

Frazar Memorial Library

Lether E. Frazar Memorial Library

Introduction

Frazar Memorial Library's mission is to:

- Provide carefully chosen information services and resources to support the university's mission and goals.
- Provide educational opportunities and programs that support information literacy among students, faculty, and staff.
- Provide a student-centered and collaborative environment to enhance and support excellence in life-long learning for the McNeese community, the Southwest Louisiana community, and the citizens of the State of Louisiana.

Frazar Memorial Library provides information services, resources, and information literacy programs to McNeese students.

Frazar Memorial Library strives to provide the same or comparable access to its services, resources, and programs to both local and distance education students. Distance education students may access electronic databases and books from any location. The Library also offers phone, email and instant messaging reference service, library instruction videos, and subject research guides to all students through its web site.

Performance Objective 1 Increase the information literacy of students.

1 Assessment and Benchmark

Benchmark: The Public Services Department will maintain a goal of 20 subject-specific information literacy sessions annually.

1.1 Data

Course-specific Instruction Sessions:

Course	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
ART 352 - Art Appreciation	–	–	2	1	–
BIOL 481 - Research	2	2	2	2	2
CSCI 491 - Capstone	2	2	2	–	2
Chemistry (Summer Camp)	–	–	1	–	–
Counseling	1	–	–	–	–
Cultural Diversity for Health Practitioners	–	2	–	–	–
EDTC 245 - Educational Technology Foundations	–	–	–	–	1
ENGL 104 - Freshman Composition for International Students	–	–	–	–	2
ENGL 203 - Introduction to Literature	–	–	–	–	1
ENGL 301 - American Literature Survey	–	–	–	–	2
ENGL 402 - World Literature: Enlightenment to 20th Century	–	–	–	–	1
ENGL 651 - Bibliography and Literary Historiography	–	–	–	–	1
ESLI - English as a Second Language	–	–	–	–	1
FFND 101 - Freshman Foundations for Engineers	–	2	5	2	–
HIST 300 - Research	8	8	8	8	8
HIST 410 - Research Seminar in History	–	–	–	–	1
MATH 403 - Numerical Methods II	–	–	–	–	1
MATH 461 - History of Mathematics	–	–	–	–	1
NURS 318 - Mental Health Nursing	–	–	–	–	2
NURS 326 - Nursing Informatics	5	4	2	4	–
NURS 390 - Embedded Librarianship with Nursing Research	1	2	2	2	–
NURS 602 - Research	4	4	4	5	3
Nursing Graduate Orientation	–	–	2	2	2
POLS 201 - American Government	–	–	–	–	4
POLS 301 - State and Local Government	–	–	–	–	1
POLS 360 - American Political Behavior	–	–	–	–	1
POLS 447 - The Legislative Process	–	–	–	–	1
POLS 480 - Conflict and Diplomacy	–	–	–	–	1
Public Relations	1	1	–	–	–
K-12	–	–	–	–	3

Total	24	27	30	26	42
--------------	-----------	-----------	-----------	-----------	-----------

1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

The Library was successful in expanding in certain areas. Discussions with Business faculty were difficult because of the size of the classes. In Academic Year 2018-2019, the Library will explore alternative means of instruction to better suit the large classes. It remains a goal of the Library to expand instruction into the College of Business.

2 Assessment and Benchmark

Benchmark: The Public Services Department will continue to pursue a goal of an 80% average score on ENGL 101 and ENGL 102 information literacy quizzes.

2.1 Data

ENGL 101:

Term	Average Score
Summer 2017	85.70%
Fall 2017	89.80%
Spring 2018	84.75%

ENGL 102:

Term	Average Score
Spring 2013	92.14%
Summer 2013	93.33%
Fall 2013	84.10%
Spring 2014	79.89%
Summer 2014	82.74%
Fall 2014	75.36%
Spring 2015	77.00%
Summer 2015	N/A*
Fall 2015	78.00%
Spring 2016	77.00%
Summer 2016	81.30%
Fall 2016	58.40%
Spring 2017	81.00%
Summer 2017	77.90%
Fall 2017	86.50%
Spring 2018	87.10%

*No ENGL 102 Sections used the library instruction modules during Summer 2015.

2.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

This was the first year that we split our ENGL information literacy into the two sections. In 2018-2019 we will establish benchmarks. The data show that not every ENGL 101 instructor is using the module. Our goal is to continue marketing the ENGL 101 module and secure greater participation.

3 Assessment and Benchmark

Benchmark: The Public Services Department will continue to pursue a goal of an 80% average score on the FFND 101 information literacy quiz. We will also try to improve participation among the FFND instructors.

