



UNIVERSITY OF ST. AUGUSTINE

FOR HEALTH SCIENCES

Library

Long Range Plan

Progress Report – January 2021

Goals

2020 marked the first year of our 2020-2022 Library Long Range Plan. It was also a year full of uncertainty and shifting plans due to the COVID-19 pandemic. The following list the work the library staff did in 2020 toward our goals.

1. Support faculty research efforts.

As the University as whole increasingly emphasizes faculty research and publication, the library needs to augment the support we provide to faculty members in these efforts. Faculty research and publication contribute to the University's role as a leader in rehabilitation and health sciences. In 2020, we:

- Completed a faculty research audit for the year 2019, identifying all journal publications authored by researchers with a University of St. Augustine for Health Sciences affiliation
- Presented a formal faculty development session on the new PubMed platform
- Presented faculty development sessions around cognitive and systemic bias in the literature
- Participated in new faculty orientation sessions, introducing them to the research support resources and services provided
- Solicited faculty submissions to [SOAR@USA](#)
- Implemented Crossmark content registration notifications of article updates, retractions, corrections for journal publishing
- Implemented representation of ORCID IDs for [SOAR@USA](#) publishing workflows
- Held events around Open Access Week in October, including webinars, social media posts, and a contest around submissions to [SOAR@USA](#)
- Held virtual events around Peer Review Week
- Held at least one webinar monthly focused on a faculty development topic related to scholarly communication, covering issues such as scholarly identity, copyright, open access publication, publishing ethics, and author rights
- Created/expanded research guides for [Open Access](#), [OERs](#), and [Predatory Publishing](#)
- Participated as non-scientist/community members of campus IRB boards (two library staff members on two different campuses)
- Initiated planning of 1 international faculty-led, peer-reviewed journal
- Created proposal for Faculty OER development grants
- Completed Medical Library Association training on systematic reviews (one librarian)

Outcomes related to this goal:

Unit Outcome 1a – “Number of faculty literature search requests per month” **Goal:** Between 5 and 15 (the higher the better)

2020: 7.75 average per month

Comment: We reached our threshold goal for the year, but we were short of our target, so there is still work to do here. It is worth noting that 65% of the faculty literature search requests in 2020 were for Austin campus faculty.

Unit Outcome 1b – “Number of faculty scholarly communication reference questions per month” **Goal:** Between 2 and 4 (the higher the better)

2020: 1.67 average per month

Comment: We did not meet our threshold goal for 2020. We will make this a stronger point of focus in 2021.

Unit Outcome 1c – “Number of faculty members requesting resources (e.g. article requests, ILLs) per month” **Goal:** Between 35 and 50 (the higher the better)

2020: 39.5 average per month

Comment: We reached our threshold goal for the year, but we were short of our target, so there is still work to do here.

2. Manage and encourage digital publishing efforts across the University.

The University has an opportunity to contribute to the health sciences information landscape through publishing high quality, original materials online and making them openly accessible via the [SOAR@USA](#) platform. Digital publishing contributes to the University’s role as a leader in rehabilitation and health sciences. In 2020, we:

- Published the inaugural issue of the [Student Journal of Occupational Therapy \(SJOT\)](#)
- Initiated planning of 1 international faculty-led, peer-reviewed journal
- Developed two scholarly [Digital Exhibits](#), published on the library’s website
- Created proposal for Faculty OER development grants
- Created/expanded research guides for [Open Access](#), [OERs](#), and [Predatory Publishing](#)
- Implemented Crossmark content registration notifications of article updates, retractions, corrections for journal publishing
- Implemented representation of ORCID IDs for [SOAR@USA](#) publishing workflows
- Implemented DOI registration program for [SOAR@USA](#) using Crossref
- Back-registered DOIs for all collected USA student capstones, dissertations, and scholarly projects collected in [SOAR@USA](#)
- Implemented Similarity Check plagiarism screening for journal publishing
- Expanded [SOAR@USA](#) to collect DNP scholarly projects
- Began a monthly scholarly publishing discussion group for students

Outcomes related to this goal:

Unit Outcome 2a – “Number of new works submitted to [SOAR@USA](#) per month” **Goal:** Between 5 and 10 (the higher the better)

2020: 12.4 average per month

Comment: We exceeded our target goal for the year here, showing excellent continued growth of our [SOAR@USA](#) platform. Going forward, we are changing this measure to be: Number of new works submitted to SOAR@USA, average per month (last 6 months); with a threshold of 10 and a target of 15.

