ROGER
Ithaka S+R Faculty Survey: five triennial cycles of national needs tracking.

Ithaka S+R Library Survey: two triennial cycles tracking strategic change.

Qualitative studies of research practices and support needs by discipline:
» Supporting the Changing Research Practices of Historians
» Supporting the Changing Research Practices of Chemists
» Supporting the Changing Research Practices of Art Historians

Local Surveys of students, faculty members, and soon librarians, help colleges and universities plan for and manage change.
ADVISORY COMMITTEE

» Larry P. Alford, Chief Librarian, University of Toronto Libraries

» Joseph S. Meisel, Deputy Provost, Brown University

» Jenica P. Rogers, Director of Libraries, SUNY Potsdam

» Charles Thomas, Executive Director, University System of Maryland and Affiliated Institutions
METHOD

» Population included library deans and directors at US higher education institutions granting a bachelor’s degree or higher.

» In October 2013, 1,508 library deans and directors were invited and then reminded to participate via email

» By November, 499 responses were received

<table>
<thead>
<tr>
<th>Degree Type</th>
<th>Number of Responses</th>
<th>Number of Institutions Invited</th>
<th>Rate</th>
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<td>Baccalaureate</td>
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<tr>
<td>Total</td>
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1. Is there a sustainable role for the library in support of discovery?
2. Should libraries move from collections-centric to engagement-centered models – and can they?
3. How can more libraries identify a “well-developed strategy to meet changing user needs”?
DISCOVERY
“It is strategically important that my library be seen by its users as the first place they go to discover scholarly content.”
Source: Ithaka S+R US Library Survey 2010 & 2013
“My library is always the best place for researchers at my institution to start their search for scholarly information.”

Percentage of respondents who strongly agreed.
“Has your library implemented an index-based discovery service such as EBSCO Discovery Service, Primo, Summon, or WorldCat Local?”
Baccalaureate  | Master's    | Doctoral

Source: Ithaka S+R US Library Survey 2013
“To what extent do you think that your index-based discovery service has made your users’ discovery experience better or worse in each of the following areas?”

Includes only respondents at institutions that have implemented discovery services.
FROM COLLECTIONS TOWARDS ENGAGEMENT
ROLE OF THE LIBRARY

“How important is it to you that your college or university library provide each of the functions below?”

1. Buyer- “The library pays for resources faculty members need, from academic journals to books to electronic resources.”

2. Archive- “The library serves as a repository of resources; in other words, it archives, preserves, and keeps track of resources.”

3. Gateway- “The library serves as a starting point or ‘gateway’ for locating information for faculty research.”

4. Research- “The library provides active support that helps increase the productivity of faculty research and scholarship.”

5. Teaching- “The library supports and facilitates faculty teaching activities.”

6. Information Lit.- “The library helps undergraduates develop research, critical analysis, and information literacy skills.”
Source: US Faculty Survey 2012
Engagement is not just an opportunity.

Understanding the challenges libraries face with sciences is key to the solution.
Percent of respondents agreeing strongly with each statement, over time.

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Because scholarly material is available electronically, colleges and universities should redirect the money spent on library buildings and staff to other needs.

2006 2009 2012
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EVIDENCE-DRIVEN
DECISION-MAKING
“My library has a well-developed strategy to meet changing user needs and research habits.”

Percentage of respondents who strongly agreed, over time.
DRIVING WITH DATA

A ROADMAP FOR EVIDENCE-BASED DECISION MAKING IN ACADEMIC LIBRARIES
DECISION-MAKING

Processes
» Start with the problem to be solved
» Determine the appropriate scope
» Include all necessary stakeholders
» Gather and analyze the right data
» Formulate a strong process, including decision paths, to allow for a strong decision

An effective process ensures that a strong decision can be made.
WHAT TO MEASURE

Some possibilities
» Collections usage beyond COUNTER
» Environmental scans of changes in higher education
» Research, teaching, and learning practices and associated needs
» Market share?
Every library has its own decision-making culture, but data must be allowed to take on a life of their own.
1. *Is there a sustainable role for the library in support of discovery?*

2. *Should libraries move from collections-centric to engagement-centered models – and can they?*

3. *How can more libraries identify a “well-developed strategy to meet changing user needs”?*
QUESTIONS AND DISCUSSION

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Reports and issue briefs:
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