3.1 Data

FFND 101:

--	--	--	--	--	--

Term	Average Score
Spring 2013	69.3%
Fall 2013	94.4%
Spring 2014	93.5%
Fall 2014	78.8%
Spring 2015	57%
Fall 2015	79%
Spring 2016	92%
Fall 2016	92.5%
Spring 2017	92.5%
Fall 2017	87.4%
Spring 2018	N/A*

*Only two sections of FFND 101 were offered, and neither used the Library module.

3.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

Outreach to FFND instructors was overall unsuccessful. Most instructors we spoke to were reluctant to change their syllabi. For 2018-2019 we will focus on marketing to PSYC 101. This course (identified by the QEP) is a replacement for FFND in the Colleges of Business and Education.

4 Assessment and Benchmark

Benchmark: The Library will:

- Collaborate with the English Department in creating a module for ENGL 101 by taking some components out of the ENGL 102 module. We hope this will boost viewings for all tutorials.
- Maintain the level of viewings reached in Fall 2015.
- Explore alternatives to Tegrity to host the tutorials.

4.1 Data

Number of Views:

Tutorial	Fall 2014	Spring 2015	Summer 2015	Fall 2015
Academic Search Complete	106	285	14	195
Library Catalog	118	343	18	214
Discovery	85	203	12	136
Introduction to Academic Library	203	62	16	91
JSTOR	40	240	10	200
Literati	0	238	5	145
Plagiarism	546	246	13	160
Searching for Information	4	442	15	230
Types of Information	0	687	23	394

Note: Spring 2016 usage statistics are unavailable. This situation was discovered in January 2016 with University Computing Services researching the problem. Since that time we have been unable to identify the cause or how to fix the problem. The Library is looking at alternatives for using Tegrity for hosting our video tutorials. Information unavailable for semesters preceding Fall 2014.

Number of Views:

Tutorial	2016-2017	2017-2018	2018-2019
Academic Search Complete	517	611	
Library Catalog	445	510	
Discovery	208	60	
Introduction to Academic Library	489	465	
JSTOR	435	576	
Literati	105	5	
Plagiarism	324	962	
Searching for Information	381	12	
Types of Information	643	49	
ILL	171	542	
Primary vs. Secondary	–	1621	
Scholarly vs. Non-Scholarly	–	1096	
Website Evaluation	–	446	

4.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

- There are two observations to account for the big jump in tutorial viewings between 2016-2017 and 2017-2018. First, statistics were unavailable for Spring 2016. Second, 2017-2018 was the first year to include tutorial modules for ENGL 101.
- The plagiarism and website evaluation tutorials were requested by faculty.
- All video tutorials were freely available on the website. The Library was unable to collect usage statistics for videos not accessed through Moodle. The library removed them from the homepage to see if faculty will contact the library regarding access. It is our intention to identify the courses using these tutorials to see if we can better adapt them to suit faculty/student needs.
- The new Library webpage for Fall 2018 requires Public Services to update its videos.

5 Assessment and Benchmark

Benchmark: Public Services staff will expand the pilot project of specialized library research assignments for writing enriched courses in collaboration with select professors. We will set a goal of 1-2 more courses for these information literacy assignments. The Archives and Special Collections Department will continue to provide extended and specialized research to patrons.

5.1 Data

2017-2018:

Archives provided extended research to:

- A researcher from the University of South Carolina researched the social impacts of environmental pollution for his dissertation.
- A group of Sulphur middle school students used resources in the Archives to find information about WWII home front activities for a STEM robotics competition.
- The Archives contributed substantial research, artifacts, and images for the Lake Charles Sesquicentennial exhibit and other festivities.
- Donna Price of the *American Press* used Archives materials for a news story on the Pirateland amusement park

project.

- A researcher from Rutgers University used our collections for his dissertation about social aspects of early AIDS prevention measures.
- A surgeon in North Carolina is writing a biography of Dr. Michael DeBakey and used our collections extensively.
- The Office of Public Relations used our materials to create a display about the MSU President's Home.

Public Services:

- Completed the pilot project of specialized library research assignments for writing enriched courses. We will try to continue to expand this option.
- Explored ways to collect assessment data from the non-ENGL and FFND courses (with quizzes built into those modules). The first point of data collection is determining which courses / faculty are using the video tutorials.

5.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

The Library will:

- Expand the Information Literacy program to include more 300+ level courses
- Offer new types of instruction besides the enhanced ENGL 102 script
- Expand the Information Literacy for Higher Education program to include the ACRL Frameworks
- Revise its 15 video tutorials and assessments to reflect the changes within the ACRL frameworks

2018-2019, the Archives Department will seek new opportunities for expanding the use of our collections. The Public Services Department will offer new types of instruction besides the enhanced ENGL 102 script and will pilot a new method in Fall 2018.

Performance Objective 2 Preserve the history of McNeese State University and Southwest Louisiana.

