

Section Header	Description
Institution Name	Judson University
Institution Characteristics	Private university offering Associate of Arts, Bachelors, Masters, and Doctorate degrees FTE enrollment: 1,234 FTE library staff: 4
CARLI Counts Participant Name + Job Title	Charlene Thompson Reference/Instruction Librarian Report submitted: January 2020
Project Name/Title	If You Had \$100: Student Priorities, Student Success, and Cost-Per-Use in a Small Academic Library
Single Sentence Abstract	Judson University library calculated cost per use, conducted a student survey with the costs, and found that students prioritize online databases, available library hours, and new books.
Motivation(s) for Project	Illinois institutions of higher education, including Judson University, have had budgetary challenges. Assessment in Action projects demonstrated the impact of library services and resources on student success. Judson's library staff wanted to know the cost-per-use of services and resources that have been linked to increasing student success. Further, library staff wanted to know how students would prioritize services and resources if they were choosing what to spend money on.
Partners and Stakeholders	The Library Director and library staff collected data and checked cost-per-use calculations. Institutional Review Board determined that it was not necessary to go through IRB. Institutional Research and Effectiveness helped create the survey, administered it, and provided results.
Inquiry Question	How can library and campus administrators scale the library budget to maximize the library's contributions to student success?

Study Participants/Population	<p>The Judson student body- traditional undergraduate, adult undergraduate, and graduate.</p> <p>There were 200 responses out of 1,164 successfully delivered e-mails for a response rate of 17.2% using 2 contacts.</p>
Method(s) of Data Collection and Analysis	<p>Cost per use was calculated for</p> <ul style="list-style-type: none"> -ask a question at the Research Assistance Desk, answered by a student employee -attend a class taught by a librarian -get something from an online database -request an item through interlibrary loan -add a new journal or magazine issue -open the library an extra hour per week -a one hour appointment with a librarian -a new book <p>A student survey asked students to prioritize how they would spend \$100 using the cost per uses determined above.</p>
Findings	<p>It costs (rounded to the nearest \$5):</p> <ul style="list-style-type: none"> -\$5 for a student to ask a question at the Research Assistance Desk, answered by a student employee -\$5 for a student to attend a class taught by a librarian (includes librarian prep time) -\$5 for a student to get something from a library online database (like EBSCO) -\$5 for a student to request an item through interlibrary loan [omitted on student survey] -\$20 for a new journal or magazine issue to be added -\$30 to open the library an extra hour per week -\$45 for a one hour appointment with a librarian (includes librarian prep time) -\$60 for a new book <p>Students prioritized-</p> <ol style="list-style-type: none"> 1). Getting something from a library online database like EBSCO 2). Opening the library an extra hour per week 3). Adding a new book 4). Scheduling a one-hour appointment with a librarian

	<p>5). Adding a new journal or magazine issue</p> <p>6). Asking a question at the Research Assistance Desk, answered by a student employee</p> <p>7). Attending a class taught by a librarian</p>
Use of Findings	The findings will help library staff match budget expenditures to student priorities.
Next Steps and Other Results	Judson's library has decided to stop administering a generalized student survey to graduating traditional undergraduate seniors. Library staff will pick an assessment project to focus on each semester, similar to the CARLI Counts projects.
Additional Reflections	Challenges for the project included determining how much to include in cost-per-use calculations. Library staff had also planned on including interlibrary loan use in the student survey but mistakenly didn't include it. Open ended student survey comments were not analyzed.
Timeline	<p>1). Library staff outlined the steps in the tasks that they do. This assisted the CARLI Counts project administrator in identifying where time use data would be necessary.</p> <p>2). Library staff began keeping track of how long it took them to do identified tasks.</p> <p>3). CARLI Counts administrator collected data and calculated cost-per-use.</p> <p>4). The student survey was created and administered based on the cost-per-use figured.</p> <p>5). Final report created.</p> <p>6). Will share results with library staff and campus administrators.</p>
Bibliography/Works Cited	<p>Association of College and Research Libraries. (2017). <i>Academic library impact: Improving practice and essential areas to research</i>. Retrieved from http://www.ala.org/acrl/sites/ala.org/acrl/files/content/publications/whitepapers/academiclib.pdf</p> <p>Association of College and Research Libraries. (2016, April). <i>Documented library contributions to student learning and success:</i></p>

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	<p>Torbert, C. (2015). Cost-per-use versus hours-per-report: Usage reporting and the value of staff time. <i>The Serials Librarian</i>, 68, 163-167. Retrieved from https://doi.org/10.1080/0361526X.2015.1017705</p> <p>Welker, J. (2012, November). Counting on counter: The current state of e-resource usage data in libraries. <i>Computers in Libraries</i>, 6-11. Retrieved from http://www.infotoday.com/cilmag/.</p> <p>Wikoff, K. (2012). <i>Electronic resources management in the academic library</i>. Santa Barbara, CA: Libraries Unlimited.</p>
Appendices	Attached

CARLI Counts
 Judson University Final Individual Report
 Appendices

Appendix A- Formulas

Ask a question at the Research Assistance Desk, answered by a student employee

Student employee hourly wage x Number of hours the Research Assistance Desk staffed by student employees = Cost to staff Research Assistance Desk

Cost to staff Research Assistance Desk / Reference transactions answered by student employees = Cost per reference transaction by student employees

Attend a class taught by a librarian (includes librarian prep time)

Median librarian hourly wage (U.S. Bureau of Labor Statistics) x (2 hours of librarian prep time per class + 1 hour of librarian teaching time per class) = Cost per information literacy session

Cost per information literacy session x Number of classes taught in a year = Total cost of information literacy sessions per year

