

Unit Overview/Mission/Purpose

The University Libraries are the scholarly information center for the University. In support of the University's mission of educational excellence, the Libraries collect, organize, preserve, and facilitate access to scholarly resources in all formats; support teaching, learning, and research in an intellectually open environment; and provide instruction in the use of traditional and new information resources and technologies.

The customer base of the University Libraries includes the faculty, students, and staff of Wright State University; students and faculty from OhioLINK member institutions; students and teachers from area high schools; and members of the local, regional, and global community who utilize our spaces, resources, and special collections and archival materials for their research and information needs.

Staffing

FTE	FY16	FY17	FY18	FY19	% change
Library Staff FTE	63.26	59.26	48.26	39.68	-37.27%
Library Student FTE	9.45	9.01	6.74		-25.19%

Success Outcome 1:

Provide scholarly resources (journals, books, databases, media, and archival materials) that support the teaching, learning and research needs of Wright State faculty, staff, and students and the community.

KPI 1.1: Use of library collections

Data: Use of library resources such as the circulation of physical items, downloads of online materials, and number of materials provided to other libraries through interlibrary loan service (ILL). Data from the Sierra, Docline, and bepress administrative modules and from publisher- and vendor-provided Counter compliant usage data.

Result: Use of library collections is within expected parameters. Circulation of print materials continues to decline, but that is to be expected given WSU's declining student population and the increased availability of e-books. Journal article downloads are down for FY 18, but are consistent with patterns that we have seen over several years. E-book use continues to grow as more e-books are available. Use of Core Scholar and Special Collections materials is increasing slightly.

Response/Action Plan: Continue to monitor use of collections. We regularly look at usage statistics, especially for journals and e-books. When warranted, we cancel subscriptions that see low use or when needed to meet our declining budget numbers.

KPI 1.1 - Use of library collections	FY17	FY18	%change
Circulation of physical materials	73,419	60,227	-17.97%
Journal article downloads	781,333	750,525	-3.94%
eBook use	181,037	202,038	11.60%
Number of times collections used - SCA materials	4,771	4,852	1.70%
CORE Scholar (institutional repository) downloads	519,698	541,594	4.21%
Materials sent to external libraries via ILL	28,414	24,382	-14.19%

KPI 1.2: Access to materials not owned

Data: Use data for ILL and OhioLINK/SearchOhio borrowing statistics. Data on ILL is generated from ILLiad and OCLC reports; data on OhioLINK/SearchOhio borrowing is from Sierra administrative reports.

Result: Requests for items not owned has declined.

Response/Action Plan: Given the significant number of journal cancellations for FY19 and the reduction in our book budget, we do anticipate flat or increased need for these services moving forward. This will increase our costs for these services, particularly in copyright fees.

KPI 1.2 - Access to materials not owned	FY17	FY18	%change
Items borrowed via ILL/OhioLINK/SearchOhio	27,870	24,648	-11.56%

KPI 1.3: Expenditures for collections

Data: Materials budget and expenditures on materials. Budget as allocated by the university. Data on actual library expenditures generated from administrative module of Sierra. Value of materials in Special Collections and Archives (SCA) is based on market, rarity, size, popularity/interest in the individual/collection, and quality of content. New collections are appraised as they are received.

Result: As the Libraries' budget for purchasing materials is reduced and as inflation erodes buying power, we will continue to spend less on all categories of materials. Special Collections and Archives materials follow a somewhat different pattern, as much of the material they have is donated.

Response/Action Plan: We need increased funding to maintain existing resources and add new ones.

KPI 1.4: Collection size

Data: Number of items in, and added to, our collections. Data on library collection size from Sierra administrative reports and OhioLINK reports. Data on SCA collections kept internally. Data on CORE Scholar size from bepress administrative reports.

Result: OhioLINK collections are growing slowly, although OhioLINK's ability to maintain/expand their resources depends on OhioLINK member institutions' ability to contribute their share of the funds necessary to support them. As the University Libraries devote a greater percentage of their budget to OhioLINK resources, local collections will inevitably shrink unless our materials budget is increased.

Special Collections and Archives is fast approaching the point where they will not be able to accept new collections.

Response/Action Plan: We are committed to maintaining our OhioLINK resources. As our local resources continue to shift toward the provision of online resources, our traditional physical collections (bound journals, print books) will continue to shrink. Special Collections and Archives continues to add collections annually, and with environmental concerns and increased use at all levels, is seeking solutions to meet the demand for appropriate space for collections and programming. Expanded use of CORE Scholar is a growth area for collections.

KPI 1.4 - Collection size	FY17	FY18	%change
Number of WSU subscriptions	1120	963	-14.02%
Number of OhioLINK subscriptions	6692	7228	8.01%
Books added to the WSU collection	9669	6169	-36.20%
eBooks added to the OhioLINK collection	16450	19385	17.84%
Volumes in the WSU collection	879513	864859	-1.67%
Linear feet in the SCA	16359	16649	1.77%
Linear feet added to the SCA	397	290	-26.91%
Total items in CORE Scholar	26061	29963	14.97%
Items added to CORE Scholar	2866	3902	36.15%

Success Outcome 2:

Support the teaching, learning, and research needs of our campus by providing research support in a variety of formats, teaching instructional classes focused on specific information literacy learning outcomes, and providing a campus environment for scholarly activities.

