James E. Brooks Library

Unit Strategic Plan

2012/2013

Outcome Assessment Report

November 8, 2013
The CWU Strategic Plan is the map that guides the progress toward fulfilling our institutional mission. The entire library faculty and staff, and the Strategic Planning Committee collaboratively developed this plan a year ago. The document was intended and proved to be a fluid document that would guide the library and align its goals with the university.

Last year (2012/2013), units developed and revised Unit Strategic Plans. Unit Strategic Plans will serve as the basis of reporting progress toward achieving the mission of the institution. These reports are to be submitted to your appropriate reporting authority (Dean for academic departments, Director, Assistant/Associate Vice President for other areas) no later than November 8, 2013.
AY 2012/2013
Unit Strategic Planning Report

Unit: James E. Brooks Library

Reporting Authority: Patricia Cutright, Dean

Date: November 8, 2013

A: Please complete the column titled “Outcome Assessment” on your own Unit Strategic Plan. Complete with as much detail as you can provide. Where you cannot obtain data to complete the assessment, put “Data not available.” in the space.

B. Please summarize each of the University’s Five Core Themes from your Unit Strategic Plan Outcome Assessment report.

• Toward which theme(s) did you make progress, and how are students benefitting from this?

1.1 Enhance student success by continually improving the curricular, co-curricular, and extracurricular programs.

The development and distribution of promotional materials to highlight library resources and services is fundamental in assisting students in finding, assessing and researching primary and secondary sources. The Library made significant progress in improving its promotional materials.

Summit is a resource sharing service that shares digital and physical items among 37 academic libraries in Washington, Oregon, and Idaho. Summit shares books, ebooks, media materials, etc., but does not provide journals or articles. This highly popular service was used 12,226 in year 2012/2013. Summit bookmarks – designed, created and produced bookmarks to promote Summit service. Bookmarks were designed and created to promote this successful service to students, faculty and staff.
Created and distributed to all freshman and graduate students 2700 promotional Library door-hangers (these turned out to be very popular with students, faculty and staff). Brochures to promote the Academic Research Commons and a brochure specifically designed for to address faculty research needs.

Established and maintained various departmental social media sites (Facebook and Flickr), websites and pages, finding guides to promote services and events outside the walls of the library.

4.1 Enhance the commitment and the level of cooperation between the university and external communities.

The Library in an effort to engage with external partners offered and participated in a variety of community events, presentations and exhibits in the past year. Some of these included interdepartmental functions such as; the Darwin Exhibit lecture by Lisa Ely, the Civil War 150 lectures by Daniel Herman and Mark Auslander, and the Black History lecture by Dr. Raymond Hall and Ginny Blackson. The Library celebrated its 50th anniversary of being a depository library. This event was attended by the Mary Alice Daish, Director of the U.S. Government Printing Office, a variety of individuals from our congressional district and community, and President Gaudino.

The Library partnered with the local repositories to present at the Washington Museum Association meeting regarding collaborative collections development.

The Library hosted a variety of events such as; International Games Day @ Your Library, World Book Night, Women’s History Month PSAs, and a weekly literature group at the Ellensburg Alternative High School.

• Which theme(s) deserve special attention next year?

1.2 Enhance the effectiveness of student support services.

The Library is a member of the Orbis Cascade Alliance which is a consortium of 37 academic libraries in Oregon, Washington, and Idaho serving faculty and the equivalent of more than 260,000 full time students. In addition to its members, the Alliance extends selected services to more than 280 libraries, museums, archives, and historical societies in seven western states. This alliance provides CWU students, faculty and staff to easily search and request library materials owned by member libraries, a courier service, enhanced access to primary sources and expanded database access. The shared Intergrated Library System (online catalog) requires the library to reevaluate current best practices, enhance current cataloging records, and reallocate and/or retrain current librarians and staff to ease the transition from a local online catalog to the
shared catalog. While this process will be time and resource demanding the rewards for students, faculty and staff will more than offset. Another project that enhances the effectiveness of student support services is the involvement of the library archives in the Northwest Digital Archives. The CWU archives staff has worked diligently in populating this popular database, this work in ongoing.

3.1 Scholarship and Creative Expression

Library faculty members play important roles in the University’s progress toward the Core Value of providing, “Intellectual inquiry, exploration, and application”. The best scholarship for library faculty invigorates our services to patrons and contributes to the progress of the University and the profession. The encouragement and support to librarians to further their scholarship and research will be deserve special attention in the coming year.

Initiating and developing an institutional repository, building digital collections, and encouraging librarians to participate in 21st century librarianship training will further the University’s goals. The library has made significant inroads in the development of an institutional repository, building digital collections and encouraging librarians to engage in evolving by pursuing a relationship with bepress Digital Commons. In the coming months this repository system will more fully realized.

2. How do you intend to utilize the data gathered this year to assist you in developing stronger programs?

Knowing data that are needed to determine whether objectives are being met, faculty and staff in the library will be able to more accurately plan strategies to ensure program objectives are met.

• Three examples of data needs are:

1.1 Enhance student success by continually improving the curricular, co-curricular, and extracurricular programs.

Data gathered by instruction surveys initiated by instructors to evaluate instruction and services would greatly help to enhance programs, allow the library to provide dynamic and collaborative resources and create a virtual library instruction program for distance learners.
1.2 Enhance the effectiveness of student support services.
Assessment of services, resources and facilities that support library and university mission and goals is essential in prioritizing library projects, allocating funding and providing an enhanced service model. To effectively enhance service the library needs several years of consistent data to display trends of comparable peer institutions.

