2.9 The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections and services and to other learning/information resources consistent with the degrees offered. Collections, resources, and services are sufficient to support all its educational, research, and public service programs. (Learning Resources and Services)

**Narrative**

**Murray State University is in compliance with Core Requirement 2.9.**

Murray State University[1] (MSU) Libraries, through ownership or formal arrangement or agreements, provide and support student and faculty access and user privileges to adequate library collections and services and to other learning/information resources consistent with the degrees offered. MSU Libraries[2] collections, resources, and services are sufficient to support all its educational, research, and public service programs.

The MSU Libraries align with MSU’s mission to provide an education suitable for a nationally recognized residential comprehensive university, with a strong extended campus and online presence. This is further clarified within the University Libraries’ mission and vision statements[3].

The University Libraries’ collections are an integral part of the University, with sufficient size, scope, and variety of physical and online formats to complement the total instructional, research, and service programs offered by MSU, both locally and off-campus. Through established collection development policies, the University Libraries ensure adequacy of the collection for individual learning for both students and faculty. The University Libraries demonstrate this adequacy through various methods including academic program accreditation reports, material usage statistics, availability of material, and periodic review of material.

**Ownership of Library Collections and Learning/Information Resources**

MSU Libraries own library collections and learning/information resources in the following formats: books; eBooks; journals and other subscriptions; databases; media; special collections; microforms; and government documents. An attached table[4] outlines the overall number of volumes contained in these categories, as reported to MSU auditors in July 2012, as part of the University Libraries’ inventory management procedure, as well as the number of databases, eBooks, and journal subscriptions MSU maintains.

An expenditure table[5] contains expenditure amounts for the five major categories (books, journals and other subscriptions, databases, media, and microforms) over the most recent five years. This documents the relative stability of funding for library collections and learning/information resources. The overall acquisitions budget for 2011-2012 was $1,419,693. Comparing[6] this figure to MSU’s benchmark institutions[7] utilizing data from the Association of College and Research Libraries[8], National Center for Education Statistics[9], and Integrated Postsecondary Education Data System[10] (IPEDS) shows the MSU Libraries’ acquisitions funding to be comparable with similar-sized institutions. The University Libraries directly manage these library collections and learning/information resources.

**Formal Arrangements and Agreements for External Collections**

MSU Libraries provide sufficient library collections and learning/information resources through formal arrangements and agreements for external collections. Foremost among these are memberships in the Kentucky Council for Postsecondary Education’s Kentucky Virtual Library[12] (KYVL), the Federation of Kentucky Academic Libraries[13] (FoKAL), and the State Assisted Academic Library Council of Kentucky[14] (SAALCK). Through participation in these consortia, MSU Libraries are able to expand access to electronic learning/information resources for such resources as Academic Search Premier[15], PsychInfo[16], JSTOR[17], and many others[18]. Appropriate members of the Libraries faculty represent MSU on the governance boards and work groups of these consortia. These resources
are available both on- and off-campus, thus facilitating research not only for the students on campus, but for those participating in distance education as well.

In addition, membership in KYVL and FoKAL facilitates Interlibrary Loan (ILL) between MSU Libraries and other libraries in the state of Kentucky. KYVL provides a courier service to MSU Libraries, and the member institutions of FoKAL have signed a state-wide reciprocal borrowing agreement. The ILL department of the MSU Libraries utilizes ILLiad, a system developed by OCLC, enabling the request of ILL items from many other libraries across the nation. All these resources are available both on and off campus, thus facilitating research not only for the students on campus, but for those participating in distance education as well.

Provision of Access and Support Services for Library Collections and Learning/Information Resources

The MSU Libraries provide and support student and faculty access and user privileges to library collections and learning/information resources.

Provision of Access/User Privileges

The University Libraries are comprised of three libraries: the Harry Lee Waterfield Library, the Forrest C. Pogue Library, and the James O. Overby Law Library. Jointly, these three libraries are open 180 hours per week during any academic session. Additionally, Waterfield Library hours expand to 24 hours a day during the week preceding final examinations and finals week itself each semester to accommodate student demand and need.

Waterfield Library provides access to a circulating collection (comprised of 339,252 volumes); a reference collection (comprised of 17,999 volumes); a media collection (comprised of 20,037 volumes); and a microform collection (comprised of 3,669 titles); as well as access to technology. Technology access includes two computer labs with a total of 60 PC stations, four collaborative computer stations for group work, and a fleet of more than 50 laptops available for checkout (which circulated nearly 36,000 times in Academic Year 2011-2012). Various eBook readers and iPads provide technology access and are available for checkout. Books and media are arranged according to the Library of Congress Classification System, and periodicals are arranged alphabetically by title. Government documents not located in the circulating and reference collections are arranged according to the Superintendent of Documents classification system, known as SuDocs.

