

What Chief Academic Officers Want from Their Libraries:
Findings from interviews with Provosts and Chief Academic Officers
Leigh S. Estabrook, Library Research Center
University of Illinois at Urbana-Champaign

Summary:

Administrators in higher education have historically evaluated their schools, departments and

four-year colleges and universities (not the 2-year and community colleges) frequently said they want high quality library collections and services, even if it costs more.

What do they want from their librarians?

Most CAOs interviewed expressed trust in their director/dean of libraries. In particular most said they had confidence that the librarians are doing all they can to keep costs down by evaluating what is necessary to stay current in the collections needed by faculty and programs. It is important to note that the CAOs contacted were suggested by members of the President's Program Committee; so members may well have had some sense that the libraries they were recommending were,

with an IT director who has redirected parts of the library budget to IT needs. (To the administrator's credit, she has been giving the librarians extra money on the side to compensate for the money lost; but this is hardly a rational management structure.)

