



Unit Outcomes Assessment Report

General Information	
Unit Name	University Libraries
Unit Reports to	Provost
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Unit Overview	<p>The University Libraries include Jafet Library, Saab Medical Library, Engineering & Architecture Library, and the Science & Agriculture Library with its annex library at AUB Farm. They employ 33 full-time professional staff, 52 support staff, and 24 part-time student assistants. The Libraries open their doors 109 hours per week during class days and 24/7 during reading and exam periods, and have 9 reading rooms that can seat up to 750 students at a time. Saab Medical Library opens 109 hours per week throughout the year.</p> <p>Holdings of the Libraries include 400,000 print books, 1,250,000 electronic books, 6,000 journal titles in 180,000 bound volumes, 10,000 rare books, 1,800 manuscripts, 75,000 photos, 2,000 maps, 5,000 posters, over 100,000 microfilm reels, hundreds of international newspapers and major reference works, dozens of primary source databases, and 300 linear meters of archival material. The University Libraries also subscribe to 350 databases and provide access to 190,000 electronic journals. Almost all of the Libraries' e-resources are remotely accessible.</p> <p>More than 1.6 million people visit the University Libraries per year and over 500,000 visit its main website. The University Libraries circulate or renew over 50,000 print books annually and provide 800 group and individual instruction sessions to over 8,000 students and faculty (many attending more than one session).</p>
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AUB Mission

The American University of Beirut (AUB) is an institution of higher learning founded to provide excellence in education, to participate in the advancement of knowledge through research, and to serve the peoples of the Middle East and beyond. Chartered in New York State in 1863, the university bases its educational philosophy, standards, and practices on the American liberal arts model of higher education. The university believes deeply in and encourages freedom of thought and expression and seeks to foster tolerance and respect for diversity and dialogue. Graduates will be individuals committed to creative and critical thinking, life-long learning, personal integrity, civic responsibility, and leadership.

Unit Mission

The University Libraries are the intellectual hub of the University. They develop, manage, and provide access to distinctive collections, services, and facilities in order to advance the research, teaching, and learning of the scholarly and clinical communities at the University and beyond.

Summary of Assessment Results/Improvement Plan

Unit Outcomes <i>These are specific statements about what should occur as a result of the core services or functions your unit performs. An outcome must be measurable. List the major expected outcomes of your unit, between three and five. Your expected outcomes should be aspirational, but attainable given existing resources.</i>	Assessment Methods <i>For each outcome, briefly describe methods you have used in recent years to collect data to measure your unit's performance. Ideally, multiple measures and sources would be used for each outcome. Examples: Surveys, funds raised, website hits, % of requests fulfilled, error rates, processing time, etc. For each method, specify a target that indicates a reasonable and desirable level of achievement or progress based on data trends or benchmarks.</i>	Year and semester for Assessing Each Outcome	Assessment Results <i>Provide feedback about the extent to which the outcomes are being realized in comparison to the set target. Report only the results that are directly relevant to each outcome and describe how the assessments will be modified to capture more accurate data in the future. Indicate the status of each method as Met, In Progress, or Not Met. When the results meet your desired level of achievement or target, the status is Met.</i>	Improvements/Action Plan <i>Describe improvements and changes you will do in your unit in response to your assessment results. You should also report findings that are currently informing your planning efforts or improvement initiatives that are now underway.</i>	Requested Resources <i>Summarize the resources needed to achieve your improvement plan.</i>
RESEARCH & COLLECTIONS Outcome 1. Users report that the Libraries offer the collections and research services they need, and that the collections and services are easily discoverable and efficiently accessible	<u>Assessment Method:</u> - User satisfaction surveys (2017) <u>Target:</u> Over 75% of respondents indicate satisfaction	Annual surveys; -Bi-Annual (LibQUAL+)	<u>Results:</u> 69% of respondents indicate satisfaction; satisfaction increased compared to last year (63%) but it is still below the targeted level. <u>Status:</u> partially met	<u>Past/Current Actions:</u> Subscribed to LibQual+ assessment program and administered a user survey in 2017; Increased the number of physical and online exhibits; Increased collection awareness among faculty members by informing about new donated collections. <u>Planned Actions:</u> Carry out an annual user satisfaction &	- \$5,000 in bi-annual subscription of LibQUAL+ assessment program

