

## Library Performance Metrics and Assessments 2004-2005

The Library Management Council developed the following performance metrics in accord with MCG strategic initiatives. Specifically these will support significant progress toward an enhanced infrastructure for the Medical College of Georgia and align institutional resources with its mission. Assessment was conducted in June 2005.

### Budget

*Need: As one of MCG's top strategic priorities is to become a premiere health sciences institution (upper half of respective peers), significant growth in the Library's total recurring dollars is needed to be in the corresponding percentage of medical school libraries.*

Current: As illustrated in the composite health sciences library published in the 26th edition of the Annual Statistics of Medical School Libraries in the U.S. and Canada, MCG is 24% below the mean. Ranking number 58 (n=128) amounts to \$3,012,210.

Total Recurring Expenditures		Variance	
Medical College of GA (rank # 74)	(n=1)	\$2,397,020	
*Composite Health Sciences Library	(n=126)	\$2,929,747	22%
Ranking #58	(n=1)	\$3,012,210	26%

\*The Composite Health Sciences Library is constructed from the means for selected growth and activity counts published in the 26th Edition of the Annual Statistics of Medical School Libraries in the U.S. and Canada.

Metric: To increase Library total recurring expenditures until we reach the composite health sciences library (an additional recurring amount of \$523,727). Secure at least 3% of MCG indirect research dollars to reach the upper half of peer group (an additional recurring allocation of \$615,190).

*Assessment: The 27<sup>th</sup> Annual Statistics of Medical School Libraries in the U.S. and Canada show an MCG decrease in expenditures of \$91,651 whereas the health sciences library mean for expenditures increased by \$102,372. The decrease in expenditures is the result of budget reductions, unavailability of mid-year funds and streamlining of electronic resources.*

### Personnel

The Library provides specialized knowledge by recruiting excellent faculty and professional personnel who are knowledgeable and productive in meeting the needs of Library users, and by hiring and training well qualified support staff.

*Need: Recruit for 4 faculty/professional vacancies, including one department head to fulfill needs in the areas of diversity, leadership and technical skills, and specialized knowledge in NCBI databases, digital cataloging, expert database searching, applied statistics, multimedia and instructional delivery.*

Current: Two national searches are well underway for faculty. One regional search for professional staff is in selection phase.

Metric: One open faculty position will be reviewed in relation to departmental reorganization and overall library needs. Four positions will be filled with outstanding personnel who provide the necessary leadership and knowledge to meet the library and institutional mission.

*Assessment: Three faculty positions were filled, including a prolific author within the field of library and information science recruited as department chair for Education and Information Services, an experienced clinical librarian with advanced expertise in health care information and delivery, and, a strong internal candidate with library systems experience as Digital Information Librarian. Another professional position was filled to support virtual library development and maintenance. The department of Collection Services was reorganized and a new department chair position for Content Management was officiated to manage major environmental shifts with new needs and priorities.*

*Need: Amidst new and emerging technologies, Library personnel need continuous training to assist users with advanced technologies.*

Current: New initiatives across campus and the university system have increased the sophistication level and number of questions the Library receives about using advanced technologies. Other upcoming technology based issues include continuing growth of PDA usage, ILLiad implementation, virtual reference, the final phases of implementation of GILExpress, and the aim of hospitals and clinics to increase point of care information (Zynx).

Metric: Develop self-paced online instruction to supplement review and training for library staff and faculty in the areas of GIL/Access reports, GILExpress, virtual reference, federated searching, ILLiad, and PDA applications.

*Assessment: Procedures for GIL/Access reports were created, documented, and shared. GILExpress training was completed. Clarinet stations were installed and training provided. With some fine tuning still occurring, ILLiad was implemented and staff completed training. Virtual reference product (tutor.com) was selected with UNM as a partner and training was scheduled for July 2005. Federated searching, along with links resolution, will be integrated with state planning (SFX and MetaLib).*

## **Collections**

The Library provides access to journals, books, and other resources both in print and electronic format to meet the clinical, research, and teaching needs of MCG and MCGHI. The Library uses its collective bargaining power within consortia and library organizations to provide the best value for access.

*Need: As the rapidly emerging trend of the digital library continues, library users expect rapid access to electronic resources directly from the desktop. The 2002 LibQUAL+ survey revealed that faculty most desire electronic resources, especially journal titles.*

Current: Based on FY03 data the library's number of total unique journal titles (2019) falls 26% below the number of total unique journal titles of the composite library of AAHSL institutions (2555). The library's number of total electronic titles (1799) falls 10% below the composite health sciences library (1983).

Metric: Add mission relevant journal titles at 10% (202 new titles for FY04) per year until we meet the mean of the composite health sciences libraries. Increase the number of total electronic journal titles by 10% (183 additional electronic titles for FY04) to meet the mean of the composite health sciences libraries.

*Assessment: The Library added 144 unique serials titles in FY 04 for an increase of 7.1%. The Library increased the total electronic journal titles (in scope) by 150 or 8.3%.*

*Need: Provide access to peer reviewed mission relevant open access titles within a search interface, e.g. OVID Medline.*

Current: Open access titles are not generally integrated with bibliographic utilities. Ovid is being converted from password to IP access, allowing for easier access beyond Journal @ Ovid titles.

Metric: Provide at least 60 links to open access titles within Ovid.

*Assessment: Over 250 open access titles are now integrated within Ovid and are available at the article level when searching MEDLINE, PsycInfo, and CINAHL.*

*Need: The unprocessed and unpreserved collections relevant to the history of MCG and health care need to be preserved and made accessible to the public for research and record retention.*

Current: Special Collections has many unprocessed and unpreserved collections relevant to the history of MCG and medicine. New donations are received regularly according to special collections policy.

