

East Meets West

The 2004 Standards for Libraries in Higher Education diminish the focus from pure prescriptive measures as a reflection of excellence, preferring to also qualitatively examine outcomes as a result of inputs and outputs. These new standards respond to rapid changes in the life of a library and the forces that come to bear on its operations and services better than a list of prescriptive measures that are out-of-date as soon as the ink is dry. The new standards call for points of comparison between a target library and a peer library. Peer institutions were identified by the Oregon State Board of Higher Education in the academic year 1999-2000 for Eastern Oregon University, the target library, as being: California State University, Stanislaus, the University of Michigan (Flint), Mary Washington College, University of Wisconsin (Parkside), Plymouth State College, SUNY College at Fredonia, Southeast Missouri State University, Eastern Washington University, Southern Utah University, Fort Hays University, Western Oregon University, and Southern Oregon University (Seydel, 2007).

Western Oregon University was chosen as the comparative institution in the Oregon University System for this exercise. The Carnegie classifications of Western and Eastern Oregon Universities are similar: Masters College and Universities I and II, respectively. They are both public, 4 year universities with similar racial ethnicity of 79-81% white non-Hispanic students, with Western having a higher Hispanic population of 6.1% to Eastern's 3.2%. Male to female ratios are similar but the enrollment is smaller at Eastern with 3,533 to Western's 4,872. The graduate schools are of similar size and the number of graduate degrees is equal. Costs of tuition, fees, books and room and board are also very similar with Eastern's costs being a bit higher overall (National Center for Education Statistics, 2007). Western is situated in the rural town of

Monmouth with a population of 7,741 at the 2000 U.S Census and La Grande hosts Eastern with a more rural population of 12,327 (United States Census Bureau, 2007).

In terms of a mission statement, Eastern expresses a more regional mission as an educational, cultural and scholarly center, due to its geographical isolation than Western's comprehensive university offerings for the public good. Both universities point to professional development for the individual and personalized attention. The mission of the Hamersly Library at Western reflects the institution's support for student success by providing quality information, media services, and service. Support for the ten county area by providing access to quality and current research materials for all persons in a timely and efficient manner is also reflective of Eastern Oregon University's regional mission. At Eastern, Pierce Library's strategic planning documents and annual reports are readily available from their website (Eastern Oregon University, 2007; Western Oregon University, 2007).

Input Measures

While a library is not summed up in terms of quantitative measure alone, numbers do serve as a measure of success in meeting the mission and service statements. The table below illustrates the data for chosen points of comparison between Hamersly Library and Pierce Library. Some of the points of comparison were suggested by the American Library Association and some from observations drawn from the libraries' web pages and written report documents. The FTE figures are based on an enrollment of 2,465 students at Eastern and 4,303 students at Western.

Comparison Criteria	EOU	WOU	National
Librarians & other professional staff per 1,000 enrolled (FTE)	3	2.32	3.17
Librarians	5	6	6
Other professional staff (administrative faculty)	2	4	1
All other paid staff (classified employees)	6	12	8
Student Assistants*	1	13	6
Total staff per 1,000 students enrolled (FTE)	9.29	8.13	22
Salaries/wages: Librarians and Other Professional Staff	\$297,733	\$460,378	\$476,487
Salaries/wages: all other paid staff	\$182,232	\$357,722	\$347,763
Expenditures: Books, Serials backfiles, Other materials	\$76,351	\$175,573	\$149,725
Expenditures: Electronic Materials	0	\$106,671	\$14,506
Expenditures: Current Serial Subscriptions	\$290,323	\$148,295	\$316,723
Expenditures: Electronic Serials	\$27,025	\$78,304	\$110,133
Expenditures: Audiovisual Materials	\$10,600	0	\$7,614
Expenditures: Document Delivery/Interlibrary Loan	\$16,865	\$9,772	\$5,731
Expenditures: Preservation	\$1,264	\$7,203	\$9,962
Expenditures: Computer Hardware and Software	\$22,740	\$18,995	\$32,801
Expenditures: Bibliographic Utilities, Network, Consortia	\$29,693	\$87,187	\$23,066
Total Library Expenditures	\$1,003,701	\$1,622,371	\$1,320,701
Total Library Expenditures Per Person Enrolled (FTE)	\$407.18	\$377.03	\$386.32
Books, Serials Backfiles, Other Paper Materials per FTE	140.48	48.5	69.85
Microforms	286,203	696,165	270,020
Current Serial Subscriptions	854	1,497	2,978
Audio Visual Materials	37,907	5,469	20,062
Film/Video	8,576	37	
Audio	6,734	190	
Maps	43,104	3,020	
Manuscripts and Archives	6	501	
Volumes	342,009	203,116	
Volumes added (net)	6,554	8,176	
Ratio of volumes added per year per FTE	2.65	1.9	
Ratio of volumes per FTE	138.75	47.20	
Ratio of gross library space per FTE	16.35 sq.ft.	18.65sq.ft.	
Ratio of library seating per FTE	n/a	n/a	
Ratio of computer workstations per FTE	.006	n/a	

*Error in reporting-Eastern employs over 30 students through the Federal Work Study program, and 3 other students are funded in the library budget.