5.1 Maximize the financial resources to the University, and assure the efficient and effective operations of the University through financial stewardship.

In order to expand access to information resources and ensure efficient and effective operations it is important for the library to have access to consistent, consolidated and standardized data.

3. Based on your learning from this first year report, what parts of your strategic plan will you modify, add to, or omit for the next year? (Please attach an updated Strategic Plan with changes highlighted.)

- Deleted (strike out):
  - Conduct faculty surveys and focus groups to identify needs and expectations. Marked as completed.
  - Conduct surveys and focus groups for library users and non-users. Marked as completed.

- Modify (strike-out in 1.1; bold in 1.2 & 3.1):
  - Move “Develop promotional materials to highlight library resources and services” from 1.1 to 1.2 as a better fit.
  - Move “Provide continuing staff development on emerging instructional technologies” from 1.1 to 3.1

- Add to (bold):
  - Add “Increase IT and Electrical infrastructure to support new and emerging digital technologies” to 3.1
  - Add “Increase opportunities for library faculty to participate in research, scholarship and training that focuses on digital and electronic access to library materials.” to 3.1
  - Add “grant writing training and guidance for library faculty and staff in order to seek external research and scholarship funding opportunities to increase library services” to 3.2
UNIVERSITY CORE THEME: 1. TEACHING AND LEARNING
UNIVERSITY OBJECTIVE 1.1: Enhance student success by continually improving the curricular, co-curricular, and extracurricular programs.

<table>
<thead>
<tr>
<th>Unit Outcomes</th>
<th>Indicators</th>
<th>Expected Performance Level (Criterion)</th>
<th>Indicator/Performance Level Reported By</th>
<th>Key Strategies/Initiatives</th>
<th>Budget/Resource Analysis</th>
<th>Updates</th>
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</thead>
<tbody>
<tr>
<td>Library will provide dynamic and collaborative resources and services.</td>
<td>Library statistics Evaluation results</td>
<td>• Regularly scheduled librarian collaboration sessions. • Creation of virtual library instructional program for distance learners. • Statistics and evaluation results that exceed previous years. • Statistics comparable or higher than selected peer</td>
<td>Library faculty and staff</td>
<td>1. Increased visibility of library liaisons. 2. Develop promotional materials to highlight library resources and services. 3. Conduct faculty surveys and focus groups to identify needs and expectations. 4. Conduct surveys and focus groups for library users and non-users. 5. Ensure access to resources through participation in the programs for</td>
<td>• Funding • Adequate staffing • Ongoing faculty and staff development</td>
<td>ARCHIVES • Currently promoting Archives services, collections, and activities through our Facebook page. • [<a href="https://www.facebook.com/CentralWashingtonUniversity">https://www.facebook.com/CentralWashingtonUniversity</a> Archives](<a href="https://www.facebook.com/CentralWashingtonUniversity">https://www.facebook.com/CentralWashingtonUniversity</a> Archives). • Currently updating subject guides and webpages. • Updated links and added features such as Quick Facts. • Complete Histories of CWU, highlighting important CWU moments on FB page. • Added a Flickr account to offer more visibility to our CWU photo collections online and accuracy of our metadata.</td>
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</table>
| institutions. | collaborative cataloging.  
6. Collaborate with other departments and organizations to create events that promote library services and resources. | ARC/REFERENCE  
- Reference staff created 16 displays of library material.  
- Library door-hanger distributed to all freshman and graduate students (2700 printed).  
- ARC brochure designed and distributed at various library and university functions (500 printed).  
- Created brochure for faculty to be distributed during the 2013-2014 academic year.  
- SOURCE collaboration leading up to SOURCE. Library Faculty participated as judges.  
- The ARC held two workshops for students participating in SOURCE, provided opportunities for student to practice their presentations in front of library faculty, and created two research guides related to oral and poster presentations.  
- Held 4 lunch-time programs in ARC for Women’s history month.  
- Black History Month lecture in ARC by Dr. Raymond Hall. |
| Provided 6 trainings on ARC equipment for library staff and faculty, tutors, and students. |
| Incremental steps towards embedding. |
| Librarians led the Academic and Research Commons Planning Team and spent 100s of hours from July-December 2012 on getting the ARC up and running. |
| Served as a panel member on the High Impact Practices workshop in June 2012 |

**CATALOGING**

- Instructional session (March 8, 2013) for physics and attended several of the study sessions.
- Continued participation in NACO and SACO overseen by the Library of Congress.

**CIRCULATION**

- 500 Summit bookmarks promoting Summit services. These are distributed at the Circulation desk and included in packets for new students.
- Created 100 bookmarks to assist patrons in connecting to CWU wireless network. Wi-Fi
Summit/ILL Services:
Summit is a resource sharing service that shares digital and physical items among 37 academic libraries in WA, OR and ID. Summit shares books, ebooks, media materials, etc. but does not provide journals or articles. 12,226 items were borrowed or lent using Summit. 11,911 items were borrowed or lent using the traditional interlibrary loan service.

COLLECTION DEVELOPMENT
- Supported the Multi Modal Learning program by revising the Streaming Content Policy and creating an allocation formula to better meet the needs of faculty providing online instruction.
- Improved Library Liaison program by hosting 10 bi-weekly Liaison collaboration sessions focusing on training for Subject Plus, GOBI, and Choice Online. Session also focused on best practices in library instruction.
• Held 2 GOBI training sessions assist liaisons in selecting new materials for the collection.
• Evaluation and weeding of children’s collection.
• Coordinated with the Friends of the Library to purchase 139 new books that:
  - Established a Hispanic children’s literature collection.
  - Improved multicultural children’s literature collection.
  - Improved Pacific Northwest collection.

