Presentation to the University of South Florida St. Petersburg

By

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Environmental scan

- Libraries are not in charge of information
- We do not operate in a vacuum
- Technology is pervasive and invasive
- Expectations are growing
- Education is changing
- Financial challenges abound
- Staffing challenges on every corner
- Blurring of boundaries continues
- Greater diversity in our communities
WRONG WAY
You can please some of the people some of the time…

But you can’t please all of the people all of the time.
Vision

- Mike Ridley, University of Guelph
- Thomas Frey, DaVinci Institute
- Susan Gibbons, University of Rochester
- Jeannette Woodward, *Creating the Customer-Driven Academic Library*
- Patrick Lencioni, *The Five Dysfunctions of a Team: A Leadership Fable*
Vision for the Library

- Student-centred
- Responsive and evidence-based
- Vibrant and integral to the University
- Engaged and partnering with community
- Using space creativity and effectively
University of Victoria
Learning Commons

C. W. Lui Learning Commons

Academic support in one location

The C. W. Lui Learning Commons is located on the main floor of McPherson Library in the Mearns Centre for Learning.

Links of interest
- Book a Group Study Room
- Citation Help
- Oxford English Dictionary
Gleason Library
University of Rochester River Campus
Space Challenges
Vision for the Library

- Expert on information in all forms (including digital)
- Innovative, flexible leadership
- Well-versed in copyright and intellectual property issues
- Suite of services, not just a place
- Accountable for what we do and how we do it
Suite of Services

Dr. John Archer Library

Need Help? Ask Archer!
Chat with the Library via MSN Instant Messenger

How?
You can use MSN Instant Messenger to contact the library with your question:

1) If you already have an MSN Messenger account, simply login into your account and add AskArcher to your "buddies" list:

ask.archer@uregina.ca

Faculty of Education: Please note that MSN Instant Messaging is also available to you as part of the On-Site Librarian Service:
william.sgorzutti@uregina.ca
SACS Outcomes Assessments

In support of the educational mission of USF St. Petersburg, Nelson Poynter Memorial Library has identified 3 key service areas: 1) To provide user services and instructional opportunities to support and enrich the education and community outreach missions of USF St. Petersburg, 2) To provide print, media, and (in association with the USF Library System) electronic collections that support the curriculum of USFSP, 3) To provide appropriate technologies and services to support library research and classroom instruction. Each of these three areas has been assessed by two different measures since 2001/02 and the information provided has been used to improve library services. Links to the assessment plans and reports, summaries of assessment activity for each year, and annual reports listing notable library accomplishments are linked below.

Index to Library Assessments

Assessment Plans / Reports

Strategies

- Consult and build collaborative relationships
- Move forward incrementally
- Gather evidence, plan and modify
- Take risks and learn from mistakes
- Dream big and work to make it a reality
- Never forget the power of beauty
Consult
INTERLIBRARY LOAN (ILLIAD)

ILLIAD/INTERLIBRARY LOAN
ILLIAD is an automated interlibrary loan management system that improves our services to you by providing access to materials your home library does not own.

Registered ILLIAD Users Log-in
Username: Password: Logon to ILLIAD

Not registered? Forget your password?

ILLIAD is available to eligible patrons of the following libraries:
Incremental Change
Gather Evidence

Welcome to LibQUAL+™!

LibQUAL+(™) is a suite of services that libraries use to solicit, track, understand, and act upon users’ opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The program’s centerpiece is a rigorously tested Web-based survey bundled with training that helps libraries assess and improve library services, change organizational culture, and market the library. The goals of LibQUAL+(™) are to:

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide libraries with comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members’ analytical skills for interpreting and acting on data

The LibQUAL+(™) project was supported in part by a grant from the U.S. Department of Education’s Fund for the Improvement of Postsecondary Education (FIPSE) from 2001-2003. Funding to develop a similar protocol for digital libraries is currently provided by NSDL/NSF through August 2004. LibQUAL+(™), a partnership between ARL and Texas A&M University, is one of the ARL New Measures Initiative managed as part of the ARL Statistics and Measurement Program.
You can’t build a reputation on what you’re going to do.

Henry Ford
Take Risks
Never Forget the Power of Beauty