Pogue Library contains Special Collections, Rare Books and University Archives. Special Collections consist of a Jackson Purchase Regional History Collection (comprised of 15,863 volumes); the Manuscript and Photograph Collection (comprised of 136 collections); an Oral History Collection (comprised of 450 digital recordings); and a microforms collection (comprised of 625 titles). The Rare Book Collections consist of Rare Books (comprised of 1,928 volumes); a War and Diplomacy Collection (comprised of 3,332 volumes); the Jesse Stuart Collection (comprised of 430 volumes); a Science Fiction Collection (comprised of 45 titles); and the Kentucky Archaeological Survey Records Collection (comprised of an estimated 15,000 surveys). The University Archives contain University Records (comprised of 115 collections). Published materials are arranged according to the Library of Congress Classification System. Manuscript and University Record collections are arranged by assigned codes that reflect the year the collection was received and the order by which it was processed and cataloged (ex. MS13-01 or RG001-13-01).

The James O. Overby Law Library provides basic legal material governing the United States and individual states. Included are codes, forms, digests, statutes, reports, citations, regulations, and standard treatises covering major areas of law.

In addition to physical resources, the MSU community has 24-hour access to electronic library resources available online through the MSU Libraries’ webpage. MSU students, faculty, and staff on campus are automatically authenticated for access to electronic collections and services; off-campus access (for off-campus and distance education students) is authenticated via the library proxy server.
Various online systems are in place to facilitate the discovery and retrieval of library resources. The MSU Libraries utilize Ex Libris’s Voyager ILS[37] system for the provision of an online public access catalog[38] (branded as RACERTrac) and Ex Libris’s SFX as a link resolver[39] (branded as “Find it @ MSU”). The catalog provides information on most[40] physical resources available at MSU Libraries. SFX directs the user to full-text availability of sought-after articles, whether in electronic format or physical format. SFX may also direct users to the ILLiad interface if holdings are not otherwise available. MetaLib, a federated search product from Ex Libris[41] (branded as ThoroSearch), allows users to search across multiple databases. Online subject guides using Springshare’s LibGuide[42] platform are available both from the MSU Libraries’ webpage, as well as through MSU’s Blackboard Learning Management System[43].

Interlibrary Loan[19] (ILL) is a service for students and faculty to secure information resources that are unavailable at MSU Libraries. With ILLiad, patrons can access and track requests from any Web browser, as well as have electronic documents delivered to their desktops. Affiliated users may authenticate through a one-time registration process. Charges are only assessed when patrons have agreed in advance and the lending library charges for materials. The MSU Libraries absorb charges for articles in journals no longer covered by subscription. Resources not delivered electronically may be picked up at the Interlibrary Loan department in Waterfield Library. Additionally, the ILLiad system serves as a request portal for students off-campus; resources held at the main campus are sent to the regional campuses (and the Breathitt Veterinary Center) with expedited turnaround time averaging one to two days after students place the request.

Students and University employees may borrow learning and information resources within the MSU Libraries’ collections in accordance with circulation policies[44]. Students may renew books online or by phone, as well as place holds or recall needed items that have been borrowed by another user. In addition, non-University affiliated users may apply for a complimentary users card to obtain limited borrowing privileges. Database and electronic journal licenses constrain online access by unaffiliated users, but as a public service the library provides a guest password system for in-house access by community members and other guests on their own web-enabled devices. Under course reserves, faculty may set aside materials that support the class curriculum for use by the entire class. These reserves can be hard copy (kept at the library at the Circulation Desk) or electronic. Faculty provide students with the class password for e-reserves.

The University Libraries also provide a faculty librarian[45] with a background in education as the Director of the Curriculum Materials Center[46] (CMC) for MSU’s College of Education. The CMC’s inventory of library collections and learning/information resources are comprised of more than 15,000 resources which include textbooks, books, study guides, puppets, manipulatives, kits, videos, and CDs. The CMC does not have a formal budget; the CMC purchases materials each year after carry-forward money is made available. Students may find resources held by the CMC by browsing the collection, which is organized by Dewey Decimal classification system, or by searching the CMC catalog, a Follett ILS product accessible on-campus. The CMC has five computer stations and wireless access, as well as laminating, copying, die cut, book reserve, and reference services. The CMC is for use by MSU students and faculty only. Students may check out 12 items for 30 days, and faculty may check out as many items as they like for 60 days.