DEAN’S OFFICE
• Created and updated Library door hanger
• Created rack cards for Discover Orientation
• Darwin Exhibit, April 2012, in collaboration with Prof. Ely, Geology.
• Civil War 150, November 2012, collaboration with Dr. Herman, History Dept, and Dr. Auslander, Museum of Culture & Environment.
• Black History month, February 2013, collaboration with Dr. Hall, Africana & Black Studies.
- Women’s History month, March 2013, collaboration with Dr. Blair, History.

DOCUMENTS

- The big promotional event for was our 50th anniversary celebration of depository library status. This celebration was attended by the Superintendent of Documents, CWU’s president and provost, and a variety of individuals from our congressional district and community.
- Prepared a survey of map needs among faculty for collection development purposes.
- Offered to create a course page for faculty for each of their courses in the “Research/Course Guides” section of the website and he has edited guides used for instruction in our department.
- Maintains a Facebook page for the Department and updates our web pages.
- A front-page article was published in the Yakima Herald describing the materials available in our
documents collections; Kathy and Patricia were interviewed.

• Put documents up for display in the 1st floor cases for men’s health month, and developed a general display of document featuring our Zombies poster from the CDC.

• Put up new signage for stacks, collection, etc. and we moved furniture to provide better visibility and easier access to the collections.

• Continue to spend a lot of time cleaning up backlogs, problems and doing recon copy cataloging, providing much better and more accurate access to government publications.

MUSIC

• Update handouts promoting Music Library services and resources.

• Continue to collaborate with the Music Department regarding the needs of its students and faculty.

Students will acquire information literacy skills.

• Evaluation results
• Random pre-test/

Same as above
• Established embedded library

Library faculty and staff

1. Create multimedia information literacy instructional tools.

2. Provide continuing

Same as above
• Instructional opportunities
• Instructional

ARCHIVES

• Will be offering instruction on “how to use’ Archives and Special Collections in Fall
<table>
<thead>
<tr>
<th>Post-tests on UNIV 101 sessions</th>
<th>Program.</th>
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<tbody>
<tr>
<td>• Current subject, class and topic guides.</td>
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<tr>
<td>• Information literacy guides in multiple formats.</td>
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<tr>
<td>Staff development on emerging instructional technologies.</td>
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<tr>
<td>3. Establish an embedded librarian program.</td>
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<td>4. Establish information literacy curriculum and best practices.</td>
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<td>5. Increase outreach to faculty and teaching staff.</td>
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<td>Space and technology</td>
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<tr>
<td>• Space allocation</td>
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<tr>
<td>• Infrastructure updates</td>
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2013 as part of workshops in collaboration with the ARC.
• Currently offering instruction to various departments.

**ARC/REFERENCE**
• Coordinating library portion of UNIV 101 for 31 sections
• New LIB 110 class taught Gerard, 1 section per quarter.
  (Fall Quarter 2 enrolled, Winter Quarter 0 enrolled, Spring Quarter 20 online enrolled, Summer Quarter 8 enrolled online.
• Attended UNIV 101 forum on April 16th.

**CATALOGING**
• Instructional session (March 8, 2013) for physics student study group utilizing the interrupted case study format. Attended several of the study sessions and have been asked to participate again this year.

**DOCUMENTS**
• Our web pages, linking to
UNIVERSITY OBJECTIVE 1.2: Enhance the effectiveness of student support services.

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<tr>
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</table>
| Establish a project management and evaluation process. | • Funding allocation  
• Evaluation results  
• Project checklists/final reports | • Resources, services and facilities will support library and university mission.  
• Projects will meet established deadlines and budgets. | Library Council | 1. Conduct needs assessment to prioritize library projects.  
2. Establish policies and procedures for project management and reporting.  
3. | • Funding  
• Adequate staffing  
• Technical support | DEAN’S OFFICE  
• Partially funded one staff member to conduct project management workshop. |
| Increased timeliness of service and resource delivery. | • Library statistics  
• Evaluation results  
• Activity time/effort surveys | • Institute a multi-modal service model.  
• Services provided will be | Library faculty and staff | 1. Assess user needs and expectations.  
2. Increase visibility of Library liaisons.  
3. Create | • Funding  
• Adequate staffing  
• Technical support  
• Infrastructure updates | ARCHIVES  
• Conducting presentations to various civic, social, and professional organizations in Kittitas Valley (ongoing since 2011) such as: Ellensburg Rotary Club, Roslyn, Ronald, |
<table>
<thead>
<tr>
<th>Satisfaction survey</th>
<th>comparable or better than identified peer institutions.</th>
<th>promotional materials in a variety of formats.</th>
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<tbody>
<tr>
<td>Orbis Cascade data evaluation</td>
<td>4. Establish a library-marketing plan.</td>
<td>5. Conduct library sponsored programs outside the library.</td>
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<td>6. Provide training for faculty, staff and students on emerging information trends.</td>
<td>7. Develop tiered service model that allows librarians to provide assistance beyond set service points.</td>
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<td>8. Develop promotional materials to highlight library resources and services.</td>
<td><strong>Training</strong></td>
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<td>and Cle Elum Heritage Club, and Kittitas County Genealogical Society</td>
<td><strong>ARC/REFERENCE</strong></td>
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<td>• Updated our Omeka page in order to receive feedback more readily.</td>
<td>• Created new student position: iDesk student assistant and hired 4 students to fill new position in Fall 2012.</td>
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<td><strong>CATALOGING</strong></td>
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<td>• Attended physics student’s study/research sessions.</td>
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<td>• Prompt cataloging of Braille materials to meet student needs.</td>
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<td><strong>CIRCULATION</strong></td>
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<td></td>
<td>• Summit/ILL locked into consortium courier until 2015.</td>
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<tr>
<td></td>
<td>• Delivery times for Summit: 5.1 days.</td>
<td>• Delivery times for Summit: 5.1 days.</td>
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<td>• 9,218 videos were checked out for use by students, faculty and staff.</td>
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<td></td>
<td>• Circulation evaluation and tweaking of procedures ongoing.</td>
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<td><strong>COLLECTION</strong></td>
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DEVELOPMENT
• Added additional journals to the JSTOR SCP collection to ensure long term preservation while increasing access for patrons.
• Established an EBook search window on the library’s webpage to enhance patron access to the over 15,000 titles available.
• Assisted with projects in Archives.

