Transition Plan for New River's Library Services

Overview

On July 1, 2014 the organizational reporting structure of library services changed from reporting to the Chief Academic Officer (Vice President for Academic Affairs) to reporting to the Chief Information Officer (Vice President of Technology Services). This organizational change has great potential for a very positive impact specifically upon library services, but also upon the College in general.

Planning for this organizational restructuring will involve significant effort, much time, and collaboration with as-of-yet-unidentified employees, students, and fellow library professionals. This document provides a draft outline of issues that will be addressed during and after this organizational restructuring.

With five campus locations, the College's library services are not yet universally provided. With only one on-site location that is located near the Greenbrier Valley Campus, the library is generally viewed as a campus library rather than a College library. Somewhat surprising though, is that even patrons at the GVC are visiting less frequently (moving the library across the street and out of the GVC main campus building has had a negative impact on walk-in visits).

How library users perceive the function and purpose of library services is not currently known. Data must be collected to obtain this perception and it should be used to guide planning. Types of data to be collected may include:

> Satisfaction Surveys (Satisfaction with Current Services)
> Personalization of Services Survey (What Services are Needed?)
> Measure Types of Usage
> > Usage for Database Subscriptions
> > Physical Access
> > Interlibrary Loans (ILL)
> > Collections and Holdings (to help in weeding decisions)

There is currently no advisory committee or counsel to guide library services decisions. This College-level advisory group (Library Advisory Committee) will be created to guide library services decisions and it will contain diverse campus and position representation.

The mission, vision, goals, and metrics used to measure obtainment of these goals are not currently clear for library services. A five-year plan will be developed and it will contain this information. The advisory committee will be most helpful in creating and critiquing this document. This plan will align with the College's strategic plan as well as the academic plan that is currently being created.

Transition Plan for New River's Library Services

In spite of minimal staffing, the library hours of operation are extensive (53.5 hours per week). While other service-oriented College offices have more staff members, their hours of operation are not publicly announced, so comparisons are difficult. But with only one full-time staff member, when the Librarian is away from campus for any reason, someone must be present at the library or the doors close. Working with the advisory committee and obtaining patron perspectives through data collection, will enable us to create an optimal schedule for library services, even with limited staffing. It is hoped that recruiting student workers eligible for work-study funding will be one method to increase staffing and extend hours.

Currently, the budget for library services includes books, periodicals, and online databases ($42,000). Access to online library databases is provided through an annual contract with GALE Cengage Learning ($25,680 yearly). We will review the usage information for these resources and consult with users of these databases, to make annual decisions regarding the optimal packaging of databases to which we subscribe. Annually, the College has paid the Summersville Public Library in return for some special accommodations for our NCC students. This commitment is not equitable with any of the other 32 public libraries in our region (or our other New River campus locations) and will be discontinued over a three-year period beginning in 2015.

The New River library is not participating in key forums where discussions can prove most useful to guiding library services decisions. Although the New River library is an active member of the Mountain Library Network, it is not a current member of the West Virginia Library Association, the American Library Association, or the Association of College and Research Libraries. Membership fees to these groups are nominal, but the advantages are great. There is currently no statewide association for higher education librarians and certainly not one within the community college system. We hope to identify library service counterparts, starting with other statewide community colleges, and possibly help to create such an organization — the initial purpose of which would be to simply begin communications among us.

It is important to establish a context for library services. Once we identify library services counterparts at each of the other community colleges, we plan to begin collecting helpful information regarding services offered, hours of support, staffing, and resources. This information will be most helpful as we work to determine our goals and objectives in the 5-year plan. We already know that some institutions have multiple locations for on-site library services and that staffing varies widely. How to best equip and deploy our library services will take this information into consideration, but will also address current trends toward the digitization of library content and the increased automation of services to maximize our limited staffing.

Transition Plan for New River's Library Services

We must ensure that Library Services are well prepared for the HLC re-accreditation visit. We will work closely with Libby Rogers to identify requirements and expectations for library services and we will be fully prepared for the HLC visit. We have requested that Bob Coston be added to the list of institutional members on the Criterion III Subcommittee.

Some administrative tasks must be completed before July 1, 2014. Bob recently received his annual evaluation and the Vice President for Technology Services will complete his next annual evaluation. We are now reviewing Bob's PIQ (as well as my own) to update them in accordance with the changes indicated by this organizational restructuring. An updated organizational chart is attached (see Appendix A)

