The WSU Libraries
Benchmarks
March 2005

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.
- 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.

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.
- The Libraries will increase the percentage of expenditures in the materials budget for e-resources to 60 percent by 2008.

RESOURCE SHARING
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.
- 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).

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).
- 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.
- The Libraries will provide digital copies of WSU dissertations back to 1970 and rank at the midpoint among our peer institutions by 2010.
- Provide laptops for students to checkout.

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.
- The percent of FTE students attending instructional sessions should be in top quarter of peers by 2008.

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.
- Increase the amount in the Libraries’ endowments by 50 percent by 2010.
- Increase the number of President’s Associates to 100 by 2010.
- Increase annual giving by 50 percent by 2010.

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.
- Expenditures for staffing including faculty, staff, and temporary employees per WSU student/faculty FTE should be at the midpoint of our peers by 2010.
- The amount spent per year on professional development should equal 2 percent of salaries by 2010.
• Create and implement a rewards and recognition program to encourage innovation by 2006.
• Have average salaries that are in the top half of our peers based on the ARL salary statistics.