



UNIVERSITY *of*
ST. AUGUSTINE *for*
HEALTH SCIENCES

Library

Long Range Plan

Progress Report – January 2022

Goals

2021 marked the second year of our 2020-2022 Library Long Range Plan. It was a year of slowly transitioning back to full campus participation, and a year of innovation for the library. The following lists the work the library staff did in 2021 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 2021, we:

- Began a librarian scoping review project to better understand the steps and process to facilitate assisting faculty members with scoping reviews;
- Served on various campus IRB committees;
- Participated in faculty orientations and other meetings to share library updates and services;
- Provided literature searching assistance to 64 faculty projects;
- Developed the Contexts event series with workshops on cognitive and algorithmic biases in evidence-based practice, antiracist research, LGBTQIA+-inclusive practices, and feminist praxis;
- Identified 3 DEI-related scholarly databases to be included in the USAHS Library's Databases listings;
- Increased virtual events on scholarly communications topics to four per month;
- Guided one new faculty-led, peer-reviewed journal publication to launch;
- Integrated ORCID into library-publishing workflow to increase visibility of USAHS publications;
- Provided services on research data management and open data to faculty.

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)

2021: 5.33 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. It is worth noting that 58% of the faculty literature search requests in 2021 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)

2021: 1.75 average per month

Comment: While we did increase the average compared to 2020, this still falls short of our threshold goal.

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)

2021: 37 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 2021, we:

- Published the inaugural issue of the *Philippine Journal of Physical Therapy*;
- Presented faculty development workshops to train and encourage faculty and students to publish digital exhibits;
- Formalized application process for journal publication through the library;
- Developed standardized Memorandum of Understanding (MOU) for USAHS Library digital publishing partners;
- Oversaw publication of 3 issues of student-led journal, *Student Journal of Occupational Therapy*;
- Integrated ORCID into library-publishing program to increase visibility of USA publications;
- Grew online access to SOAR@USA by 90%;
- Grew SOAR@USA archive content by 45%;
- Provided services on research data management and open data to faculty.

Outcomes related to this goal:

Unit Outcome 2a – “Number of new works submitted to [SOAR@USA](#), average per month (last 6 months)” **Goal:** Between 10 and 15 (the higher the better)

2021: 12.58 average per month

Comment: We exceeded our threshold goal, but remain below our target, so there is definitely room for growth here.

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

2021: 3

Comment: We were on track here for 2021.

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 2021, we:

- Completed and launched the Scholarly Skills Community;
- Added 91 eBook titles to the library's collection;
- Added 4 databases to support new or growing programs;
- Added 7 new journal subscriptions based on measured resource requests;
- Participated in various student and faculty orientations, including New Faculty Orientation, Interview Day, Immersion Day, and the Learning@USA online student orientation;
- Partnered with Communications, Enrollment, and Alumni Network to promote virtual events to prospective students and alumni;
- Instituted Open Checkout Time for students to check out library materials without a reservation;
- Shifted to Library Checkout Stations in front of the campus libraries (while library spaces were still closed) for easier student access to library materials;
- Reopened library spaces to students and faculty in Fall 2021, including sorting, organizing, and storing models and equipment for student check out;
- Reviewed and revised Library Circulation Procedures/Policies to increase loan periods and eliminate overdue fines;
- Checked 1,100 eBook links in the Library Catalog to ensure proper access;
- Initiated an online reservation system for library study rooms on the Austin and San Marcos campuses;
- Created the eBook Shelf, added to University's official list of IDEA resources;
- Presented Visible Body to the Learning Innovation Design team to integrate software in course development;
- Identified DEI-related scholarly databases to be included in the USAHS Library's Databases listing;
- Contributed articles for the Campus Connections newsletter about library resources and initiatives;
- Partnered with IT to pilot a free printing and photocopying process for students in the library.

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)

2021: 1.25 average per month

Comment: While this average was higher than 2020, we are still below our threshold goal here. With the introduction of alumni databases in 2022, we anticipate more activity here.

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)

2021: 4.66%

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 2021, we:

- Recorded and [archived webinar sessions](#) for users to view asynchronously;
- Completed and launched the Scholarly Skills Community;
- Connected with students in their social media groups to raise awareness about the library;
- Revamped library guides, including the Citation Manager guide and the Inclusive and Intersectional Research guide, to present content in more engaging and aesthetic ways;
- Added Facebook Widget to Library homepage to increase awareness of social media;
- Launched a Library Instagram account to expand our social media presence;
- Launched the library blog, [Dispatches from the Library](#);
- Grew online access to SOAR@USA by 90%;
- Grew SOAR@USA archive content by 45%.

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)

2021: 21,013.6 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 – “Percentage growth of SOAR@USA downloads on 6-month moving window” **Goal:** Between 5% and 10% (the higher the better)

2021: 5.5% growth per month

Comment: We reached our threshold goal for the year, but still have room for growth.