1 Assessment and Benchmark

Benchmark: The Archives and Special Collections Department will continue to strive to reach the objective of processing five archives collections and 500 digital images for the Louisiana Digital Library.

1.1 Data

2015-2016:

The Archives and Special Collections Department processed two new collections and completely re-processed four existing collections to improve their accessibility by patrons. The department continues to weed and re-process the MSU-Media Services Photographs, a very large, heavily-used collection.

2016-2017:

The Archives and Special Collections Department processed one new collection and completely re-processed one existing collection to improve their accessibility by patrons. The department continues to weed and re-process the MSU-Media Services Photographs, a very large, heavily-used collection. The department did not catalog any additional digital images due to changes in the Louisiana Digital Library at the state level.

2017-2018:

The Archives and Special Collections Department processed three new collections and completely re-processed three existing collections to improve their accessibility by patrons. The department continues to weed and re-process the MSU-Media Services Photographs, a very large, heavily-used collection. The department did not catalog any additional digital images due to changes in the Louisiana Digital Library at the state level.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

The Archives and Special Collections Department will adjust its goal to process four new archives collections and 200 digital images for the Louisiana Digital Library (LDL). The staff are learning the new procedures to input images into the LDL and hope to make the process faster in the future.

Performance Objective 3 Support Academic Programs.

1 Assessment and Benchmark

Benchmark: The Library will continue to strive to meet the target goal of evaluating a minimum of three electronic resources.

1.1 Data

Academic Year	# of resources evaluated
2013-2014	3
2014-2015	3
2015-2016	0
2016-2017	3
2017-2018	0

2015-2016:

The Library conducted no database trials. Databases offered for trials were deemed either not relevant to McNeese curriculum or had been conducted in previous years.

2016-2017:

The Library conducted three database trials: Statista (November-December 2016); UpToDate (April-May 2017); Kanopy (May-June 2017). Kanopy trial resulted in purchase of PDA (patron-driven acquisitions) subscription.

2017-2018:

The Library did not conduct database trials during Fall 2017 or Spring 2018. Databases offered for trials were deemed either not relevant to McNeese curriculum or had been conducted in previous years. Also, the budget situation precluded the possibility of any new purchases.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

For 2018-2019, the Library will adjust this benchmark to conduct three database trials per year.

2 Assessment and Benchmark

The Library will begin using the new RFID system to assess the collection.

2.1 Data

2017-2018:

The Library has begun using the RFID system to inventory the book collection. We have had ongoing technical problems with the inventory wand that EnvisionWare provided. At present it has been returned to EnvisionWare for the second time. We will continue to work with them and monitor the situation until they have fixed the problem. Meanwhile, the Public Services Department has developed procedures to inventory the collection without the wand and has inventoried approximately 25% of the collection.

2.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

In calendar year 2018, the Library will continue to refine the inventory procedures and inventory another 50% of the collection. Additionally, the Library will begin reporting gate counts from the RFID system and use that data to assess opening hours and staffing needs.

Performance Objective 4 Serve as a federal depository for Congressional district III.

1 Assessment and Benchmark

Benchmark: The Government Information Department will continue the retrospective cataloging of Federal documents.

1.1 Data

Calendar Year	# of digital images cataloged
2013	580
2014	661
2015	1,052
2016	1,130
2017	1,537

2018

2015-2016:

The Government Information Department continued the retrospective cataloging of the federal documents.

2016-2017:

Retrospective cataloging of federal documents is a joint project between Government Information and Cataloging. In 2016, 1,130 government documents were retrospectively cataloged.

2017-2018:

Due to a change in workflows, retrospective cataloging of federal documents is no longer a joint project between Government Information and Cataloging. Responsibility for retrospective cataloging rests with Government Information. Cataloging provides technical assistance when original cataloging is needed. In 2017, 1,537 government documents were retrospectively cataloged.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

In calendar year 2017, the Government Information Department will continue the retrospective cataloging of Federal documents with a goal of cataloging 1,500 documents.

2017-2018:

In calendar year 2018, the Government Information Department will join the Federal Depository Library Program's Preservation Stewardship program. Government Information will identify a portion of the Environmental Protection Agency documents for preservation. Government Information will continue the retrospective cataloging of federal documents, focusing on those that are selected for preservation, with a goal of adding 1,000 item records to the catalog.

Performance Objective 5 Provide supportive environment for academic research.

1 Assessment and Benchmark

Benchmark: The Library will continue to offer professional development programs.

1.1 Data

2016:

The Library offered the following professional development programs:

- Accreditation and the Library
- Trends and Free Digital Resources
- The 21st Century Library
- Introduction to Archives
- Library Classification

2017:

The Library faculty participated in over 60 professional development programs, including local and national library conferences, webinars, and subject-specific workshops. For a complete list of activities, please see attachment.