				awareness surveys & LibQUAL+ (every other year); Migrate the Libraries website to the new AUB template; Start a trial of a new discovery tool (EDS) to enhance collection search and retrieval.	
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	<p><u>Assessment Method:</u></p> <ul style="list-style-type: none"> - Size of collection; - Benchmarking; - Amount of archived material; - Collection use statistics; - Days needed to fill Document Delivery request; - Days needed to fulfill new book request; - Collection budget; <p><u>Target:</u> Growth of collection; increase in amount of archived material; increase usage of collection; 95% of document delivery requests are filled within two business days; 95% of book requests are filled within two months; at least 5% annual increase in material expenditure</p>	<p>Annual</p> <p>Bench- marking</p>	<p><u>Results:</u> Collection increased in size as a result of major gifts, acquisitions of eBooks, and subscriptions to important databases, yet the libraries still have major gaps in certain areas.</p> <p>Increased number of linear meters of archived material;</p> <p>Use of print books decreased by 1.4% whereas use of ebooks and full-text articles increased by 35% (from 1.2 to 1.7 million downloads); collection searches increased by 15%; DDS/ILL requests decreased by 2%.</p> <p>Fill rates for DDs and book orders were achieved.</p> <p>Had a budget cut by 9% instead of an increase by 5%.</p> <p><u>Status:</u> Partially met</p>	<p><u>Past/Current Actions:</u> Seek funding to support collection growth & collection quality improvement;</p> <p>Examined Middle Eastern and Islamic studies collections at peer institutions and purchased missing titles.</p> <p><u>Planned Actions:</u> Fill gaps in collection by conducting thorough assessment of book holdings & benchmarking with peers in the area of Middle Eastern and Islamic studies; increase expenditure, particularly on core and special collections.</p>	<p>- \$350,000 to fill gaps & enhance quality of collection and make it widely accessible in support of AUB research (Book, journal, and database prices go up 5% annually</p> <p>Hire a subject specialist for Arab, Islamic, and Middle East studies</p>
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	<p><u>Assessment Method:</u></p> <ul style="list-style-type: none"> - Number of digitized books and manuscripts; - Storage size of digitized content; - Number of digitization staff; - Preservation policies and guidelines - Digital infrastructure <p><u>Target:</u> Digitization of 1,000 books; renovating digitization lab; securing 250TB of storage space; increasing digitization staff to 12; development of digital preservation policies and guidelines as well as a digital infrastructure and a digital preservation repository solution</p>	Annual	<p><u>Results:</u> Digitized 1,200 books</p> <p>Received 60TB of data storage space (in progress).</p> <p>Development of digital preservation policies and guidelines as well as a digital infrastructure are in progress.</p> <p>One FTE retired and recruited 2 FTEs to start in Feb. 2018.</p> <p>Total number of digitization FTEs is 12. (Met)</p> <p><u>Status:</u> Some targets were met while others are still in progress.</p>	<p><u>Past/Current Actions:</u> Follow up closely with IT to move our data to the newly secure needed storage space; continue working on establishing digital preservation policies & guidelines and building a digital infrastructure.</p> <p><u>Planned Actions:</u> Digitize 1800 books; acquire 250TB of storage space; establish digital preservation policies & guidelines and build a digital infrastructure; reformat newspaper and magazine into hundreds of microfilms.</p>	<p>- \$50,000 for digitization software & equipment maintenance</p> <p>- \$50,000 for digitization and microfilm equipment</p>
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<p><u>TEACHING & LEARNING</u> Outcome 2A. Students demonstrate sufficient skills in locating, assessing, analyzing, synthesizing, and using information resources</p>	<p><u>Assessment Method:</u></p> <ul style="list-style-type: none"> - Number of instruction sessions provided; - Number of attendees - Pre- and post-instruction tests <p><u>Target:</u> Increased number of students and faculty attending instruction sessions; increased number of faculty-requested, course-specific instructional sessions; Integrate information literacy in the teaching and learning process at the course level (embedded librarian program)</p>	<p>Annual</p>	<p><u>Results:</u> Provided 309 sessions to 6,535 students and faculty; which represents a 5% decrease in number of sessions compared to last year and 4% decrease in number of attendees.</p> <p>Carried out pre- and post-instruction tests, which showed positive impact of library instruction on student learning.</p> <p>Started to work on instructional and specialized guides (by department or course).</p> <p><u>Status:</u> Partially Met</p>	<p><u>Past/Current Actions:</u> Started a partnership with the Writing Center and the Graduate Council in providing Graduate Seminars;</p> <p>Plan to start a certificate-based program.</p> <p><u>Planned Actions:</u></p> <p>Assign a Subject Librarian for Social Sciences to integrate information literacy in the teaching and learning process at the course level;</p> <p>Start the Certificate-based program for graduate researchers.</p>	