Although there are 33 public libraries in our 9-county region of responsibility, there is little communication among them. By working closely with Bob, I plan to identify the representatives for each of these libraries and then create a mechanism (listserv) to facilitate communication. I hope that New River can establish a Regional Public Library Outreach Program that will include the 33 libraries in the following counties:
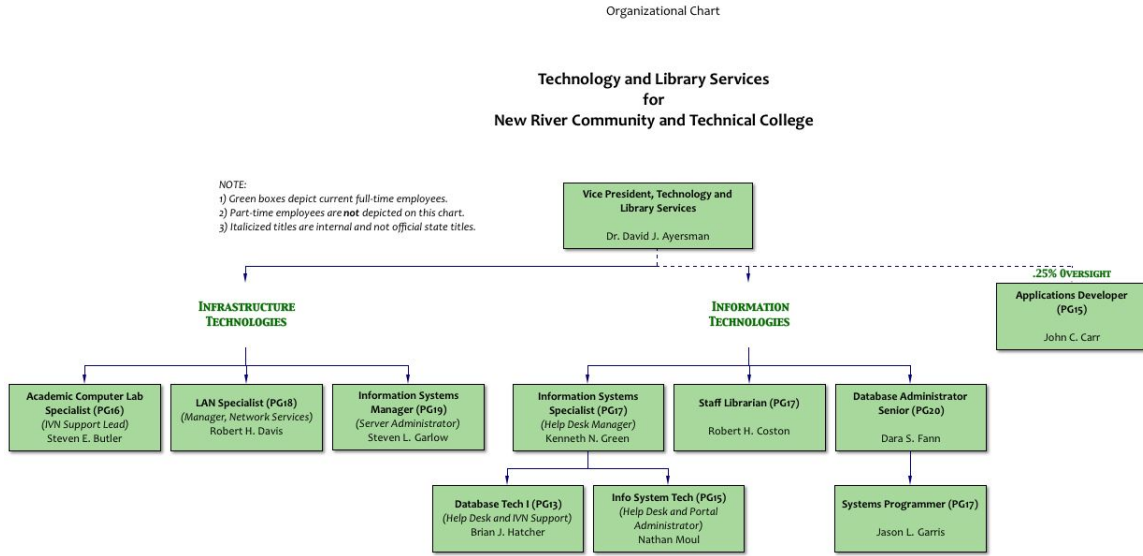
Fayette (8)
Nicholas (3)
Webster (2)
Pocahontas (5)
Greenbrier (6)
Monroe (2)
Mercer (2)
Raleigh (4)
Summers (1)

To be effective, any new online orientation program must include library services. Library Services has not been represented in our planning sessions as we move forward with creating an online student orientation. This same model will be used to orient new instructors, so it is especially important that we work now to include relevant library services information. While the purpose of orientation is to cover only essential information, true information literacy should be addressed as well. We are now working with others to update the information that is contained in the GNED 100 course (Life Management Skills). We fully expect that this course will be the vehicle used to ensure that students develop information literacy.

To best represent the services that we offer, I propose that Technology Services be renamed Technology and Library Services. As you can see in the attached organizational chart (see Appendix A), there will be two areas within this "department" and they will be Information Technology (which includes Library Services) and Infrastructure Technologies. By including the Library in our department name, the impact of this organizational restructuring will remain clear to everyone.

Transition Plan for New River's Library Services

Appendix A: Revised Organizational Chart

Organizational Chart

Technology and Library Services
for
New River Community and Technical College

NOTE:
1) Green boxes depict current full-time employees.
2) Part-time employees are **not** depicted on this chart.
3) Italicized titles are internal and not official state titles.

Vice President, Technology and Library Services

Dr. David J. Ayersman

.25% OVERSIGHT

Applications Developer (PG15)

John C. Carr

INFRASTRUCTURE TECHNOLOGIES

INFORMATION TECHNOLOGIES

Academic Computer Lab Specialist (PG16)
(IVN Support Lead)
Steven E. Butler

LAN Specialist (PG18)
(Manager, Network Services)
Robert H. Davis

Information Systems Manager (PG19)
(Server Administrator)
Steven L. Garlow

Information Systems Specialist (PG17)
(Help Desk Manager)
Kenneth N. Green

Staff Librarian (PG17)
Robert H. Coston

Database Administrator Senior (PG20)
Dara S. Fann

Database Tech I (PG13)
(Help Desk and IVN Support)
Brian J. Hatcher

Info System Tech (PG15)
(Help Desk and Portal Administrator)
Nathan Moul

Systems Programmer (PG17)
Jason L. Garris

Transition Plan for New River's Library Services

Information Sources

NOTE: I've consulted a number of online resources to develop this document. I've listed the important resources here, primarily for my own future reference, but also for anyone reading this document.

Aligning Library Strategy and Structure With the Campus Academic Plan: A Case Study
http://digitalcommons.uconn.edu/cgi/viewcontent.cgi?article=1024&context=libr_pubs

Association of College & Research Libraries
http://www.ala.org/acrl/aboutacrl/history/history

Mountain Library Network
http://mtlibrary.mln.lib.wv.us

Preparing for the 21st Century: Academic Library Realignment
http://ir.library.oregonstate.edu/xmlui/bitstream/handle/1957/28798/NutefallJennifer OSULibrariesPreparing21stCentury.pdf?sequence=1

PublicLibraries.com (New River not yet listed)
http://www.publiclibraries.com/update.htm

Restructuring Academic Libraries: Adjusting to Technological Change
http://www.ala.org/acrl/publications/booksanddigitalresources/booksmonographs/pil /pil49/schwartzintro

West Virginia Library Association
http://wvla.org

West Virginia Library Directory (New River is not yet listed)
http://librarycommission.lib.wv.us/html/libdirectory/index_libdirectory.html

West Virginia Public Library Directory Map
http://www.librarycommission.wv.gov/library_map/Pages/default.aspx

WVU Parkersburg Library
http://www.wvup.edu/current-students/library/