Library Services Program Review

Executive Summary

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Executive Summary

Lindenwood University Library Services is located in the Library and Academic Resources Center (LARC) and serves a student population of over 7,000. The department encompasses a variety of spaces throughout the building and provides appropriate resources, services, and programming to support student, faculty, and staff needs. Spaces include common study areas, computer labs, instruction rooms, individual and group study rooms, an archive, a Media lab, A/V editing labs, a Game room, and innovative technology that supports curriculum and increases collaborative learning. The library is open 94 hours per week and has a staff of 10 full-time employees, 10 student employees, and two - four interns per semester. Librarians engage with the user community in many ways including, but not limited to, instruction, research assistance, programming, and access to technology and collections. The attached program review provides the reader with a critical evaluation of processes and outcomes related to resource and service delivery offered by Library Services for the period August 2017 through December 2020. Measurement of resources, services, and space are guided by the following six KPIs (key performance indicators):

1. **Planning and assessment –** Library Services engages in continuous planning and assessment to inform decisions that align with both the library and organizational mission. This includes annual planning, annual assessment, budgeting, statistical analysis, measuring student success, staff evaluation, and administrative accountability.

2. **Collections and resources –** Library Services provides access to physical and electronic resources and maintains the systems needed to access them. This includes collection development, online databases, library catalog, circulation, database usage, OER, EBooks, E-journals, games, video discs, streaming video, archives, digitization, laptops, VR, other miscellaneous technology, MOBIUS, and ILL.

3. **Services and programs –** Library Services supports students, faculty, and staff by helping the Lindenwood community with enhancement of information literacy skills through assistance with finding, evaluating and integrating resources into research and writing. This includes instruction, programming (tabling, speakers, Faculty Reads, etc.) workshops, tutorials, Canvas modules, instruction, one on one interactions, email, chat, Embedded program, school liaisons, and LibGuides.

4. **Technology –** Library Services provides students, faculty, and staff with technology needed for success at Lindenwood. This includes computer labs, hi-tech group study rooms, WiFi, digital signage, Media and Gaming space, Zoom, Teams, OpenAthens, institutional repository, social media, VR, A/V editing, and technology checkouts.

5. **Staffing –** Library Services provides sufficient number and quality of personnel to ensure campus stakeholders are adequately supported. This includes staff levels and responsibilities, Q2 initiatives, an internship program, student employee training and responsibilities, professional development, and an evaluation process.

6. **Space –** Library Services provides state-of-the art spaces for the Lindenwood community that supports and enhances teaching, learning, and testing needs.

Resources, services, and space are three core components of the Library Services department that provide support to students. Decisions regarding library planning are data driven. The tables below provide snapshots of the many ways Library Services supports the Lindenwood community.

Resource Usage

Management and acquisition of resources is a core function of Library Services. The department continues to build physical collections, but the primary focus is on electronic resources. While usage of electronic resources saw a downturn as a result of transitions from COVID-19, Fall 2020 data indicate usage is returning (and may exceed) pre-pandemic levels. Notable examples of increases can be seen in streaming video views and course reserve checkouts. Streaming video views from Fall 2020 were 74% of the total from AY 2019/2020, indicating an overall projected increase. Course reserve checkouts have continued to increase since AY 2018/2019 owing to the addition of 42 e-reserves in Fall 2020. Additionally, library staff produced research guides and video tutorials that enjoy steady usage and provide further support for the continued need to focus on electronically available resources. However, a resource that experienced a significant downturn in usage was EBooks, which will require further investigation. (See Table 1)