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 2021, we:

- Completed and launched the Scholarly Skills Community;
- Participated in virtual immersions for multiple courses and programs, including EdD and Nursing;
- Connected with students in their social media groups to raise awareness about the library;
- Created campus displays to promote equipment and models available for check out;
- Participated in wellness and de-stress opportunities for students around finals week;
- Created the Self-Care Strategies unit for incoming first-professional students in the Learning@USA digital orientation;
- Added Facebook Widget to Library homepage to increase awareness of social media;
- Launched a Library Instagram account to expand our social media presence;
- Created and launched the #ScholarQuest Scavenger Hunt on FB to promote the Scholarly Skills Community;
- Hosted a #WeAreUSAHSLibrary social media campaign to introduce students to library staff;
- Developed the Contexts event series to advance equity and justice in research practices;
- Invited to Coffee with COTAD event to share resources and information about diverse, inclusive, and equitable research;
- Hosted a Digital Zine Workshop for Pride Month;
- Featured eBook readings for Black History Month, Women’s History Month, Asian American and Pacific Islander Month, Pride Month, Hispanic Heritage Month, and Native American Heritage Month;
- Partnered with iLIFE to present faculty development workshops on contemplative pedagogy, teaching with Zotero, intersectional research practices, and building digital exhibits;
- Hosted Virtual Fireside Reading events to highlight literature by black authors and literature about mental health;
- Offered monthly scholarly publishing discussion groups for student journal staff;
- 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)

2021: 4.6

Comment: We exceeded our target goal for the year. In 2022, this metric will change to reflect the transition away from the ACRL Project Outcomes survey for Events/Programs to a standard iLEARN evaluation survey.

Unit Outcome 5b – “Average weekly page engaged users on the library’s Facebook account”

Goal: Between 10 and 20 (the higher the better)

2021: 19.75 average per month

Comment: There was huge growth in this area compared to 2020 (11.8 average per month) due to the diligence of the Library Social Media Committee.

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)

2021: 100%

Comment: We met our target goal for the year.

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 2021, we:

- Partnered with IT to pilot a free printing and photocopying process for students in the library;
- Developed procedures for new printing/photocopying processes;
- Trained students in new printing/photocopying processes;
- Initiated an online reservation system for library study rooms on the Austin and San Marcos campuses;
- Purchased 3D printers and Oculus Quest systems for each campus library;
- Created a 3D virtual reality learning object for the Scholarly Skills Community using Mozilla Hubs;
- Presented Visible Body to the Learning Innovation Design team to integrate software in course development;
- Implemented registration of full Crossmark publication update metadata for peer-reviewed publications to link retractions/updates to DOI searching;
- Implemented registration of DOI-linked cited reference metadata to support infrastructure for forward-citation searching and reference searching;
- Registered citation-linking for all qualifying back-catalog items in SOAR@USA.

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)

2021: 138.17 average per month

Comment: We were short of our target goal this year due to removing shortcut links to these guides from the library's homepage. We are determining the value of adding those links back.

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)

2021: 0.67 average per month

Comment: Campus library spaces reopened for students in Fall 2021, including students returning to using the library printers.

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 2021, we:

- Sent library staff to professional conferences, including the American Library Association Annual Conference, Association of College & Research Libraries Conference, Computers in Libraries Conference, California Library Association Conference, Texas Library Association Library Instruction Round Table (LIRT) Summit, the Charleston Conference, the Digital Initiatives Symposium, the Southern Mississippi Institutional Repository Conference, the Special Libraries Association Annual Conference, and the National Network of Libraries of Medicine Responding to the COVID-19 Infodemic Symposium;
- Had librarians present “[Scholarly Skills Community: Information Literacy Hub at the University of St. Augustine for Health Sciences](#)” at the NEFLIN Annual Meeting;
- Had librarians present “Scholarly Skills Community: Information literacy hub at the University of St. Augustine for Health Sciences” at the Texas Library Association LIRT Summit;
- Had librarians present “[How to Be an Antiracist Researcher](#)” at the Texas Library Association LIRT Summit;
- Had a librarian present “[Library, Disrupted: Virtual Engagement with the Academic Library in the Time of Quarantine](#)” at the California Library Association Conference;
- Had a librarian present a poster “[How to Create a Digital Exhibit](#)” at the California Library Association Conference;
- Had a librarian present “Using Art as Self-Care” at the South Texas Adolescent Health Summit;
- Had a librarian invited to present a mindfulness session at the REFORMA National Conference;
- Had a librarian publish a review of the book [Creative Commons for Librarians and Educators in the Journal of Librarianship and Scholarly Communications](#);
- Had librarians participate in and co-lead iLIFE Brookfield and Harrington Teaching Circles;

- Served on various campus IRB committees;
- Had a librarian elected as an advisory board member for the Lifelong Information Literacy group;
- Aligned library staff annual individual goals with Library Long Range plan;
- With the return of hiring library student workers, revised the Library Student Worker Manual on each campus;
- Through the “Party Planning Committee,” developed library team building and social events, held virtually.

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)

2021: 435.3 at the end of the year

Comment: This varied each trimester, but overall, the ratios were: Spring 2021 – 405.8; Summer 2021 – 408; and Fall 2021 – 435.3. This is slightly above our goal and an area to target for improvement as student enrollment increases.

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

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

2021: 69.2%

Comment: All librarians, and one circulation manager attended a virtual professional conference in 2021.

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 2021, we:

- Added 7 new journal subscriptions based on measured resource requests;
- Collected a variety of data to assist with library decision-making processes;
- Reviewed and revised Library Circulation Procedures/Policies to increase loan periods and eliminate overdue fines;
- Monitored checkout and waiting list data to determine high-demand items and purchase additional copies;
- Developed new tracking statistics to assess growth of SOAR@USA access;
- Recorded monthly deposits into and downloads from SOAR@USA to track growth;
- Developed new virtual events based on trends in academic libraries and scholarly communications.

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)

2021: 5

Comment: The changes revolved around Library Checkout Services and access to the physical library spaces in 2021.

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

2021: 74

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.