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<p><u>TEACHING & LEARNING SPACES:</u> Outcome 2B. Users report that the physical and virtual environments and spaces provided by the Libraries are sufficient, dynamic, technologically-rich, inspiring, attractive, accessible, user friendly, welcoming, and conducive to learning and research</p>	<p><u>Assessment Method:</u></p> <ul style="list-style-type: none"> - User survey; - Environmental scan; - Number of seats provided for quiet study; <p><u>Target:</u> over 75% user satisfaction; 1,200 seats in all libraries (1,500, including computer labs)</p>	<p>Annual</p>	<p><u>Results:</u> according to the LibQual+ survey, student satisfaction with "Library study space" had a negative score (mean of space satisfaction= - 0.86); libraries are always overcrowded as a result of limited seating capacity; only 900 seats are made available in all libraries for all purposes and the seats are not as convenient as they should be; furniture are not ergonomic and the overall environment is unsatisfactory</p> <p><u>Status: Not met</u></p>	<p><u>Past/Current Actions:</u> Carried out the LibQual+ user satisfaction survey</p> <p><u>Planned Actions:</u> (1) Develop a long-term needs assessment & comprehensive renovation plan of Jafet; (2) Develop a 24/7 information commons room in Jafet; (3) Develop a study and research room for students with disabilities; (4) Address safety, security, and sanitary issues in the Libraries and have them conform to international standards; (5) carry out user satisfaction surveys, focus groups, benchmarks, usability testing of Libraries' website, and LibQUAL+; (6) add public restrooms in Jafet; add 5 group study rooms at SML library; develop the Mikati Library (7) <u>install fire alarm system, security cameras, and emergency exits where needed</u></p>	<p>Funds to expand and renovate Jafet.</p> <p><u>University will be liable to any major incidents;</u> move Archives Dept. out of Jafet to a new facility to create space for student use</p> <p>Add the mezzanine level at SML to create group study rooms (\$100,000)</p> <p>Build Mikati Library</p>
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<p>OUTREACH & MARKETING Outcome 3. Expand Outreach Efforts to increase awareness and use of the Libraries' resources and services and foster learning and knowledge creation.</p>	<p><u>Assessment Method:</u></p> <ul style="list-style-type: none"> - User survey; - Library doors count; - Social media followers; - Online Chat <p><u>Target:</u> over 75% user satisfaction; increase number of library visits (physically and online)</p>	<p>Annual</p>	<p><u>Results:</u></p> <p>69% of users are satisfied with the services offered by the libraries;</p> <p>Number of library on-site visitors increased by 18%, and website visitors increased by 15%;</p> <p>Significant increase in social media followers (specifically on Twitter).</p> <p><u>Status:</u> Partially met</p>	<p><u>Past/Current Actions:</u> Carried out the LibQual+ user satisfaction survey;</p> <p>Focused on using social media, posters, and library events to expand marketing & outreach.</p> <p>Developed a more concrete method of data collection to use for assessing progress (LibAnswers application);</p> <p>Formed a User Services Committee.</p> <p><u>Planned Actions:</u></p> <p>Establish partnership with graduate student coordinator in each department;</p> <p>Collaborate with all library departments to jointly work on marketing & outreach efforts.</p>	
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<p><u>ORGANIZATIONAL CULTURE & EFFECTIVENESS</u> Outcome 4. Library staff are up-to-date with developments in their respective fields</p>	<p><u>Assessment Method:</u> All positions should be revised and updated (job descriptions and titles)</p> <p><u>Target:</u> All job descriptions and titles should be revised and approved by HR, the Provost, and the COO;</p> <p>Having a career ladder and staff promotion for all staff;</p>	<p>Ongoing</p>	<p><u>Results:</u> Reviewed and revised all job descriptions and titles. All were approved by HR.</p> <p><u>Status:</u> In progress</p>	<p><u>Past/Current Actions:</u> Submitted revised and updated job descriptions and titles to HR and secured their approval and that of the Provost and the COO;</p> <p>Formed a committee for staff promotion to work closely with HR to help in preparing the policy/plan.</p> <p><u>Planned Actions:</u></p> <p>Finalize the staff promotion and a career ladder plan for all staff, in coordination with HR;</p>	