DEAN’S OFFICE
• Participated in Ellensburg’s first World Book Night, April 2013.
• Banned Book Week at the Farmers’ Market.

DOCUMENTS
• Similar to updates mentioned in Objective 1.1: online promotion and training includes the departmental web pages and Facebook page.
• Displays have been assembled on the 3rd floor & 1st floors which included items in all formats.
• Designed posters, signs, and handouts for the
### UNIVERSITY OBJECTIVE 2.1: Enhance the environment of inclusiveness for faculty, staff, and students

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<tr>
<td>Increased services to underserved populations.</td>
<td>• Library statistics</td>
<td>• Statistics and evaluation results that exceed</td>
<td>Library faculty and staff</td>
<td>1. Partner with student organizations and academic</td>
<td>• Funding</td>
<td>ARCHIVES • Re-establish relationships with student organizations and others not currently</td>
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<td></td>
<td>• Evaluation results</td>
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</table>

- Worked with instructors in law and justice, history and geography regarding instructional needs
- Given away superseded maps, and sent out email messages regarding new items of interest.
- Provide access to all types of microformats and electronic formats, including digitizing items owned in non-digital formats.

### MUSIC
- Train Music Library staff on new technologies, equipment and software as it is acquired.
| Number of contacts/communication with university and outside constituencies | previous years.  
• Statistics comparable or higher than selected peer institutions. | departments to design programs and services.  
2. Survey underserved and non-user groups to develop outreach efforts.  
3. Design outreach programs to target specific underserved populations.  
4. Expand collections to reflex the diversity of the university community.  
5. Develop and implement service to veteran students through collaboration with campus Veterans’ Office. | Public relations support  
represented in Archives and Special Collections such as MECHA. |

**ARC/REFERENCE**  
• Initiated collaboration with Black Student Union.

**CATALOGING**  
• Enhanced bibliographic records to provide access to under-represented topics and promote the diversity within the collections, e.g., updated Cattrax to create a local see reference from “White privilege” and retroactively apply the currently used headings of Whites -- Social conditions or Whites -- United States -- Social conditions to relevant materials in the collection.  
• Prompt cataloging of materials purchased for the diverse population of the university community.

**CIRCULATION**  
• Scheduled to begin checkout of SmartPens for
Disability Services.
• Checkout keys to two rooms with equipment used by Disability Services staff and students.

COLLECTION DEVELOPMENT
• Increased the collection by 25 books, 4 DVDs and Access to the Oxford Islamic Studies Online Database through the Muslim Journey grant.
• Added Smartlink to EbscoHost Databases to provide seamless access to electronic journals.
• Lead Banned Book Week activities attended by 75 community members.
• Continue to participate in the Orbits DDA EBook program providing patron access to more than 13,000 ebook titles.
• Established individual EBook purchase program with publisher to allow for the purchase of electronic books to support students beyond the main campus.
• Established relationship with Ellensburg Alternative
High School by conducting 20 literature reading sessions these successful events were attended by approximately 160 students’ total.

- Hosted a variety of events including:
  1. International Games Day @ Your Library, 40 attendees.
  2. Women in Aviation Exhibit.
  3. Women’s History Month Lecture Series, 4 lectures attended by 26 patrons.
  4. WorldBook Night, distributed 375 free books throughout the Ellensburg community.

- Increased faculty input in collection development through the use of GOBI.
- Liaison work with disability services to ensure that patrons had access to needed formats.
- Subscribe to 2 international newspapers.

DEAN’S OFFICE
- Through a grant, brought Muslim Journeys exhibit and collection to the Library, FY13 and FY14
• Civil War exhibit, August 2012.
• Created Equal: America’s Civil Rights Struggle grant, exhibit and lectures, May 2013.

**DOCUMENTS**
• Depository items are selected with a regard to academic programs and community needs.
• Services are provided at all levels to all users.