[Prof dev 2017](#) [DOCX 20 KB 8/28/18]

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016:

In 2017, the Library will begin tracking all professional development experiences, both internal and external, through the APRs of the Library faculty.

2017:

In 2018, the Library will expand this benchmark to include professional development activities of the Library staff, in addition to the faculty.

2 Assessment and Benchmark

Benchmark: The Library will continue the thematic on-site bulletin board exhibits.

2.1 Data

2016-2017:

The Library hosted (10) on-site thematic bulletin board exhibits:

- American Indian Heritage
- Black History Month & Mardi Gras
- McNeese Departments & professors publications
- Poetry month: Jim Harrison: Poet, Novelist, Essayist & Earth Day
- Welcome Student Veterans Government Information Dept. displays
- Performing Arts Dept. productions
- What's happening on campus table
- Library Re-Opening display

2017:

The Library participated in over 70 outreach efforts, including regular mini exhibits in the Library building, participation in campus-wide events, and crowdsourcing activities. For a complete list of activities, please see attachment.

[Outreach 2017](#) [DOCX 20 KB 8/28/18]

2.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

In calendar year 2017, the Library will begin tracking all outreach efforts through monthly reports and the APRs of the Library faculty. Examples of outreach efforts include K-12 tours, speaking engagements, and events.

2017-2018:

In calendar year 2018, the Library will also begin tracking all collaborative efforts with other MSU departments, such as course instruction, Women's Studies events, and Leisure Learning.

3 Assessment and Benchmark

Benchmark: The Library will continue to make changes to its web site. When the University completes its web redesign we will follow suit.

3.1 Data

2016-2017:

The Library maintained its extensive web site of approximately 100 web pages and 75 LibGuides.

2017-2018:

The Library completed the migration to LibGuides 2.0. The Library's website experienced frequent website downtime due to age (15 years) of IT-based server. To alleviate this problem, LibGuides CMS was purchased to host a new Library website. Rollout of new site will be completed summer 2018. In addition, LOUIS scheduled replacement of SirsiDynix e-Library catalog interface with Enterprise catalog during summer 2018.

3.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

In academic year 2017-2018, the Library will migrate to LibGuides 2.0.

2017-2018:

In academic year 2018-2019, the Library will identify efficiencies within LibGuides CMS and SirsiDynix Enterprise to improve services to users on campus and remotely. This will include improving internal workflows.

Performance Objective 6 Seek outside funding for library initiatives.

1 Assessment and Benchmark

Benchmark: In each calendar year, the Library will apply for at least three grants.

1.1 Data

2016:

The Library participated in the LOUIS-Board of Regents etextbook project. This is a statewide initiative with minimal local funding. TASC funds were secured to complete phase II of the RFID project (four self-check stations, two more RFID readers, security lattices, and Branch Manager software). Because TASC funds were requested to purchase new equipment to complete renovation project, TASC funds were not also requested to purchase ebooks.

2017:

The Library received two TASC grants; one to purchase 343 EBSCO ebooks and another for \$18,116.58 to purchase LED projectors and microfilm scanners.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016:

In 2017, the Library will request TASC funds to purchase ebooks and technology equipment.

2017:

In 2018, the Library should complete the current project to identify overlapping online and bound periodical holdings and reduce bound periodical holdings (working backward from Z to A, the project is currently in A and mostly awaiting discarding of withdrawn volumes). Completion of the project will free up space on second floor for additional seating. Also, a concurrent project to evaluate journal holdings with input from academic departments is underway; completion should mean budget savings and more efficient use of the collection.

2 Assessment and Benchmark

Benchmark: The Library will continue to seek out and add appropriate gift and free resources.

2.1 Data

2016:

The Library received 54 gift books and 87 theses. The Library also received 22 gift periodical subscriptions, one gift database, and an online subscription to the Lake Charles *American Press*.

2017:

The Library cataloged 27 gift books and 17 theses. The Library also received 69 DVDs funded through a gift from the McNeese Foundation. The Library continues to receive unsolicited gifts; we received 128 gift books and 30 gift audiovisual items. The gift database previously received, Cabell's, was dropped due to a change in focus; it was no longer considered relevant to our needs. The Library provides access to 13 free databases and indexed, including PubMed Central, PsyCRITIQUES, and the Homeland Security Digital Library. Gift periodicals were kept to a minimum due to the ongoing project to withdraw duplicate print periodicals.

2.1.1 Analysis of Data and Plan for Continuous Improvement

2016:

In 2017, the Library will increase the number of free resources by at least 10%.

2017:

In 2018, the Library will make progress on the backlog of unsolicited gifts, cataloging items considered worthy of inclusion and disposing of those items not considered appropriate for our collection. The Library will also continue to take advantage of any outside funding sources for adding materials, such as TASC grants.