



McMASTER UNIVERSITY

LIBRARY REVIEW 2012

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LIBRARY REVIEW INFORMATION

PURPOSE OF REVIEW

Although we conduct periodic reviews of all academic programs, we have never formally commissioned a review of the McMaster University Library. Given the role that our libraries play in our core learning and discovery missions we believe that an external review is not only appropriate, but critical to informing strategic plans for the future of the Library. Further, the time for such a review is now, at the start of the second five-year term of University Librarian, Jeff Trzeciak.

A review of the Library will assess our current situation, in historical context, and provide advice for the future. It will certainly involve a team that visits our campus and meets with various constituencies with interest in the Library, including Library management, Library staff, students, faculty and alumni. It will certainly also involve a compilation of information about the Library (self-study) including statistics about budgets, holdings, usage and personnel. As we do for academic program reviews, we will formally share the findings of the review team with UPC and Senate. We will, of course, also share the findings with Library management and staff and with interested parties of the McMaster community.

CONDUCTING THE REVIEW

President Deane and Provost Busch-Vishniac invited the McMaster community to nominate people who might serve as external reviewers of the University Library. The request for nominees was sent on June 30, 2011 and people responded by August 2, 2011. From the list of nominees, seven potential external reviewers were identified by the academic Deans and all of them were asked to serve on the committee.

LIBRARY SELF-STUDY

As part of the review the Library will conduct a self-study that will be provided to the review team. The self-study will be written by the Library management in consultation with all Library staff. Also, Library staff will be invited to include any additional information that they deem appropriate for the review team to consider.

Information that will be included in the self-study:

- Mission statement of the University Library and alignment to University mission statement
- Organization of University libraries, including leadership structure
- Roles and Services
 - Physical collections
 - Electronic collections
 - Special collections
 - Faculty support
 - Student programs
 - Technical services
 - Information technology services
 - Classroom audio visual services
- Role within the university
 - Relationships with other University departments and units
 - Relationship with Health Sciences Library
- Role external to the university
 - External relationships with alumni, donors and community members
- Plans and Planning processes
 - Description of the University planning process
 - Description of the Library planning process and how it aligns with University planning process
 - Goals and strategies of the Library
 - Action steps and timelines
- Assessment and Measurement
 - How is the Library assessed and measured
 - Contribution to the University Mission
 - Contribution to University Student Learning Outcomes
 - Contribution to Research and Teaching at McMaster
- Resources
 - Budget
 - Staffing
 - Space
- Issues and Challenges
- Self-study Process and Participants
- Any additional information requested by the external review team

REVIEW TEAM MEETING INFORMATION

It is required that all reviewers visit at the same time for two days. The review team will have the opportunity to meet with the following and additional meetings can be arranged at the request of the Review Team or the McMaster community. The schedule will involve meetings with individuals as well as some group sessions.

- University Leadership:
 - Patrick Deane, President
 - Ilene Busch-Vishniac, Provost and Vice-President (Academic)
 - Roger Couldrey, Vice-President (Administration)
 - Mo Elbestawi, Vice-President, Research and International Affairs
 - John Kelton, Dean and Vice-President and Susan Denburg, Associate Vice-President (Academic), Health Sciences
 - Mary Williams, Vice-President, University Advancement
 - Faculty Deans, Associate Vice-President (Academic), Associate Vice-President and Dean of Graduate Studies

- Library Leadership:
 - Jeff Trzeciak, University Librarian
 - Liz Bayley, Director, Health Sciences Library
 - Associate University Librarians
 - Library Advisory Board

- Library Staff:
 - Librarians (MUALA)
 - CAW staff in Library
 - TMG and Post doc staff in Library

- Centre for Leadership and Learning, Sue Vajoczki, Director

- Faculty Members – open session

- Students – open sessions:
 - Undergraduate Students
 - Graduate Students

- Members of the community - open sessions:
 - Staff
 - Alumni and other community library users

ROLES AND OBLIGATIONS OF THE REVIEW TEAM

The roles and obligations of the review team include:

- to identify and comment on the Library's notably strong and creative attributes;
- to describe the Library's respective strengths, areas for improvement, and opportunities for enhancement;
- to recommend specific steps to be taken to improve the Library, distinguishing between those the Library can itself take with existing resources and those that require external action;
- to comment on the strengths and weaknesses of the Library leadership team;
- to recognize the University's autonomy to determine priorities for funding, space, and personnel allocation; and,

- to respect the confidentiality required for all aspects of the review process.

REVIEW TEAM REPORT

The review team will submit, to the President and Provost, a joint report, including an Executive Summary, for the Library review, within four weeks of the visit. The President and Provost will be available to respond to questions and assist in providing clarification at the request of the review team during the preparation of the report. The review team's report should address the substance of both the self-study report and the evaluation criteria set out in the self study. The intent of this report is to be formative and constructive. The report is intended to provide counsel rather than prescriptive courses of action.

The Office of the Provost will circulate the report to the University Librarian and the appropriate committees at McMaster.

GUIDELINES FOR THE REVIEW TEAM REPORT

Based on information gained from the on-site review, the self study, consultation with interested parties at the University, independent assessments and all material submitted as part of the review, the review team is expected to report on, but is not restricted to the following issues/questions:

Mission and Goals of the Library

- To what extent does the Library's mission and goals complement the mission plan of the University?

Strengths of the Library

- Please discuss the strengths of the Library and how they might be capitalized upon.

Resources

- Is the Library's use of existing human, physical and financial resources appropriate and effective?
- Are there opportunities for more efficient use of existing resources?
- Is the balance of investments in people, spaces and collections appropriate to a modern academic library?

Leadership

- What are the strengths and weaknesses of the Library leadership team?

Quality Enhancement

- Are the initiatives that have been undertaken to enhance the quality of the Library (student environment, teaching, learning and/or research environments) appropriate and sustainable?

Structure and System of Governance

- Is the governance system used to assess the Library and implement changes consultative and inclusive?
- Is the current structure of the Library system reflective of best practices?
- Does the current structure of the Library provide for integration into the University?

Areas for Improvement

- Are there areas for improvement related to the Library that, in the review team's opinion, should be addressed as priorities?

Areas for Enhancement

- Are there areas related to the Library that, in the review team's opinion, hold promise for enhancement?

An Executive Summary must be submitted as part of the Report