**MUSIC**
• Purchase patron requested music materials, if/when funding allows.

| UNIVERSITY OBJECTIVE 2.2: Increase faculty, staff, and student diversity by active programs of recruitment and retention for members of underrepresented groups. |
|---------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Unit Outcomes | Indicators | Expected Performance Level (Criterion) | Indicator/ Performance Level Reported By | Key Strategies/ Initiatives | Budget/Resource Analysis | Updates |
| | | | | | | |

| UNIVERSITY OBJECTIVE 2.3: Ensure that CWU has an inclusive and diverse curriculum |
|---------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | | | | | | |

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<tbody>
<tr>
<td>Diverse collections and programs that support the university curriculum.</td>
<td>• Library statistics</td>
<td>• Statistics and evaluation results</td>
<td>Library faculty and staff</td>
<td>1. Conduct regular collection analysis and update at least two academic areas per year.</td>
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<td>ARCHIVES</td>
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<tr>
<td></td>
<td>• Evaluation results</td>
<td>• Statistics exceed previous years.</td>
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<td>2. Increase access to resources through resource sharing.</td>
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<td>• Special Collections and rare Books (partnering with Collections Development) currently under collections review to revisit collections scope and content.</td>
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<td>• Number of contacts/communication with university and outside constituencies</td>
<td>• Statistics comparable or higher than selected peer institutions.</td>
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<td>3. Ensure equivalent access to all faculty, staff and students.</td>
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<td>CATALOGING</td>
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<td>• Routinely enhance bibliographic records to utilize inclusive terminology when changes are made in national practice, e.g., Library of Congress Subject Headings; Name authority file practices for form of names and references.</td>
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<td>• Added bibliographic records for ALA-identified best free reference websites.</td>
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<td>CIRCULATION</td>
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<td>• Provide check out of laptops to students.</td>
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</table>
COLLECTION DEVELOPMENT

• Increased the collection by 25 books, 4 DVDs and Access to the Oxford Islamic Studies Online Database through the Muslim Journey grant.
• Added Smartlink to EbscoHost Databases.
• Lead Banned Book Week activities.
• Continue to participate in the Orbits DDA EBook program.
• Established individual EBook purchase program with YBP.
• Established relationship with Ellensburg Alternative High School.
• Hosted International Games Day @ Your Library.
• Hosted Women’s in Aviation Exhibit.
• Hosted Women’s History Month Lecture Series.
• Hosted WorldBook Night.
• Increased faculty input in collection development through the use of GOBI.
• Liaison work with disability services to ensure
that patrons had access to needed formats.
- Subscribe to international newspapers.

DEAN’S OFFICE
- Muslim Journeys exhibit and collection received.
- Civil War exhibit, August 2012.
- Black History month programming, February 2013.
- Grant proposal pending on LGBT collection.
- First Book materials received on regular basis.

DOCUMENTS
- Our depository selection profile has been recently updated and weeding of the collection is ongoing. We provide materials for all academic departments and resources for research at all levels. In addition, our collection considers the needs of people in our congressional district and the focus of other FDLP collections in the region.
- We are engaging in
resource sharing by participating in a shared regional [depository] program with other WA libraries.

• By law, government publications collections ensure equivalent access to all users.

SYSTEMS
• Still in preparation stage, to be completed by the end of 2014.
**UNIVERSITY CORE THEME: 3. SCHOLARSHIP AND CREATIVE EXPRESSION**

**UNIVERSITY OBJECTIVE 3.1:** Increase the emphasis on and the opportunities for students, faculty and staff to participate in research, scholarship, and creative expression activities.

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</table>
| Increased use of resources regardless of format. | Library statistics | • Statistical and evaluation results that exceed previous years.  
• Statistics comparable or higher than selected peer institutions. | Library faculty and staff | 1. Ensure that users have access to the technology necessary to access all resources.  
2. Promote resources.  
3. Train staff so that they will be knowledgeable of different resource formats.  
4. **Provide continuing staff development on emerging instructional technologies.**  
5. **Increase IT and Electrical infrastructure to support new and emerging digital** | • Funding  
• Technology resources  
• Training  
• Public relations support | CATALOGING  
• Provided catalog access to “pathfinder” records for a variety of format materials, e.g.:  
  - How to find Electronic Resources at Brooks Library.  
  - How to find DVDs and Videotapes in the Brooks Library.  
  - How to find ebooks in the Brooks Library – encyclopedias.  
• These serve as resources for patrons and also for staff when they are assisting patrons.  
• Prompt cataloging of library materials in new formats.  
• Cataloging and maintenance of bibliographic records for ebooks, streaming video. |
technologies

• Staff continued training in RDA as well as the coming Shared-ILS environment.

CIRCULATION
• 103,735 items checked out by Circulation staff, includes multiple formats; books, media equipment, laptops, ARC materials and equipment.

COLLECTION DEVELOPMENT
• Established individual eBook purchase program with YBP.
• Added EBook search window to library homepage.

DOCUMENTS
• Provide access to all formats available in Brooks Library by supplying users with equipment and software to view, print and/or digitize microcards, microfiche (including ultrafiche) and microfilm. Provided both a scanner for small (up to 8.5x11) items and a large scanner/plotter for items up to 42 inches wide. Purchased and trained on software for
| GLOBAL VISIBILITY FOR AN INSTITUTION’S SCHOLARLY RESEARCH | LIBRARY STATISTICS | EVALUATION RESULTS | NUMBER OF CONTACTS/COMMUNICATION WITH UNIVERSITY AND OUTSIDE CONSTITUENCIES | ARCHIVE, SYSTEMS, CATALOGING AND COLLECTION DEVELOPMENT DEPARTMENT HEADS | 1. INITIATE AND DEVELOP A PROJECT TO ESTABLISH AN INSTITUTIONAL REPOSITORY.  
2. CREATE A DIGITAL COMMONS.  
3. BUILD DIGITAL COLLECTIONS.  
4. INCREASE OPPORTUNITIES FOR LIBRARY FACULTY TO PARTICIPATE IN |
|----------------------|-------------------|-------------------|-----------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| MUSIC | • Obtain training for Music Library staff so that they will be knowledgeable of different resource formats – crucial as formats change rapidly. | • Library statistics  
• Evaluation results  
• Number of contacts/communication with university and outside constituencies | • Statistics comparable or higher than selected peer institutions. | • Funding  
• Adequate staffing  
• Training  
• Infrastructure updates  
• Space allocation  
• Technical support  
• Technology resources | • Archives | • Worked collaboratively with Systems to review possible vendors for DC and funding sources internally and externally. |
| SYSTEMS | • Provide regular support. | | | | ARC/REFERENCE | • Provided faculty workshop on PIVOT grant database for ReSource Day. |
research, scholarship and training that focuses on digital and electronic access to library materials.

