

Background

The FSU Panama City, Panama, campus is located in the City of Knowledge (CoK), Panama's scientific R&D hub.



Getting a Lock on the Questions: Assessing International Branch Libraries



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When planning assessment of international branch libraries, what challenges, benefits, and stakeholders groups should be considered?

1. Purpose

Internal Assessment

- Panama City, Panama, Branch
 - Student/faculty needs
 - Librarian support
 - Accreditation preparation
- Main Campus, Tallahassee, FL
 - Branch support needs
 - Accreditation preparation

Research Community Assessment

- Information needs
- Areas of value/leverage
- Advocacy strategy

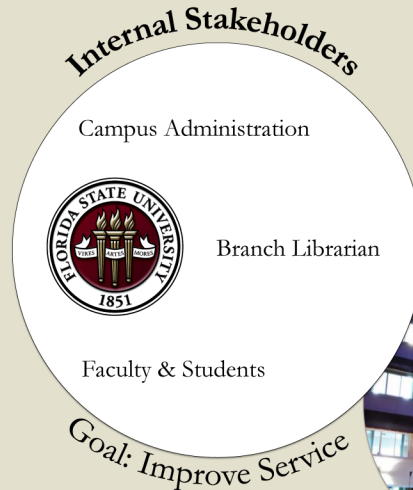
2. Approach

Local Project Steering Committee
Main Campus Assessment Librarian

Numerous Planning Calls
1 Week On-Site Visit

- Interviews
 - CoK leadership
 - CoK research leaders
 - FSU Panama Admin
 - External Organizations
 - Librarian
- Focus Groups
 - CoK Research institutions
 - CoK Academic groups
 - FSU faculty

Internal Stakeholders



Challenges

- National administrative/political culture
- Conflicting internal priorities/mission
- Library expectations/norms
- Language & culture

Benefits

- Increased understanding of needs & priorities
- Targeted branch library staff development
- Improved faculty & student support
- Better communication/relationship



FSU Panama Campus

External Stakeholders



Panama Research Community

3. Findings

Internal Assessment

- Satisfied with local services
- Need better space/layout
- Want more reserves
- Address shipping/delivery issues
- Formalize librarian contacts

Research Community Assessment

- Unaware of resources
- Value library collections highly
- Advocate for improved library space & technology

4. Value

Internal Assessment

- Identified areas of highest need
- Deepened understanding of branch/main library situations
- Improved accreditation documentation

Research Community Assessment

- Enabled the development of a community supported proposal to build a new, centralized library space with increased technology and appropriate staffing
- Led to further local assessment of community needs

Next Steps

Locally Led Follow-Up
Main Campus Librarian Advising

- Survey
- Follow-up interviews