and faculty have increased every year for the last 4 years. 5. Requests for audio/visual equipment continue to increase every year. 6. Three-fourths of existing classrooms have some audio/visual equipment installed.
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<p>4. Provide a high level of customer service to faculty, staff, and students</p>	<p>4a. Provide customer service training for staff and student employees</p> <p>4b. Survey users about perceptions of customer service</p> <p>4c. Explore ways of surveying non-users of library services</p> <p>4d. Implement the FISH! business philosophy of customer service with student workers</p>	<p>1. User surveys (done every other year)</p> <p>2. Faculty surveys (done every other year)</p> <p>3. Survey non-users (to be developed in 2005-06)</p> <p>4. Review of goals & objectives (done annually)</p> <p>5. Student employee shelving statistics (done annually in June)</p>	<p>1. Faculty and user surveys indicate a very high level of satisfaction in library customer service.</p> <p>2. Have added 5 additional public use computers so there is less waiting time for computers.</p> <p>3. Student shelving statistics indicate a higher level of correct shelving over last year due to FISH! training</p>
<p>5. Support campus activities by maintaining a high level of involvement in the campus community</p>	<p>5a. Participate in new student orientation, campus visits, ACCEL orientation, graduate student orientation, and new faculty orientation to acquaint new students and faculty with library services</p> <p>5b. Encourage staff participation in other activities such as fund-raising, staff assembly, campus committee work, focus groups, etc.</p> <p>5c. Provide meeting space for</p>	<p>1. Track staff attendance at activities</p> <p>2. Faculty surveys (done every other year)</p> <p>3. Usage statistics for library rooms (done annually)</p>	<p>1. Staff have self-reported an increase in the number of campus activities they are involved in.</p> <p>2. Use of conference room meeting facility has increased over last year.</p>

	committees, conferences, visiting professors, etc.		
6. Maintain a high level of involvement in the local, state, and national library communities to maximize cooperative ventures and to keep abreast of changes in the profession	<p>6a. To maximize cooperative ventures and to keep abreast of changes in the profession.</p> <p>A. Library Director will represent the Library at local, state, and national library meetings and conferences</p> <p>B. Encourage librarians to read professional literature and attend continuing education classes</p> <p>6b. Explore the rationale of librarians having faculty status.</p> <p>A. Encourage library staff to submit papers for publication, and to give presentations at library conferences</p> <p>B. Encourage library staff to belong to professional organizations</p> <p>C. Gather information about faculty status at peer institutions</p>	<ol style="list-style-type: none"> 1. Annual reports 2. Reports of Staff attendance at conferences, workshops, etc. (annually) 3. Reports of Staff presentations at conferences/published articles (annually) 4. IPAL annual statistics 	<ol style="list-style-type: none"> 1. Library Interim Director had two articles accepted for publication in professional journals in 2006. 2. Library Interim Director and Circulation Supervisor were invited to give a presentation at a national conference in 2005. 3. The Heads of Technical Services and Media Services held leadership roles in state organizations in 2005.

<p>7. Develop programming for ongoing intellectual and literary events</p>	<p>7a. Collaborate with other SAU departments to provide several intellectual, literary, or social events per year at the library.</p> <p>7b. Seek outside funding, such as grants or other gifts, to provide monies for outside speakers and programs</p> <p>7c. Seek additional funding through campus long-range planning for special literary events</p>	<p>1. Annual report</p>	<p>1. Library and Music Department have applied for a grant from the American Library Association for a film series on jazz music.</p> <p>2. Library is currently working with Augustana College to provide a Book Festival in 2007, a six-month series of lectures and workshops.</p>
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** The Assessment Tools listed serve multiple purposes and apply to more than one objective/strategy.