CATALOGING
• Provide full-level cataloging and authority work for student research, including the creation of new Library of Congress Subject Headings that can be applied to our students’ work as well as retroactively to other appropriate resources.
  • Began cataloging the C. Farrell Merit Scholarship materials.

DEAN’S OFFICE
• Invited BPress to present two information sessions on institutional repositories.
  • With grant funding, completed the digitization of student newspapers.

DOCUMENTS
• Began a small digitization project. Proposed larger projects that can be registered with GPO (Storage space has been an impediment).

SYSTEMS
• The Digital Commons
The project is in the planning stage, to be completed by the end of 2013.

**UNIVERSITY OBJECTIVE 3.2:** Increase the external funding received for research, scholarship, and creative expression by faculty, staff, and students.

<table>
<thead>
<tr>
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<tr>
<td></td>
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<td></td>
<td>1. Grant writing training and guidance for library faculty and staff in order to seek external research and scholarship funding opportunities to increase library services</td>
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</table>
**UNIVERSITY CORE THEME: 4. PUBLIC SERVICE AND COMMUNITY ENGAGEMENT**

**UNIVERSITY OBJECTIVE 4.1:** Enhance the commitment and the level of cooperation between the university and external communities.

<table>
<thead>
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</table>
| Increased collaboration and innovation between university and community at large. | Library statistics Evaluation results | • Increased in community patrons.  
• Increased in faculty and staff participation in community events and projects. | Library faculty and staff | 1. Identify and offer expertise to assist with community needs.  
2. Develop library marketing strategy and materials.  
3. Develop a media guide for use by library faculty and staff.  
4. Increase awareness of library services available to the general public.  
5. Survey other libraries and community organizations. | • Funding  
• Adequate staffing  
• Public relations support | ARCHIVES  
• Collaborations with Kittitas County Museum (consulted with them for best practices and standards for archival storage and collections management)  
• Partnered with other repositories in area to present at recent Washington Museum Association meeting regarding collaborative collections development. |
| ARC/REFERENCE | Two high school groups came to the ARC for presentations on the Civil War.  
• Washington Library Media Association’s Sasquatch committee met in ARC. | COLLECTION DEVELOPMENT | Hosted International Games |
Day @ Your Library.
- Hosted World Book Night.
- Coordinated Women’s History Month PSAs with science faculty, library faculty and 88.1 FM.
- Provided book talks and web quest to 65 Ellensburg area high school students as part of our Civil War 360 exhibit.
- Coordinated a weekly literature group with the Ellensburg Alternative High School.
- Participated in a censorship forum for Yakima Arts Council attended by 35 high school students and community members.

DEAN’S OFFICE
- Dean met with University Advancement to discuss marketing strategies for the library.
- Initiated Suncadia discussions for collections.
- National Library Week, April 2013.
UNIVERSITY OBJECTIVE 4.2: Increase participation in university sponsored life-long learning opportunities.

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<td>CATALOGING</td>
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<td>Served as SOURCE</td>
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</tbody>
</table>
UNIVERSITY OBJECTIVE 4.3: Enhance the efforts of members of the university community to strengthen the economic base of the region and state.

DEAN’S OFFICE

- Darwin exhibit and lectures, April 2012.
- Civil War 150 exhibit and lectures, August 2012.
- Government Documents 50th year celebration, November 2012.
- Muslim Journeys exhibit and programming, January 2013
- National Women's History Month, March 2013.
- National Library Week events and displays, April 2013.
- World Book Night events and displays, April 2013.
- Washington State Library Snapshot Week, April 2013.
- Bicycle month display, May 2013.
- SOURCE judging participation by several Library staff, May 2013.
## CORE THEME: 5. RESOURCE DEVELOPMENT & STEWARDSHIP

### UNIVERSITY OBJECTIVE: 5.1 Maximize the financial resources to the University, and assure the efficient and effective operations of the University through financial stewardship.

<table>
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<tbody>
<tr>
<td>Expanded access to information resources.</td>
<td>Library statistics Evaluation results</td>
<td>• Statistics and evaluation results that exceed previous years. • Statistics comparable or higher than selected peer institutions.</td>
<td>Library faculty and staff</td>
<td>1. Participation in library consortia. 2. Expand access to eBooks through participation in the demand driven acquisitions program. 3. Participate in consortia purchase of electronic resources. 4. Participate in collaborative collection development programs.</td>
<td>• Funding • Consortium memberships • Adequate staffing • Technology resources • Training</td>
<td>ARCHIVES • Recently completed digitization of CWU student newspapers. As of July 1, 2013, the link is available at <a href="http://digital.lib.cwu.edu/studentnewspaper/">http://digital.lib.cwu.edu/studentnewspaper/</a>. CIRCULATION • Circulation actively involved in the consortium. Summit, ILL, ebooks. • Representation on SPOT team. CATALOGING • Enhanced bibliographic records to provide better access to resources and facilitate</td>
</tr>
</tbody>
</table>
|   |   | 5. Participate in resource sharing programs. | retrieval, identification, and selection of appropriate materials. This includes enhanced description, subject analysis, and classification changes. Also, added bibliographic access to the “Best Free Reference Web Sites 2012” from ALA’s Reference and User Services Association.