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	<p><u>Assessment Method:</u></p> <p>- Number of staff attending workshops, conferences, and training courses</p> <p><u>Target:</u> All library departments attending at least one conference or one training workshop per year</p> <p>Secure more funds for professional development.</p>		<p><u>Results:</u> 13 staff members from six departments (out of 13 depts) attended a regional or international conference or training workshop; out of which (5) were fully funded, (8) were partially funded, and the rest by external or personal funding.</p> <p>Formed a “Staff Development Committee”; which assessed staff satisfaction and needs and worked with HR to provide a workshop on work ethics.</p> <p><u>Status:</u> Partially Met</p>	<p><u>Past/Current Actions:</u> Due to lack of support from University, staff are asked to seek external funding, or self-funding, for attending international workshops, conferences, and training.</p> <p>The UL fully fund staff attending all conferences and trainings provided at AUB or locally; fully fund staff presenting papers at regional and international conferences, and partially fund staff who receive external fund.</p> <p><u>Planned Actions:</u> Request funding to keep staff abreast of the future library trends and technologically advanced solutions;</p> <p>Staff Development Committee will provide staff with a list of webinars, workshops, memberships, etc.;</p> <p>Arrange social events for staff to improve work environment.</p>	<p>Adding \$15,000 to professional development budget</p>
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<p><u>COLLECTION/STAFF SPACE</u> Outcome 5. Library has adequate space to accommodate new acquisitions, properly house rare material, carry out conservation and preservation projects, process in-kind gifts, and host events</p>	<p><u>Assessment Method:</u></p> <ul style="list-style-type: none"> - Amount of vacant shelf space; - Environmental scan <p><u>Target:</u> 12,000 linear meters of vacant shelves; conservation and preservation lab; two cold storage rooms; 8 storage drawers and cabinets for storing maps, posters, architectural plans, and photos; collection spaces that meet international standards in safety, security, accessibility, and long-term preservation for book, archival, manuscript, and recorded media; large room for events and another for exhibits; space for materials processing (Cataloging Department)</p>	<p>Ongoing</p>	<p><u>Results:</u> Lack of vacant bookshelves remains a critical threat for accommodating new acquisitions (only 500 linear meters remain available);</p> <p>FPDU is yet to finalize a design for developing a conservation and preservation lab;</p> <p>FPDU is yet to finalize a design for developing a cold storage room;</p> <p>Lack of proper space for new labs and cold storage rooms;</p> <p>No security and safety measures were taken;</p> <p>Designed a space for exhibits in the Jafet Lobby area; no space available for events.</p> <p><u>Status: Not Met</u></p>	<p><u>Past/Current Actions:</u> Acquired mobile shelves for the Serials Stacks.</p> <p><u>Planned Actions:</u> (1) procure new spaces for the rapidly growing library collections; (2) build the conservation and preservation lab; (3) build two cold storage rooms (in summer 2018) and add more mobile shelves; (4) add storage drawers and cabinets for the growing collections of maps, posters, architectural plans, photos, etc.; (5) ensure that collection spaces meet international standards in safety, security, accessibility, and long-term preservation, among others, for book, archival, manuscript, and recorded media; (6) procure a large room for events; re-design internal offices</p>	<ul style="list-style-type: none"> - \$100,000 to install mobile shelves in Jafet - \$25,000 for storage drawers and cabinets - \$25,000 for events/ exhibit area -Funds to upgrade collection spaces and safety and security to international standards – <u>University will be liable to any major incidents</u>
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List any other actions/improvements made in recent years in response to data or other evidence gathered.

Please see annual reports

List any existing processes used to evaluate the quality of your unit's work (e.g., annual reports, specialty accreditation).

Annual reports and annual student and staff surveys

Other Comments