KPI 2.1 Service point transactions

Data: Requests for information or assistance at library service points in the Information Commons, Circulation, and Special Collections and Archives; research appointments with professional staff, and number of searches conducted in our primary online access points. Data are collected through the LibInsight, Sierra and EBSCO administrative modules and Google Analytics.

Result: Increases in research appointments and consultations driven by librarian participation in online ENG2100 classes from the Lake Campus, consultations with faculty regarding materials budget cuts, and increased outreach to faculty by the archivists. Use of online access points declined due to decrease in population served, reductions in library staff FTE, and the removal of the library link from the header of the WSU homepage.

Response/Action Plan: The libraries launched a responsive website in August of 2018, providing seamless access to all library resources across devices. We will continue usability testing efforts to provide users with the access and services they want. We will regularly advertise library services on social media.

KPI 2.1 - Service point transactions	FY17	FY18	%change
Service point transactions	68,662	72,043	4.92%
Research appointments and consultations	2,630	2,962	12.62%
Website visits	517,312	399,607	-22.75%
Online catalog searches	660,824	569,567	-13.81%
"Quick Search" (discovery tool) searches	630,171	555,569	-11.84%

KPI 2.2 Instructional interactions

Data: Classes instructed, attendance at classes, use of online instructional guides, information literacy outcomes addressed in classes, student confidence levels. Data collected through LibInsight and LibGuides administrative modules and Google Analytics.

Result: The number of classes taught and attendance at classes fluctuates with enrollment and number of courses offered. The number of classes is also affected by contact driven by liaison librarians. With decreased staffing, we are not able to provide as much outreach, so requests for classes have decreased particularly in areas that have lost dedicated liaisons. Information literacy learning outcomes are collected to gauge topics of interest across different disciplines and to facilitate responsiveness in general instruction delivery, such as online modules.

Response/Action Plan: The number of instructional librarians and archivists has decreased by 40% since 2016. We have cut back on our outreach, in-person classes, and orientations and moved several of our Research Toolkit workshops online. We have created new instructional videos. We made significant changes in the accessibility of our online guides this past year. With the rise in online course offerings and fewer librarians to teach classes, we expect the use of our online instructional materials to maintain or increase.

KPI 2.2 - Instructional interactions	FY17	FY18	%change
Instructional classes taught	1,078	1,055	-2.13%
Attendance at classes	16,841	13,633	-19.05%
Use of online instructional guides/finding aids	157,107	187,125	19.11%

Information literacy learning outcomes taught	FY17 Sessions	FY17 Attendees	FY18 Sessions	FY18 Attendees
Outcome:				
Determine information need	415	4762	452	3958
Find information	701	8705	743	7814
Search for and select information	511	5266	622	5653
Evaluate information	268	4520	300	4488
Use information	199	4021	183	2918
Present information	115	1672	93	835
Reflect critically on context of information	22	277	22	294

KPI 2.3 Use of library building and study spaces

Data: Hours of service provided, visits to library, and use of private study rooms. Data collected through 3M security gates and LibCal administrative module.

Result: Decrease in building hours due to staff reductions; decrease in visits due to declining population (faculty, staff, students), particularly in international students who are heavy library users, and increase in online enrollment; increase in private study rooms due to opening new group study room.

Response/Action Plan: The library will make much needed building improvements in 2018-19 – new carpet and furniture, designated quiet study on the 2nd floor, and the creation of additional individual and group study rooms. We anticipate these building improvements will increase traffic within the library. Finals hours and summer break hours were extended beginning in spring, 2018 at the request of students. Friday and Saturday evening hours are highly desired by our students and highly unattainable given library staff reductions nearing 38%.

KPI 2.3 - Use of library building and study spaces	FY17	FY18	%change
Building hours, academic term	98.5	95.5	-3.05%
Annual visits	630,312	538,731	-14.53%
Number of hours private study rooms in use	1,024	1,609	57.13%

Concluding Remarks: Use of the library – visits, services, and collections – fluctuates with student enrollment and faculty FTE. Library collections are disintegrating. The library requires an annual inflationary increase in the materials budget in order to maintain existing collections. We require additional funding to add new resources. We have had neither for ten years. As new courses and programs are added, the libraries are unable to acquire new resources to support research and instructional needs. Staffing has dropped nearly 38% in 3 years, much higher than the average loss of staff across campus. As a result, library services have been reduced and hours have been cut. The Special Collections and Archives is nearly full and will soon have to decline new collections. Environmental conditions in the Dunbar Library and basement of the Medical Sciences building are of serious concern and threaten the life of our priceless materials. CORE Scholar has significant opportunity to grow the collection and promote awareness of WSU expertise; however, the department that maintains the repository is not staffed for this growth.