



Memorandum of Understanding

This MOU has been read and approved by:

Department Chair: N/A Date: _____

Dean, University Library : Elizabeth Dill Date: 10/30/2024
Elizabeth Dill

Interim Vice Provost Academic Programs: Pei-Fang Hung Date: 10/30/2024
Pei-Fang Hung



Memorandum of Understanding

University Library

October 2024

This Memorandum of Understanding outlines the consensus reached by the University Library (aka Library) and the Division of Academic Affairs, based on the recently conducted program review (self-study in December 2022, external review site visit in March 2023, and UPRC report in May 2023). It describes the goals to be achieved, and the actions to be undertaken by all parties to this MOU to achieve these goals, during the next program review cycle. Progress toward goals is to be addressed in an annual report.

As noted in their self-study, “the Library exists to support the teaching, learning, scholarship, and knowledge production functions of the university. Every process in the library, from subscribing to the most current information via databases and online journals, or reshelving books that have been checked out, supports the university. Our collections, physical and digital support the teaching and research mission of the university. Library faculty in our Research & Information Services department support the university goals through their instructional workshops, reference services, and ongoing maintenance of library collections.”

The prior Library program review with an MOU was in 2014. No academic programs have been added or discontinued since the prior review. The Library made good progress towards their MOU by hiring several new librarians and analyzing “transaction accounting” for use in strategic planning. Partial progress was made towards the recommendation that Library personnel consult with assessment experts on campus and work with departments that invite their library liaison to assess the effectiveness of library instruction in those classes. They have not followed up on the assessment recommendation, with no annual assessment reports being completed during the reporting period.

Strengths were identified in the reports.

- The Library worked with the General Education Governing Committee (GEGC) to embed aspects of information literacy and critical thinking into the GESLOs, thereby promoting the use of librarian faculty to serve as valuable resources to students enrolled in GE classes.
- The University Library should be commended for creating spaces for students with specific study needs, such as a Family Friendly Study Room for students with children, study spaces specifically dedicated to students with disabilities, and a large area dedicated to graduate students.
- The Library faculty and staff are commended for their dedication to student success and the reputation of the University. The Library meets the resource needs of the campus community, especially during the pandemic. The Library's ability to adapt to the changing needs of the campus community is appreciated.

Concerns or Opportunities for Development were noted in the reports.



- The Library's goal to have 18 librarians was achieved over the course of the review period, however due to retirements and resignations for community college jobs, in Fall 2022 the number of librarians reached a record low of 15. The external reviewer notes the lack of employees applies not just to the librarian faculty but the Library staff as well.
- The external reviewer noted that the Library budget is smaller compared to other CSU libraries of similarly sized campuses which limits the Library's ability to keep pace with the increasing cost of electronic journal and database resources and overall inflation.
- While the Library assesses library usage and collections, and while librarians administer an internal version of the Student Perceptions of Teaching (SPOT) forms after instructional workshops, the external review notes, "there is currently no systematic assessment of instructional efforts at a programmatic level".
- The external reviewer noted that employee morale is low and that there are communication challenges between employees, particularly between the Library administration and librarian faculty.
- The Library has outdated program learning outcomes from 1999 that they are not measuring. Revised PLOs and assessment plan are warranted, along with regular annual assessment of PLOs.
- The Library has wear and tear, and deferred maintenance needs to be addressed. A plan for use of Library space by University partners should also be considered.

It is therefore agreed that the University Library will:

1. Budget permitting, the Library administration should focus on recruiting more librarians and staff to address the problem of lack of sufficient librarians and staff.
2. Write new undergraduate and graduate program learning outcomes reflective of current library trends, clearly identifying them as program learning outcomes, and making them more clearly findable on the Library website.
3. Establish an assessment plan at the programmatic level and conduct direct assessment. Provide an annual assessment report (due June 1) including progress made towards the actions agreed to in the MOU to the Vice Provost for Academic Programs and the Coordinator of Program Review and Assessment. The review cycle will be from 2022-2029. A comprehensive self-study will be due June 2029 for 2029-2030 Academic Year program review process.
4. Address low employee morale and communication issues via an action plan in the new Strategic Plan.
5. Create a priority list for deferred maintenance.
6. Library and University administration will work collaboratively to assess and implement opportunities for Library growth, which could include offering academic programs or community events.

It is therefore agreed that the Academic Affairs will:

1. Resources permitting, support the recruitment and hiring of new Library faculty and staff
2. Work alongside Library administration and faculty to establish an assessment plan.
3. Assist the Library with its action plan for employee morale and communication issues.



4. Resources permitting, increase the Library's budget for collections, especially for electronic journals and databases.
5. Resources permitting, support the Library's priority list for deferred maintenance
6. Work with the Library to assess and create a plan for Library space according to the Library strategic plan.

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