- Cataloging and maintenance of bibliographic records for ebooks, streaming video.

**COLLECTION DEVELOPMENT**
- Accomplished all key strategies and Initiatives.
- Implemented Orbis Cascade Alliance Collection Development Policies.

**DEAN’S OFFICE**
- The library is a member of Orbis Cascade Alliance consortia of libraries.

**DOCUMENTS**
- We have examined the possibility of providing links to freely accessible information
sources, such as Google Books, due to the heavy use of our LAC collection on ultrafiche (a format not easily digitized). We are presently looking at Google Books as an alternative to ultrafiche requests.

- Our resources are already shared extensively since Summit contains records for Gov Pubs. In the future, we hope to share the purchase of Marcive records rather than continuing to have each library retain its own subscription.
- CWU hopes to become a participant in the “shared regional” being developed for Washington (possibly including Alaska).
- In preparation for adding records for documents to the new ILS, unlinked/suppressed records loaded prior to 2001 were deleted.

SYSTEMS
- The ILS—Website, database portal, e-journal portal and OPAC is in routine maintenance and upgrade.
**UNIVERSITY OBJECTIVE 5.2** Develop and implement enrollment management and marking plans that meet the enrollment objectives of the university.

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</table>
| Involved in recruiting and retention activity | Library activity statistical data on number of contacts | Persistent or increased enrollment rates. | Library faculty/Dean’s office. | 1. Establish participation at discovery days through tours presentations. 2. Establish slot in tour schedule for visiting students. | • Adequate staff. | ARC/REFERENCE  
• Wildcat Welcome.  
• Discovery Orientation tours.  
• Provided faculty workshop on PIVOT grant database for ReSource Day. |

**COLLECTION DEVELOPMENT**  
• Participated in Discovery Days.  
• Assisted with Library tours.  
• Activities listed in pervious objectives.

**DEAN’S OFFICE**  
• Dean made presentation at Wildcat Discovery Days.

**DOCUMENTS**  
• Offered assistance with tours.  
• Provided posters.

**UNIVERSITY OBJECTIVE 5.3**: Ensure the University has human resources necessary to accomplish all university objectives.
<table>
<thead>
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</table>
| Staffing that meets the needs of users. | Funding Evaluation results | • Statistics and evaluation results that exceed previous years.  
• Statistics comparable or higher than selected peer institutions. | Library faculty and staff | 1. Library service points will be staffed at peak times.  
2. Collaborate with HR to review and update job descriptions.  
3. Fully staff library. | • Funding  
• Staffing | ARCHIVES  
• Additional staffing received for Archives and Special Collections - split time with Reference Desk. |
|               |            |                                        |                                         |                            |                          | CIRCULATION  
• Circulation Department is open and staffed by full-time staff all hours that the Library is open. 100.5 hours per week during the traditional school year, 78.5 hours per week during the summer session. |
|               |            |                                        |                                         |                            |                          | DEAN’S OFFICE  
• Position descriptions have been received for entry into PeopleAdmin. |
|               |            |                                        |                                         |                            |                          | DOCUMENTS  
• Desk hours have remained consistent for years and are only slightly shorter than ARC hours.  
• Updated staff job description in collaboration with University HR. |
<table>
<thead>
<tr>
<th>MUSIC</th>
<th>• Adequately staff the Music Library with classified staff and student employees.</th>
</tr>
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</table>
| ARCHIVES | • Presented at NWDA and attended NWA conferences.  
• Attended SAA Digital Repository conferences. |
| ARC/REFERENCE | • Attended AACU Student Success & the Quality Agenda conference, April 2013.  
• Green Dot training for library faculty and staff on May 9th in the ARC  
• Building Safety Tour on June 11th  
• Museum tour for Library faculty and staff on May 2nd and 3rd  
• April 15th: Organized to have Matt Roach from ASK-WA come give a demo |
| CIRCULATION | • Circulation staff learns new technologies that we checkout. Refer to ARC what we don’t handle. |

| Staff development program that address rapidly changing user needs. | Funding Evaluation results | • Regular staff development opportunities. | Library faculty and staff | 1. Preserve and enhance technical expertise.  
2. Initiate training program to ensure adequate skills.  
3. Enable faculty and staff to adapt workload to changing needs. | • Funding  
• Staffing  
• Training  
• Technology resources |
<table>
<thead>
<tr>
<th>• Attended NW ILL conference.</th>
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<tbody>
<tr>
<td><strong>COLLECTION DEVELOPMENT</strong></td>
</tr>
<tr>
<td>• Improved Library Liaison program by hosting 10 bi-weekly Liaison collaboration sessions focusing on training for Subject Plus, GOBI, and Choice Online. Session also focused on best practices in library instruction.</td>
</tr>
<tr>
<td><strong>DEAN’S OFFICE</strong></td>
</tr>
<tr>
<td>• Dean and Head of Library Technology attended ALA.</td>
</tr>
<tr>
<td>• Webinars presented.</td>
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<tr>
<td>• Supervisory training for Department Heads.</td>
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<tr>
<td>• Workshop provided for projection management.</td>
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<tr>
<td>• Dean attended Orbis Cascade Alliance Council meetings.</td>
</tr>
<tr>
<td><strong>DOCUMENTS</strong></td>
</tr>
<tr>
<td>• Staff has completed several OCLC online training sessions.</td>
</tr>
</tbody>
</table>
| • Staff participated in an
- Staff member has participated in several hours of supervisor training sessions.
- Staff participated in RDA catalog record training at NGIN and WAML (Carlos).
- Job descriptions were re-written to incorporate changes in duties.