Output Measures

Comparison Criteria	EOU	WOU	National
Total Interlibrary Loans Provided	7,010	4,947	2,300
Total Interlibrary Loans Received	7,048	4,382	1,958
Circulation Transactions (including Reserves) per FTE	18	19	13
No. of Reference Transactions	4,942	30,628	
No. of Presentations to Groups	71	158	
Participants in Group Presentations	1,648	2,552	

(National Center for Education Statistics, 2004) (Association of College and Research Libraries, 2004)

Planning, Assessment, and Outcomes Assessment

Planning: Evidence of the concrete desire to fulfill the mission statements of the universities' libraries is its activities. Planning activities are evident at Pierce Library at Eastern by examining the Strategic Plan documents, the Annual Reports from the Library Director, and the policy statements that are linked from the library's webpage.

Assessment: Pierce Library at Eastern has scheduled an all-campus survey in April to be administered in the 10:00 AM course hour. The survey will also be distributed to online students. Data is being gathered to prepare for the 2008 campus accreditation process. Pre-tests are administered before instruction begins in both library classes, on ground and online. Focus groups were established and conducted in the fall of 2006 to gather data from students, the community, and the faculty regarding the new building project being initiated. Statistics are kept daily for gate count, items used in-house, use of all facilities on the hour, and other usual library procedures. Web page statistics are generated as well.

Outcomes Assessment:

Services

Reference services are outlined by both institutions on their web pages. Eastern has video tutorials for using resources online and a FAQ page for operational questions. Western has a Research Coach section that includes twenty-six study guides and a TILT tutorial for information literacy skills. The study guides range from Art to Writing and are excellent examples of Pathfinders. Eastern has only one Pathfinder and that is one about using library resources. There doesn't appear to be very much support for content area on the webpage. In the reference computer workstation area at Western, primary users are given first priority for use of the equipment. There is an established procedure for secondary users to gain access to the computers. At Eastern, all databases, the OPAC, and other electronic resources are available to all patrons on-site. Internet access is limited by logging in with a student username and password.

In a typical week, Eastern is open 89 hours compared to 96 hours at Western and the gate count for Eastern is 3,308 while Western has 10,470. Given that the twelve-month enrollment is almost double at Western accounts for some of the large difference between the gate counts, Eastern still has some work to do to increase the number of students visiting the library. Aesthetics may be at play here as Eastern's building was built in 1951 and shows it while Western's building is

Instruction

Resources

Access

Staff

Facilities

Administration

Budget

The Library Director at Eastern is responsible for preparing, presenting and justifying, and administering the budget. The instructional methods are considered by the library by giving a proportionate amount of the budget to each department for their use to purchase library materials. A Special Allocation fund is also used to address unusual needs that arise in a department that may support a special project or focus. The resources are managed by a resources librarian and the bills are paid by classified staff. Acquisitions are initiated by library faculty and carried out by classified staff. When new courses or programs are instituted and the collection analyzed for library materials, the Library Director asks for monies above the regular allocations of funds if necessary to support the new curriculum.

Association of College and Research Libraries. (2004). *2003 Academic Library Statistics and Trends*. Chicago: Association of College and Research Libraries.

Eastern Oregon University. (2007). Pierce Library. Retrieved March 3, 2007, from <http://pierce.eou.edu/core/ctrl?target=home>

National Center for Education Statistics. (2004). Library Statistics Program: Academic Libraries. Retrieved March 1, 2007, from <http://nces.ed.gov/surveys/libraries/academic.asp>

Seydel, T. (2007). Peer institutions. In S. Porter (Ed.), *University Advancement*. La Grande: Eastern Oregon University.

United States Census Bureau. (2007). American Factfinder. Retrieved March 5, 2007, from <http://factfinder.census.gov/home/saff/main.html?lang=en>

Western Oregon University. (2007). WOU Library and Media Services. Retrieved March 1, 2007, from <http://www.wou.edu/provost/library/>