Total cost of information literacy sessions per year / Number of students in the classes that were taught in the year = Cost for information literacy session per student

Get something from a library online database like EBSCO

Cost of EZ Proxy / Number of databases included in cost-per-use calculations = Cost of EZ Proxy per database

Cost of SFX / Number of databases included in cost-per-use calculations = Cost of SFX per database

Database cost + Cost of EZ Proxy per database + Cost of SFX per database = Total cost

Total cost / Unique item investigations (COUNTER 5) = Cost per item investigation

Add a new journal or magazine issue

Cost of periodical subscriptions per year / Number of periodical issues received per year = Cost per periodical issue

Staff supervisor hourly wage / 60 minutes = Staff supervisor wage per minute

Time in minutes to check in periodicals / Number of periodical issues checked in = Time to check in a periodical issue

Time to check in a periodical issue x Staff supervisor wage per minute = Cost for staff to check in a periodical issue

Time to shelve print periodicals / Number of periodical issues shelved = Time to shelve a periodical issue

Time to shelve a periodical issue x Staff supervisor wage per minute = Cost for staff to shelve a periodical issue

Total cost of periodicals per year / Total number of periodical issues received per year = Cost per periodical issue

Cost per periodical issue + Cost for staff to check in a periodical issue + Cost for staff to shelve a periodical issue = Cost to purchase and make available a print periodical issue

Open the library an extra hour per week

Hourly wage for staff supervisor + hourly wage for student employee + hourly wage for student employee = Total wages per hour

Schedule a one-hour appointment with a librarian (includes librarian prep time)

Median librarian hourly wage (U.S. Bureau of Labor Statistics) x (.50 hours librarian prep time + 1 hour librarian time per appointment) = Cost per research appointment

Add a new book

Total number of minutes to catalog books / Number of books cataloged = Time per book to catalog

Median librarian hourly wage (U.S. Bureau of Labor Statistics) / 60 minutes = Librarian wage per minute

Time per book to catalog x Librarian wage per minute = Librarian wage to catalog a book

Choice average book price + Librarian wage to catalog a book = Cost to purchase and catalog a new print book according to Choice price

Total number of minutes to process new books / Number of books processed = Time per book to be processed (labels, stamps, covers)

Staff supervisor hourly wage / 60 minutes = Staff wage to process book per minute

Time per book to be processed x Staff wage to process book per minute = Staff wage per book

Cost to purchase and catalog new print book according to Choice price + Staff wage to process book per minute = Cost to purchase, catalog, and process new print book according to Choice price

Number of minutes to check cataloging/processing / Number of books checked = Time per book

Median librarian hourly wage (U.S. Bureau of Labor Statistics) / 60 minutes = Librarian wage per minute

Time per book x Librarian wage per minute = Librarian wage per book to check cataloging/processing

Cost to purchase, catalog, and process new print book according to Choice price + Librarian wage per book to check cataloging/processing = Cost to purchase, catalog, process, and check new print book according to Choice price

Follow the steps above, but with the School Library Journal (SLJ) Adult Trade Hardcover Nonfiction Average Price.

Cost to purchase, catalog, process, and check new print book according to Choice price + Cost to purchase, catalog, process, and check new print book according to SLJ price / 2 = Cost to purchase, catalog, process, and check new print book

Request an item through interlibrary loan [was not included in student survey due to an oversight]

I-Share Borrowing

For the I-Share incoming bag: Total number of staff time minutes / Number of books = Number of minutes per book

For the I-Share to Judson patron processing: Total number of staff time in minutes / Number of books = Number of minutes per book

For the ILDS evening bag processing: Total number of staff time in minutes / Number of books = Number of minutes per book

Add up the total time per book above

Student employee wage per hour / 60 minutes = Student employee wage per minute

Student employee wage per minute x Number of minutes per book = Total cost per I-Share book

OCLC Borrowing

For pushing OCLC requests: Total number of staff time in minutes / Number of books = Number of minutes per book

For filling NR OCLC requests & e-mailing patrons: Total number of staff time in minutes / Number of books = Number of minutes per book

For processing borrowed OCLC books: Total number of staff time in minutes / Number of books = Number of minutes per book

For processing returned Judson OCLC books: Total number of staff time in minutes / Number of books = Number of minutes per book

Add up the total time per book above

Staff supervisor wage per hour / 60 minutes = Staff supervisor wage per minute

Staff supervisor wage per minute x Number of minutes per book = Cost per OCLC book

Appendix B – Survey questions

Below is a list of library resources and their hypothetical costs. If you were given \$100 to spend in the library, how would you spend it?

Using the listed prices, please enter how much you would spend on each resource. Make sure the total adds to \$100. (For Example: If you wanted to ask 3 questions at the reference desk for \$5 each [$3 * \$5 = \15], get 5 articles from an online database for \$5 each [$5 * \$5 = \25], and ask the library to buy a new book for \$60 [$1 * \60], the total cost would be \$100 [$\15 for questions, $\$25$ for articles, and $\$60$ for a new book]).

Ask a question at the Research Assistance Desk, answered by a student employee (Price = \$5)

Attend a class taught by a librarian (Price = \$5, which includes librarian prep time)

Get something from a library online database like EBSCO (Price = \$5)

Add a new journal or magazine issue (Price = \$20)

Open the library an extra hour per week (Price = \$30)

Schedule a one-hour appointment with a librarian (Price = \$45, which includes librarian prep time)

Add a new book (Price = \$60)

Total

[OPTIONAL]: Please share any additional comments you would like to make about your response above or about the library's resources in general.

Appendix C – Survey results bar graph

Q2.2 - Using the listed prices, please enter how much you would spend on each resource. Make sure the total adds to \$100.