**MUSIC**
- Address all the following needs:
  - Funding
  - Staffing
  - Training
  - Technology resources

**SYSTEMS**
- Provide regular support.
- Shared ILS/Ex Libris team meetings.

**UNIVERSITY OBJECTIVE 5.4:** Provide the facility and technology infrastructure and services appropriate to meet the university objectives, while maximizing sustainability and stewardship.

<table>
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</thead>
</table>
2. Participate in regional and national initiatives to preserve electronic resources.  
3. Implement best practices for the preservation of electronic resources. |  
• Technical support  
• Funding  
• Infrastructure  
• Legal resources to evaluate copyright issues  
• Training  
• Adequate staff | COLLEcTION DEVELOPMENT  
• Added titles for JSTOR CSP.  
• Continue to participate in WEST.  
DEAN’S OFFICE  
• Additional electrical circuits were added with the Academic & Research Commons upgrade.  
DOCUMENTS  
• FDLP libraries and government agencies have already established some guidelines and practices for preservation of electronic resources. Our participation will most likely be further guided by our participation in the “shared regional”.  
SYSTEMS  
• Completed digitization of some Master's of Education Theses for centers.  
• Completed Migration of digital collections (metadata & images) from Greenstone to Omeka.  
• Participate in Student... |
## Sufficient technology resources to meet user needs.
- Funding allocated
- Evaluation results
- Equipment upgrades/replacement statistics
- Statistics and evaluation results that exceed previous years.
- Statistics comparable or higher than selected peer institutions.

## Library faculty and staff
1. Increase access to computers.
2. Increase support for mobile devices.
3. Additional electrical outlets.
4. IT support for users in the library.

## CIRCULATION
- Student demand warrants the purchase of 25 more laptops bringing the total laptops for check out to 75.

## DEAN’S OFFICE
- Submitted Capital Project Request for library renovations.
- Academic and Research Commons project completed.
- ADA compliant signage has been added to each floor.
- Exhibits policy has been created.
- Working on the installation of an exhibit space on the first floor for student art.

## DOCUMENTS
- To provide better access on the 3rd floor, we have tagged the plugs accessible to users.
- We have scanners available to digitize small and large paper items and microformats.
- We assist people using computers on the 3rd floor, suggesting that they call IT
| Facilities that are welcoming, comfortable and meet user needs. | Funding | Library statistics | Evaluation / survey results | Library faculty and staff | 1. Staff service points during peak hours. | 2. Enhance safety and security for users. | 3. Access facility ADA compliance and make changes as needed. | 4. Install ADA complaint signage. | Facilities that are welcoming, comfortable and meet user needs. when we don’t have answers. | 5. Increase use of international symbols to direct users to resources and services. | 6. Establish policies for exhibits in the library. | 7. Installation of art  
  
**MUSIC**  
- Upgrade Music Library classroom computer, Music Theory Lab software, etc. – dependent on funding.  
  
**SYSTEMS**  
- Routine maintenance and upgrades.  
  
| ARC/REFERENCE | Funding | Infrastructure updates | Adequate staff | Public relations support | ARC/REFERENCE | ARC and Reference are ADA-compliant. |  
  
**CATALOGING**  
- Winter quarter 2013 display of books published by current CWU faculty.  
- Building Committee created and has approved Exhibits and Art policy, as well as a Signage Policy.  
- Improved lighting in stairwells.  
  
**CIRCULATION**  
- Circulation always staffed.  
- Need improved lighting.  
- Need improved, comfortable, seating for patrons on upper floors. |
<table>
<thead>
<tr>
<th>COLLECTION DEVELOPMENT</th>
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<tbody>
<tr>
<td>• Created more space by shifting journals.</td>
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<tr>
<td>• Installed student-created signage.</td>
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<tr>
<td>• Increased book displays throughout the building.</td>
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<tr>
<th>DEAN’S OFFICE</th>
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<tbody>
<tr>
<td>• Gary Galbraith art installed on 2&lt;sup&gt;nd&lt;/sup&gt; and 3&lt;sup&gt;rd&lt;/sup&gt; floors.</td>
</tr>
<tr>
<td>• Poetry Month poetry wall, April 2013.</td>
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<thead>
<tr>
<th>DOCUMENTS</th>
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<tbody>
<tr>
<td>• Staff member chairs the Safety Subcommittee for Brooks, and is working on manuals, lighting, maps, signage, etc.</td>
</tr>
<tr>
<td>• In the 3&lt;sup&gt;rd&lt;/sup&gt; floor collections, we have moved furniture to allow for both uninterrupted traffic flow and better views of patron areas.</td>
</tr>
<tr>
<td>• The 3&lt;sup&gt;rd&lt;/sup&gt; floor desk is staffed until 9p.m.</td>
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</table>