Unit Outcome 2b – “Number of journal issues published on [SOAR@USA](#) per year” **Goal:**
Between 3 and 8

2020: 1

Comment: While we published just one journal issue in 2020 due to unanticipated delays in launching the journal, we know we will meet this goal in 2021 and beyond.

3. Increase access to library resources and services.

As the University grows to include new programs and campuses, the library must ensure that we are adequately supporting all students, faculty members, staff members, and other University-affiliated potential users. Access to library resources and services contributes to excellence in the student experience. In 2020, we:

- Added 126 eBook titles to the library’s collection
- Added the [Ovid Medline](#), [PsycINFO](#), and [Web of Science](#) databases to support new or growing programs
- Added 5 new journal subscriptions based on measured resource requests
- Grew annual [SOAR@USA](#) downloads by 450%
- Participated in various student and faculty orientations, including New Faculty Orientation, Interview Day, Immersion Day, and the Learning@USA online student orientation
- Developed virtual eBook displays for [relaxation/leisure](#); [diversity, equity, and inclusion](#); and [research and practice](#)
- Created a Visible Body download [instruction video](#)
- Partnered with speech-language pathology program staff to inventory and track learning materials for SLP students
- In response to the pandemic and a quick switch to online-only, sought out publisher offers of temporary, complimentary access to eBook collections, journals, and more, housed on a [Keep Learning](#) library site
- Scanned and digitally delivered book chapters as requested from the library’s print collections (within copyright law)
- Added hundreds of new pieces of equipment and anatomy models for student and faculty check out on each campus
- Instituted [Library Checkout Services](#) for students and faculty to check out library items during the pandemic while library spaces were closed

Outcomes related to this goal:

Unit Outcome 3a – “Number of alumni requesting resources (e.g. article requests, ILLs) per month” **Goal:** Between 2 and 5 (the higher the better)

2020: 1.17 average per month

Comment: We did not meet our threshold goal for 2020. We will make this a stronger point of focus in 2021.

Unit Outcome 3b – “Percentage of journal titles requested more than ten times per calendar year through interlibrary loan” **Goal:** Between 2% and 5% (the lower the better)

2020: 4.86%

Comment: We reached our threshold goal for the year, but we were short of our target, so there is still work to do here.

4. Improve and advance the library’s online presence.

Though some of our users interact with the library in person, all our users interact with the library online through platforms like our website, discovery service, library catalog, and social media accounts. The library’s online presence contributes to excellence in the student experience. In 2020, we:

- Recorded and [archived webinar sessions](#) for users to view asynchronously
- Created a Visible Body download [instruction video](#)
- Launched an awareness/education campaign for the new PubMed platform that included [new tutorial videos](#), Facebook posts, a library homepage slider, webinars, and a Faculty Development session
- Created a [research guide for the IPE 7000](#) course
- Created an “[Inclusive and Intersectional Literature Searching](#)” research guide
- Embedded a distance learning librarian in 3 additional courses on Blackboard
- Proposed and began work on the Scholarly Skills Community
- Created the Identifying Keywords and Basic Searching module to be integrated into the Evidence-Informed Practice I course, including hosting weekly [Identifying Keywords and Basic Searching virtual workshops](#)
- Instituted an official Library Social Media Committee, made up of two library staff members with one year terms
- Scheduled daily posts on the [library’s Facebook page](#)
- Coordinated the #WeAreUSAHSLibrary social media campaign, featuring interviews with the Library staff.
- Implemented single-sign on authentication for the [Library Catalog](#)
- Increased the number and variety of library webinars, rebranded as [Virtual Events](#), available, including game nights, quiet study times, Fireside Readings, and more
- Provided Virtual Office Hours and Librarian Live! events for students and faculty to drop in to an online meeting room to ask a librarian questions