Physical and Electronic Resources				Fall Semester 2020
Fiscal Year	8/17 - 7/18	8/18 - 7/19	8/19 - 7/20 *	8/20 – 12/20
Total Books	82,506	70,022	70,038	74,268
Total Book Checkouts	11,436	11,930	8,766	780
MOBIUS Lending	1,594	1,493	1,064	289
MOBIUS Borrowing	2,887		1,201	426
ILL Lending	425	425	296	89
ILL Borrowing	1,066	1,168	1,197	389
Total Course Reserves	Incomplete	174	186	244
Course Reserves Checkouts	494	276	335	458
Total EBooks	208,026	268,719	330,141	269,633
EBooks Accessed	17,151	39,870	37,571	3,677
Audiobooks	10,995	10,898	11,582	18,093
Audiobook downloads	1,836	2,611	1,376	1,024
Databases	134	141	141	141
Database Logins	Not Tracked	Not Tracked	48,299	37,566
DVDs	2,424	2,355	2,367	2,353
DVD Checkouts	772	935	811	141
Streaming Videos	31,274	32,502	33,731	43,610
Streaming Video views	13,071	13,194	12,638	9,414
Number of Laptops	10	11	12	13
Laptop and Accessories Checkouts	1,811	1,762	1,413	256
Video Games Owned	64	94	130	133
Board Games Owned	44	74	82	84
Total Game Checkout	3198	1120	918	30
Research Guides	48	66	54	55
Research Guide Views	21,166	21,568	23,650	10,677
Video Tutorials	13	37	58	73
Video Tutorial Views	293	1121	1,407	668

Table 1. Resource Usage August 2017 – December 2020

Services

Services includes activities provided by the library that support teaching and learning. Building closure and transition to a virtual environment as a result of COVID-19 restrictions required library staff to adjust service delivery. While most services offered lent themselves well to the transition, workshops requiring hands on interaction decreased by almost 50%. However, overall delivery of services has remained stable. As the library plans service delivery in a post-pandemic environment, considerations must be made regarding changing user expectations resulting from online learning experiences during COVID-19. (See Table 2)

Services				Fall Semester 2020
Fiscal Year	8/17 - 7/18	8/18 - 7/19	8/19 – 7/20 *	8/20 – 12/20
Bibliographic Instruction	53	111	126	25
Bibliographic Instruction Attendance	Not Tracked	1,695	1,769	336
Reference Questions	614	684	744	204
Embedded Classes	Not Tracked	27	36	26
Workshops	Not Tracked	24	11	3
Workshop Attendance	Not Tracked	142	77	6
Library Events	Not Tracked	17	22	17
Library Event Attendance	Not Tracked	1,964	823	360

Table 2. Services August 2017 through December 2020

Library Space Usage

Library managed spaces enjoyed significant increases in usage through AY 2018/2019. However, like many institutions, in person usage was negatively impacted by COVID-19 closures and restrictions in Spring 2020 and Fall 2020 semesters. The building was completely closed from March 2020 through July 2020 Fall 2020 with all services moving to a wholly virtual environment. While the building reopened Fall 2020, classes were offered in a hybrid format and many students did not return to campus. As the department prepares for a full return to campus, staff must reassess how spaces are used, as well as patron expectations in a post COVID-19 environment.

Library Space Usage				Fall Semester 2020
Fiscal Year:	8/17 - 7/18	8/18 - 7/19	8/19 – 7/20 *	8/20 – 12/20
Total Headcount	59,520	102,100	61,041	16,189
Grove	9,364	15,828	9,296	1,131
1st Floor Computer Lab	2,089	4,015	2,199	562
Second Floor Quiet Study	8,682	13,909	8,752	3,771
Third Floor Community Seating	5,481	8,734	5,185	1,919
Third Floor Outdoor Balcony	1,575	2,499	1,305	715
Media Center	6,478	8,581	3,342	72
Game Room	1,862	4,407	4,157	184
AV Edit Room	1,107	2,403	636	31
AV Edit Room Reservations	60	230	26	2
Group Study Rooms Non-Reserved (headcount)	Not Tracked	8,549	5,205	2,249
Group Study Room Reservations	383	983	843	164
Group Study 244A Hours Reserved	959	2,913	2330	446
Instruction Room (Headcount)	Not Tracked	8,577	4,856	1,357
Instruction Room Reservations	113	152	85	9
Instruction Room Hours Reserved	159	298	145.5	41.98

Table 3. Library Space Usage

In conclusion, Library Services provides a wide variety of resources, services, and spaces. The department is committed to continuous improvement through making meaningful connections between data collection and key performance indicators. Additionally, Library Services is aware of changing user needs and expectations and are well positioned to make appropriate adjustments.