The WSU Libraries
Benchmarks
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As a key department, integral to supporting teaching, learning, research, and scholarship at WSU, the WSU Libraries must continue to bring our expertise to bear to build programs, collections, and services, thereby meeting the community’s changing needs for information. The Libraries are part of the academic infrastructure, providing support for undergraduates, graduate students, faculty, researchers, and staff throughout the University, regardless of location. The concept we have developed is one in which the WSU Libraries will function as an “Information Union” for the community. We will unite users with information they need, we will provide spaces where students, faculty, and staff can interact one-on-one or in-groups, we will provide technology that will enable users to manipulate and create information, and we will teach students, faculty, and staff to be knowledgeable, skilled users of information.

Creating the Best Undergraduate Experience and a World-Class Environment for Research

FACILITIES
Goal: Provide facilities that attract students and faculty and allow them to work individually and in groups.

Metrics:
- The ratio of library seats available to combined student and faculty FTE should be at the midpoint of our peers or above by 2010.
  - Metric met: No. A seating count in late 2007, indicating that the 2446 seats the libraries had at the time, was well short of the ACRL recommendations for a “typical residential university.” There has been little change in seating availability since the last count.
  - A comparison to peers was determined to be unwarranted, due to the unlikelihood of meeting the metric combined with the complexity of gathering peer comparison data.
- All library facilities in the core campus should have a mix of technology-enabled group study areas and spaces for individual work and collaborative activities that allow the manipulation and creation of information by 2010.
  - Metric met: Yes.

COLLECTIONS
Goal: Strengthen collections by acquiring materials in the most appropriate and cost-effective formats and by enhancing users’ ability to find and use information 24x7.

Metrics:
- Materials expenditures per student/faculty FTE should be at the midpoint of our peers or above by 2008.
  - Metric met: No. For fiscal year 2008, materials expenditures per student/ faculty FTE was $225.67, compared to an ARL peer mean of $334.83 and median of $282.23.
- The Libraries will increase the percentage of expenditures in the materials budget for e-resources to 60 percent by 2008.
RESOURCESHARING

Goal: Provide quick and easy access to materials not owned by the WSU Libraries through effective resource-sharing arrangements and reciprocate with effective lending services.

Metrics:

- 95 percent of items requested by WSU users will be obtained within 4 days by 2008.
  - Metric met: No. Courier issues created a scenario where items were often delivered in the 5-7 day range. A new contract is currently under negotiation.
- 95 percent of items supplied by WSU to other libraries will be within the GWLA-specified timeframe (3 days for non-returnables and 5 days for returnables).
  - Metric met: Yes.

TECHNOLOGY

Goal: Continue to adapt technology to meet community needs and expectations for access to information and provide technological infrastructure to support new models of scholarly communication.

Metrics:

- The libraries will provide public workstations that meet the services and performance needs of students who use our facilities by upgrading the technical capabilities of 75 public workstations each year by 2007 (we currently upgrade approximately 40 workstations per year).
  - Metric met: Yes/no The goal of upgrading 75 computers in 2007 was reached with funding assistance from the Office of the Provost. The target has not been reached since.
- The Libraries will partner with other campus units to create an institutional repository for faculty to deposit copies of scholarly and research materials they produce by 2008 and rank in the top half of our peers in the number of items deposited by 2010.
  - Metric met: Yes/no Research Exchange was created in 2008.
  - The varied nature of what is included in different institutional repositories (theses and dissertations, special collections, student projects) makes it difficult to determine if we are at the midpoint of our peers. If one looks at simply the total number of items deposited, WSU would rank in the bottom half of the peer group.
- The Libraries will provide digital copies of WSU dissertations back to 1970 and rank at the midpoint among our peer institutions by 2010.
  - Metric met: No. Electronic access to WSU Dissertations have been purchased in the Sciences through 1970, however they were not purchased in the Humanities and Social Sciences.
- Provide laptops for students to checkout.
  - Metric met: Yes. Laptops are currently available for checkout in both Owen Science and Engineering and Holland and Terrell Libraries.
PUBLIC SERVICES

Goal: Offer reference and instructional services that allow users to get guidance when they need it in finding information resources. Enlarge the reach and impact of the information literacy program to ensure that it spans the undergraduate and graduate curriculum and gives students lifelong learning skills that they will need to navigate the growing and often confusing array of information resources.

Metrics:

- The ratio of reference questions to total student and faculty FTE should be at midpoint of our peers by 2008.
  - Metric met: No. In 2008, we recorded 1.5 reference transactions per student / faculty FTE, compared to an ARL peer mean of 2.29 and median of 2.1
- The percent of FTE students attending instructional sessions should be in top quarter of peers by 2008.
  - Metric met: No. In 2008, the Libraries provided instruction to 75.73% of the student body. In terms of percentage of students receiving instruction WSU ranks 6th in our group of 22 peers (it should be noted however, that 2 institutions reported providing instruction to over 100% of their students)

FUNDRAISING

Goal: Increase the amount of funding available from external sources and use this to supplement the budget. Support innovative programs and services and provide seed money for pilot projects.

Metrics:

- Establish an endowment for each of the six Pullman libraries by 2010.
  - Metric met: Yes.
- Increase the amount in the Libraries’ endowments by 50 percent by 2010.
  - Metric met: No.
- Increase the number of President’s Associates to 100 by 2010.
  - Metric met: Yes.
- Increase annual giving by 50 percent by 2010.
  - Metric met: No.

Creating an Environment of Trust and Respect and Shared Commitment to Quality

STAFFING

Goal: Have adequate faculty and staff to provide high-priority services and efficient processing. Continue to develop skills as technology changes and library work environments evolve. Improve faculty salaries to make them nationally competitive.

Metrics:

- The ratio of total staff (faculty and classified staff) to total FTE students and faculty should be at the midpoint of our peers by 2010.
  - Metric met: No. In 2008, faculty/student FTE per library staff was 201.9, compared to an ARL mean of 181.28 and median of 171.88
• Expenditures for staffing including faculty, staff, and temporary employees per WSU student/faculty FTE should be at the midpoint of our peers by 2010.
  o Metric met: No. In 2008, library staffing expenditures per student / faculty was $236.14, well below the ARL peer mean of $346.10 and median of $261.89.
• The amount spent per year on professional development should equal 2 percent of salaries by 2010.
  o No. The percentage of salary expenditures spent in 2009 / 2010 was 1.5%. Although this did not meet the metric of 2%, there have been substantial increases in professional development allocations for both tenured and untenured faculty.
• Create and implement a rewards and recognition program to encourage innovation by 2006.
  o Metric met: No. A committee investigated this back in 2005 and suggested that this not be pursued. The only potentially connectable activity that still happens is the employee recognition luncheon.
• Have average salaries that are in the top half of our peers based on the ARL salary statistics.
  o Metric met: No. ARL institutions report average, median, and beginning salaries. A comparison of our ARL peers based on 2008 ARL data, indicates that although WSU library salaries in all categories are below institutions in the top half of our peer group. Average salaries in each category at WSU however, are within 5 to 8% of our ARL peer institutions average.