Support Services for Faculty and Students

The MSU Libraries provide appropriate support for faculty and students to the library collections and learning/information resources. Each of the library units--public services, technical services, special collections, and automation services--supports these collections and resources.

The public services unit includes the departments of Circulation, Interlibrary Loan, Overby Law, and Research and Instruction. The mission of the department of Research and Instruction is to provide
support through instruction and reference requests in classes and individually, both in person and
digitally. A more thorough examination of the instructional support that this department and the
MSU Libraries offer is available in the narrative for Comprehensive Standard 3.8.2. The Interlibrary
Loan department supports the collection by filling requests for needs not covered by
the MSU collection. Circulation supports the collection by staffing and facilitating the borrowing
process, securing and managing course reserves, and managing the physical collection by regularly
conducting inventory audits.

The technical services unit supports the collection and resources through their departments of
Acquisitions, Cataloging, and Collection Services. The Acquisitions department purchases and invoices
needed materials. Once items have been received or licensed, the Cataloging department catalogs and
processes resources. The Collection Services department serves to diagnose problems with electronic
resources, provides support on how best to access these resources, and regularly compiles and
analyzes deeper usage data across all formats.

The highly unique and specialized resources housed in Pogue Library require the Special Collections
unit to support the collection by digitizing, preserving, and organizing resources deemed rare or of
regional interest; the library provides guided assistance to users for finding and utilizing said
resources.

The Automation Services unit supports the collection by maintaining the knowledge bases, operating
systems, and servers required for the provision of online and off-campus access to MSU Libraries’
collections and learning/information resources.

Through the various responsibilities of these four units, MSU Libraries offer faculty, staff, and students
at MSU regular, timely, and continuous support for access to library collections and
learning/information resources.

**Sufficiency of Library Collections and Learning/Information Resources to Support Institutional
Programs**

In accordance with their mission, the MSU Libraries ensure relevancy and currency of library resources
with a collection development policy[47]. MSU assesses and monitors the adequacy and relevance of
the collection in a number of ways, as outlined in the following paragraphs.

Academic faculty are actively involved in the selection process of resources. Each department
designates a departmental representative who is responsible for making final selections on the
purchases made with library funds allocated to the department. The librarian liaison suggests to the
academic faculty titles selected from awards lists, CHOICE reviews[48], and Baker & Taylor Notification
Slips[49]. These suggestions are frequently informed by requests and discussions with users,
resources borrowed through Interlibrary Loan from another library, newly developed coursework, areas
pertaining to faculty research, or known gaps due to the library liaisons’ subject familiarity.

While one-time purchase[50] decisions are made year-round, evaluation of journals and databases
alternates annually in order to make effective long-term decisions for resources purchased on a
continuations model. When journal subscriptions are evaluated, librarians recommend titles to eliminate
or add due to anticipated budget changes, previous usage, and availability through databases. Faculty
members help select materials for purchase that ensure full coverage of the curriculum and address
the research needs of both students and faculty.

The library budget provides for the acquisition of resources in every subject content area across
appropriate formats, as determined by the Collection Development Policy. The budget is based on an
allocation formula[51] that uses metrics such as cost of materials, number of credit hours taught in
each department, number of faculty in each department, and the level of the courses taught within each
department. The MSU Libraries’ holdings budget is divided accordingly. The Library and Academic
Support Systems Committee of the Academic Council[52] coordinates the development of this formula.
The Senior Survey[53], a survey administered annually to exiting seniors, captures data on student perceptions of MSU Libraries’ access to collections “on hand” and electronic access to library resources. Results of this survey[54] show the majority of student respondents to be either “satisfied” or “very satisfied” with access to the collections. A factor used to determine a library collection’s adequacy is its level of use. The attached table[55] provides usage data for selected collections.

In addition to the direct journals subscribed to by the MSU Libraries and the full text journals made available online through database subscriptions, the MSU Libraries also provide access to demand-driven content through the use of Elsevier’s Science Direct[56] service (program began in 2009) and Copyright Clearance Center’s Get it Now[57] service. The program began in Summer 2012, and as of December 1, 2012, 181 articles have been purchased. Direct use of these services is limited to faculty in support of the University’s research mission; the rapid provision of content through these services for students is mediated through the MSU Libraries’ Research and Instruction Librarians and the Interlibrary Loan department. The figure below provides usage data for the ScienceDirect service:

<table>
<thead>
<tr>
<th>Science Direct</th>
<th>2009-2010</th>
<th>2010-2011</th>
<th>2011-2012</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>310</td>
<td>890</td>
<td>746</td>
</tr>
</tbody>
</table>