- Produced a series of “[Mindful Researcher](#)” videos on the library’s YouTube channel to promote mindfulness skills
- Created a [Digital Care Package](#) as a resource for students and faculty to de-stress
- Developed two scholarly [Digital Exhibits](#), published on the library’s website
- Published the inaugural issue of the [Student Journal of Occupational Therapy \(SJOT\)](#)
- Implemented DOI registration program for [SOAR@USA](#) using Crossref
- Back-registered DOIs for all collected USA student capstones, dissertations, and scholarly projects collected in [SOAR@USA](#)
- Expanded [SOAR@USA](#) to collect [DNP scholarly projects](#)
- Implemented Crossmark content registration notifications of article updates, retractions, corrections for journal publishing
- Implemented representation of ORCID IDs for [SOAR@USA](#) publishing workflows

Outcomes related to this goal:

Unit Outcome 4a – “Number of unique library homepage visits per month” **Goal:** Between 20,000 and 25,000 (the higher the better)

2020: 22,786.33 average per month

Comment: We reached our threshold goal for the year, but we were short of our target, so there is still work to do here.

Unit Outcome 4b – “Total SOAR@USA downloads per month” **Goal:** Between 1,000 and 2,000 (the higher the better)

2020: 3,648.9 average per month

Comment: We exceeded our target goal this year. In 2021, we are changing this goal to better gauge our progress in this area. The new outcome will be: Percentage growth of SOAR@USA downloads on 6-month moving window, with a threshold goal of 5% and a target goal of 10%

5. Build community engagement with the libraries on campus and online.

The library is more than a repository for information resources; it is also a hub, gathering place, and center for knowledge. Whether this happens on campus or online, the University community should view the library as a place to learn; a place to engage with colleagues and new ideas. Community engagement contributes to excellence in the student experience. In 2020, we:

- Launched an awareness/education campaign for the new PubMed platform that included [new tutorial videos](#), Facebook posts, a library homepage slider, webinars, and a Faculty Development session
- Developed the “Cures and Curses” on-campus exhibit at the San Marcos campus library

- Offered a Serenity Now Station, a de-stressing space, in the San Marcos campus library
- Participated in virtual immersions for multiple courses and programs
- Developed two scholarly [Digital Exhibits](#), published on the library’s website
- Coordinated the #WeAreUSAHSLibrary social media campaign, featuring interviews with the Library staff
- Created a [Digital Care Package](#) as a resource for students and faculty to de-stress
- Began a monthly scholarly publishing discussion group for student editors and peer-reviewers
- Increased the number and variety of library webinars, rebranded as [Virtual Events](#), available, including game nights, quiet study times, Fireside Readings, and more
- Produced a series of “[Mindful Researcher](#)” videos on the library’s YouTube channel to promote mindfulness skills
- Provided Virtual Office Hours and Librarian Live! events for students and faculty to drop in to an online meeting room to ask a librarian questions
- Held virtual events around Peer Review Week and Open Access Week

Outcomes related to this goal:

Unit Outcome 5a – “Total overall score on the Events/Programs survey per month” **Goal:** Between 3.5 and 4.5 (the higher the better)

2020: 4.5

Comment: We met our target goal for the year.

Unit Outcome 5b – “Average weekly page engaged users on the library’s Facebook account” **Goal:** Between 10 and 20 (the higher the better)

2020: 11.8 average per month

Comment: We reached our threshold goal for the year, but we were short of our target, so there is still work to do here.

Unit Outcome 5c – “Percentage of patrons rating their online library consultation experience as ‘Excellent’ (5) per academic term” **Goal:** Between 95% and 100% (the higher the better)

2020: 97.1%

Comment: We exceeded our threshold goal for the year, and were only one respondent short of reaching our target goal.

6. Support technology innovation.

The library aims to be at the forefront of technology adoption and innovation. Thoughtfully chosen and developed technology innovations can strengthen the ways students learn and faculty teach. Technology innovation contributes to student outcomes. In 2020, we:

- Implemented technology tools to manage reservations and appointments for [Library Checkout Services](#)

- Published the inaugural issue of the [Student Journal of Occupational Therapy \(SJOT\)](#)
- Created proposal for Faculty OER development grants
- Implemented DOI registration program for [SOAR@USA](#) using Crossref
- Implemented linked reference registration using Crossref DOIs
- Implemented Crossmark content registration notifications of article updates, retractions, corrections for journal publishing
- Implemented representation of ORCID IDs for [SOAR@USA](#) publishing workflows
- Hosted [faculty development trainings](#) to incorporate Visible Body 3D anatomy software into courses during the COVID-19 pandemic

Outcomes related to this goal:

Unit Outcome 6a – “Number of combined, unique page views per month of both the Student Tech Tools guide and the Faculty Tech Tools guide” **Goal:** Between 150 and 300 business day (the higher the better)

2020: 277.6 average per month

Comment: We exceeded our threshold goal, and made it close to our target goal.

