DePaul University Academic Program Review

Cycle 7: Spring 2004--Spring 2005

Memorandum of Agreement – October 2005

Teaching & Learning Resources--Library

As a result of the seventh cycle of DePaul University’s Academic Program Review Process (Cycle 7), the participants in the process enter into the following agreements. The participants understand that this document will be available to be made public once all the signatures are in place.

Academic Affairs Commitments for the Academic Year 2005 – 2006:

I. Strategic Vision

   A. The AVP for Academic Affairs and the AVP for Teaching & Learning Resources will work toward an integration of the university’s strategic planning process and the university’s libraries’ future plans. This integration will assist in shaping University Libraries in a manner consistent with DePaul University’s distinctive mission, its on-going evolution, and also the changing methods/technology of information access, retrieval, and storage.

II. Funding

   A. The AVP for Academic Affairs and the AVP for Teaching & Learning Resources will initiate conversations regarding support for the Libraries collections and services as part of the university strategic planning and budgeting processes both for new initiatives resulting from the strategic plan as well as maintaining support for the curricular and research needs of the university.

Teaching & Learning Resources Commitments for the coming Academic Year 2005 – 2006:

I. Personnel Needs

   A. Workflow

      i. The Director and Associate Director of Libraries will strategically reallocate staffing assignments and part time allocations to maximize services with existing budgeted staff levels; and prioritize and justify specific staffing needs as documented by Library Coordinators, forwarding appropriate recommendations to the AVP for Teaching and Learning Resources to be incorporated into the university budget process.
ii. analyze service desk usage patterns to determine optimum possible service coverage given staffing limitations.

iii. Determine the effects of new technological developments on department staff and workflow.

iv. Review interlibrary loan and document delivery services to identify ways to provide optimal staffing and resource allocations. Possibly provide marketing or other outreach to educate library users about institutional resources and streamlined procedures.

v. Provide sufficient support for technology used by university constituents to access information.

B. Staff Development

i. Maintain and Update Knowledge/Skills

1. Examine library technical support needs and responsibilities of library personnel providing technical support. Collaborate with peers in technical support areas to improve training, software, server access and open, collaborative approaches to developing new services.

2. Library Director and Associate Director in conjunction with Library Coordinators will identify and support attendance at conferences or workshops to provide ongoing training for all staff.

3. Library technical support staff will keep abreast of, apply and maintain consortial/national/international standards: (e.g. Digitization, cataloging, systems and web applications, copyright compliance) to optimize user access to Library materials and electronic resources.

4. Library coordinators will provide cross-training opportunities for staff through peer-training sessions.

II. Assessment

A. Library Instruction/Program Enhancement

i. Library Instruction staff will complete a full year assessment project on the effectiveness of the “Basic” level of instruction program and use the results to work with faculty to determine direct means of connecting basic library instructions with student learning.

ii. The AVP for Teaching & Learning Resources with the Directors of Libraries, ITD and Museums will contact the Office for Teaching, Learning and Assessment with the purpose of identifying appropriate assessment processes and plans for their implementation.
iii. Evaluate the content of library instruction, its placement in the curriculum, and its effectiveness in terms of student learning outcomes. Involve faculty in determining what outcomes they would anticipate from effective library instruction, either online or in the classroom. Extend assessment to the online and classroom instruction for SNL Foundations and Research Seminar

III. Collections

A. Support Academic Programs

i. Collection Development staff and bibliographers will work in collaboration with academic departments to re-examine the desired ratio between the book vs. serials budget for each subject area’s library materials budget allocation so that resources are balanced according to available funding and needs for curricular support given the inflationary increases for serials and databases.

ii. In collaboration with academic departments obtain syllabi from faculty and where appropriate purchase recommended and reserve readings.

B. Journal Usage

i. Access Services and Collection Development staff will continue the Journals Usage Study project, identifying titles and date ranges of print journals which show highest usage.

ii. Collection Development staff will identify all print journals which can be cancelled because the Library has current, non-embargoed electronic full text and recommend titles for 2006 cancellation by August 2005.

IV. Effectiveness

A. Interlibrary Loan & document delivery

i. Closely monitor the fill rate of ILL requests on behalf of DePaul library users and review procedures, especially verification procedures.

ii. Examine the intercampus delivery system to establish and fulfill optimal policies, staffing levels, and scanning equipment.

iii. Review recordkeeping so it more accurately reflects the work associated with all requests and makes analysis more feasible.

B. Missing items/inventory

i. Conduct a study of check-in procedures and the Voyager circulation system to try to account for the high number of items (29%) marked “in-transit” that are not actually “in-transit”, but are found on the shelf.
ii. Conduct an inventory of missing items on the shelves. The Lincoln Park and Loop Access Services staff should exchange lists of "missing" items monthly and search for these items at the other campus.

iii. Conduct periodic (annual) studies calculating data from both paper and in-person shelf requests during sample periods to analyze the success rate of patrons retrieving items from the shelves.

C. Reference

i. Develop an assessment on the impact of reference services including the quality of transactions and satisfaction of library users. The study may include an in-depth survey of user needs and satisfaction. Discuss the creation of a survey with OIPR or the possibility of OIPR including specific library-related questions in relevant surveys.

V. Marketing Services & Resources

A. Library Director will appoint a Public Relations committee to identify and implement marketing opportunities in conjunction with or in addition to priorities identified in the Marketing Plan which will market the Libraries' resources and services to faculty, students, staff and external entities.

Signatures:

[Signatures with dates]

EVP for Academic Affairs

AVP for Academic Affairs

Unit AVP

APRC Chair

APRC Subcommittee Representative

Unit Committee Representative