Metric: Preserve, process, and create at least 3 finding aids for special collections.

*Assessment: The Kelly, Alice Stewart, and Greenblatt collections were inventoried and preserved and three finding aids were created.*

## **Services**

The Library provides services to make resources available, teach lifelong learning skills, and assist users to meet their information needs.

*Need: Following analysis of the MCG LibQUAL+ survey results, the Library planned and implemented changes based on this rigorous qualitative feedback. The Library can learn of changes in user perceptions through participation in LibQUAL+ 2005.*

Current: The library director chairs the AAHSL Outcomes Assessment Committee that leads survey participation for AAHSL libraries. The web-based survey is based on grounded research and is an approved protocol of the MCG Human Assurance Committee.

Metric: Implement the LibQUAL+ survey at MCG in spring 2005.

*Assessment: The LibQUAL+ survey was administered at MCG for a second iteration in spring 2005. Quantitative and qualitative data were used to make recommendations for change and reaffirm existing priorities, e.g., face-lift for facility, new library web.*

*Need: With the increase in electronic resources over several years, statistics indicated a changing pattern of how and when users seek assistance within and without the building.*

Current: Users seek information remotely and at all hours. Scheduling of personnel does not yet provide optimum customer service or the most efficient use of personnel resources.

Metric: Implement virtual reference by end of calendar year and experiment with evening/weekend hours.

*Assessment: Virtual (real-time) reference package was purchased collaboratively with the University of New Mexico to explore expanded hours for real-time reference assistance, beginning summer 2005. Preliminary planning has occurred with UNM and collaborative training has been scheduled for July 2005.*

*Need: Health Professionals are increasingly adapting PDA technology to the healthcare setting. Many commercial vendors are beginning to offer PDA components to information resources. Library faculty members have received increasing requests to demonstrate quality health care information resources for the PDA environment.*

Current: The library offers classes and individual consultations on PDA resources. Additionally, the library provides access to OVID@Hand, InfoRetriever, and medical textbooks for the PDA.

Metric: Develop classes to incorporate the new PDA instructional classroom into library classes and curriculum-based instruction. The new PDA classroom will include utility software as well as health information applications. Library liaisons will collaborate to develop instructional sessions for the MCG community.

*Assessment: A PDA Classroom was created and promoted at the Spring 2005 Tech Fair. With departure of project manager, new leadership is emerging for promoting use of mobile technologies for access to library resources.*

*Need: Library resources and services should be more accessible, usable and seamless for the user.*

Current: Feedback from library web survey, user suggestions, and direct faculty and staff comments indicate the services and resources available from the Library are not apparent to the new or experienced user. Information about specific library services and programs are difficult to find. Library Services and Programs are grouped together on one page, requiring the user to scroll down to find a service. Forms and policies are positioned several layers deep in the web structure.

Metric: Reorganize the presentation of the library web resources and services using best practices design principles and technologies to provide a premier web presence.

*Assessment: A Web steering committee created and developed a new, reengineered Library Web presence, reorganizing and redesigning content to match changes in user needs and preferences. Based on LIBQUAL+ results, an interdisciplinary student focus group and a web usability survey, the virtual library will be launched late summer 2005. Preliminary plans are underway to integrate it with campus-wide portal.*

*Need: Library related MCG, MCGHI, and AHEC health professionals have requested CME/CE classes.*

Current: Health professionals need CME/CE credit in order to renew certification and licensure. They often inquire whether our library skills classes provide CME/CE credit.

Metric: Develop online component for subject based classes to register for CE accreditation. Use CE courses available from the National Network of Libraries of Medicine to offer to patrons in searching

PubMed, Consumer Health and Public Health Partners Project. Develop at least one course for CME accreditation. Implement process to obtain CME credits for online searching.

*Assessment: Expert searching materials are being updated for obtaining CME credit for sections of the Responsible Literature Searching program. The Education Coordinator taught a library component of a Dental CE class. The AHEC Librarian provides CE classes for preceptors and promotes NN/LM classes.*

*Some courses have been identified as possibilities for CE training. WISER (Wireless Information System for Emergency Responders, is a free PDA program for First Responders to assist them at HAZMAT scenes developed by the National Library of Medicine. PubMed and Partners in Public Health are two classes with CME from NLM (requires scheduling a class and completing necessary forms).*

*The CSRA public libraries were not interested in the Consumer health accreditation program. While some advanced search classes have been scheduled, CME credit for online searching has not yet been pursued.*

## **Facilities**

The library provides comfortable, attractive, and useful facilities for research, study, and contemplation, in addition to providing the equipment and technology needed in a contemporary library.

*Need: Students have indicated in the 2002 LIBQUAL survey that they need new individual and collaborative learning spaces.*

Current: The library has identified collections that can be placed in compressed shelving.

Metric: Complete plan and implement organization and logistics for compressed shelving.

*Assessment: A plan was developed, quotes were obtained and funding avenues were proposed.*

*Need: Students need flexible and comfortable space in the computer lab.*

Current: Furniture and flooring in computer lab is outdated, uncomfortable and inflexible. The furniture and flooring upgrades for the computer lab have been planned and specifications have been completed.

Metric: Replace current furniture and flooring, including one ADA compliant workstation, and provide flexible learning space as a foundation to support the ways people use technology.

*Assessment: Computer lab flooring was replaced in December 2004 and wireless was implemented throughout the lab, providing a more flexible learning space. Equipment and furniture were reconfigured for increased flexibility.*