Unit Outcome 6b – “Number of multi-function printer (Konica Minolta or EFI) malfunctions per month across all campuses” **Goal:** Between 4 and 6 (the lower the better)

2020: 0.33 average per month

Comment: While we were well below our target goal for the year, the campus library spaces were not open to students the majority of the year.

7. Strengthen library staffing and employee development.

A library is only as good as its employees; fortunately, we have great library employees at the University. It’s crucial to continue to strengthen our library staff in numbers, knowledge, and efficiency as we serve our users. Library staffing contributes to operational effectiveness. In 2020, we:

- Sent librarians to professional conferences, including the American Library Association Annual Conference, the Medical Library Association Conference, OLC Innovate Conference, ACRL Together Wherever Conference, Learning Revolution Conference, Distance Library Services Conference, Southern Mississippi Institutional Repository Conference, and the Texas Library Association Conference
- Had a librarian present “Anatomy of an Exhibit” at the Learning Revolution Conference
- Had a librarian present “Going the Extra Miles: Providing Itinerant Library Support to Graduate Distance Learners” at the Distance Library Services Conference
- Had a librarian present “Top Topaz Picks” at the Texas Library Association Conference
- Had a librarian present “Library Chats – Self Care” at the Texas Library Association Conference

- Had a librarian participate as a panelist in the “Art & Self-Care” panel at the Transforming Our World symposium sponsored by South Texas College
- Worked with the CFO and others to better manage library student worker hours
- Hired and trained a Circulation Manager on the Miami campus for the first time
- Completed a general Circulation Manager manual for use in onboarding and training new Circulation Managers
- Updated a general Librarian manual for use in onboarding and training new librarians
- Held library team building events, including a virtual end-of-the-year social, to strengthen relationships
- Aligned library staff annual individual goals with Library Long Range plan

Outcomes related to this goal:

Unit Outcome 7a – “Number of students per library staff member (total)” **Goal:** Between 400:1 and 300:1 (the lower the better)

2020: 428.3 at the end of the year

Comment: This varied each trimester, but overall, the ratios were: Spring 2020 – 407.3; Summer 2020 – 444; and Fall 2020 – 428.3.

Unit Outcome 7b – “Percentage of library staff attending a professional conference per year.”

Goal: Between 50% and 72% (the higher the better)

2020: 63.6%

Comment: While many conferences pivoted online in 2020, it was a difficult year for conference attendance. We reached our threshold goal, but not our target goal.

8. Assess library resources and services for continuous improvement.

The thread that connects each of the goals outlined in this plan, and indeed, the plan itself, is outcomes assessment. We need to know how we are doing in order to know what to improve and what to do next. Assessing for continuous improvement contributes to operational effectiveness. In 2020, we:

- Added 5 new journal subscriptions based on measured resource requests
- Collected a variety of data to assist with library decision-making processes
- Formalized assessment of the Library’s Digital Exhibit Series using ACRL Project Outcome’s Digital & Special Collections survey
- Held Virtual Events on new topics based on suggestions in surveys
- Developed new assessment statistics for measuring [SOAR@USA](#) growth to utilize 6-month window
- Developed and deployed a Virtual Events Survey to improve offerings
- Developed and deployed a Library Checkout Services Follow Up Survey to receive feedback and make changes

Outcomes related to this goal:

Unit Outcome 8a – “Number of changes made per year as the result of formal student or faculty feedback” **Goal:** Between 5 and 8 (the higher the better)

2020: 11

Comment: Many of these related to making our physical resources accessible again through the Library Checkout Services. We exceeded our target goal for the year.

Unit Outcome 8b – “Number of Long Range Plan projects/goals accomplished per year” **Goal:** Between 15 and 25 (the higher the better)

2020: 72

Comment: This is a count of the projects/goals listed above, eliminating duplicates. Despite the challenges of the pandemic, or perhaps in response to them, the library team completed a number of projects that contributed toward our larger Long Range Plan goals.