An additional indicator of the adequacy of the MSU Libraries’ collections is the downward trend in borrowing requests for resources from other libraries, which may indicate greater satisfaction with the collections available on-hand. The figure below provides the number of recent borrowing requests:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7,630</td>
<td>9,015</td>
<td>7,747</td>
<td>7,105</td>
<td>5,951</td>
</tr>
</tbody>
</table>

Successful accreditation of several academic programs at MSU has also involved an examination of the MSU Libraries’ collections. In each of these accreditation reviews, including the Council on Social Work Education[58] (CSWE), the National Association of Schools of Music[59] (NASM), the Association of Collegiate Business Schools and Programs (AACSB), and the Accreditation Board for Engineering and Technology[60] (ABET), the accrediting agencies have found that the MSU Libraries’ collections and learning/information resources adequately support the program under review. The library sections of recent academic program accreditation reports[61] at MSU demonstrate the alignment of collections with academic discipline and with curricular and research needs.

The University Libraries, when considering evaluation of the collection, utilize metrics that compare both the commonality and uniqueness of holdings across benchmark institutions[7] and institutions with similar academic, research or service missions. MSU Libraries utilize the Online Computer Library Center’s (OCLC) Collection Analysis[62] function to determine the overlap and uniqueness of MSU Libraries' holdings.

When examining library collections for commonalities, data demonstrate that 73% of MSU Libraries’ holdings match at least one of MSU’s benchmark institutions. The holdings of at least one of the top 10 Association of American Universities[63] (AAU) libraries match 88.5% of MSU Libraries’ holdings. A discipline-level overlap analysis of MSU benchmark institutions[64] and the top 10 AAU institutions shows a high degree of matching holdings across disciplines critical to MSU’s academic programs. Further evaluation of collection commonality utilizes pre-defined reports in the OCLC Collection Analysis interface for Doody’s Core Titles[65] and Nursing[66]. The entire suite[67] of reports is available for viewing.

MSU Libraries also evaluate the collection for uniqueness to demonstrate the effort to align collections with curriculum, rather than simply purchasing common titles. The fact that the total holdings of all 10 of
the top 10 AAU institutions overlap MSU Libraries' holding by only approximately 2% supports the distinctiveness of MSU Libraries' holdings. Likewise, 27% of the MSU Libraries' holdings are unique when compared to the total holdings of MSU's benchmark institutions.

The MSU Libraries' collections and learning/information resources align with MSU's service mission in a variety of ways, including regional outreach and stewardship. The MSU Libraries provide regional outreach through the provision of research guides targeted toward small businesses and entrepreneurs, toward local and regional genealogy researchers, and in fulfillment of the MSU Libraries' role as a selective government repository. Pogue Special Collections both serve as the meeting site of the Calloway County Genealogy Society and archive records from the Rotary Club of Murray and the Women's Club of Murray. The Harry Lee Waterfield Library serves as the site of a children's preview collection, a collection of newly published and award-winning children's books on preview for local schools, parents, and other childcare and educational units. MSU Libraries provide borrowing privileges and use of the collections to local schools and residents in the state of Kentucky.

Conclusively, Murray State University demonstrates compliance with Core Requirement 2.9 of the Commission on Colleges, which states that the Institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections and services and to other learning/information resources consistent with the degrees offered and that collections, resources, and services are sufficient to support all its educational, research, and public service programs. Murray State University's three libraries contain collections that are current and useful for each academic program and accessible in various print and electronic formats. Murray State University Libraries provide on- and off-campus students with several electronic resources such as computer labs, laptops, iPads, and electronic readers, as well as a large collection of complete online databases for scholarly research. Through their various accreditations, as well as comparisons to Murray State's benchmark institutions and the top ten Association of American Universities libraries, the MSU Libraries support the educational, research, and public service programs of the University.

**Evidence**

[1] Murray State University on the Web
[2] University Libraries
[4] LibraryCollections
[5] LibraryExpenditures
[6] BenchmarkComparison
[7] Benchmark Institutions
[9] NCESData
[10] iPeds Library Data
[12] Kentucky Virtual Library
[16] PsychINFO
[17] Databases A to Z-JSTOR
[18] All Consortial Databases
[19] Interlibrary Loan (ILL)
[62] CollectionAnalysis
[63] Top10AAUComparison
[64] BenchmarkOverlapGraph
[65] Doody's Core Titles
[66] Doody's Nursing
[67] All 2.9 Reports