Detailed Assessment Report for  
2006-2007 Bell Library

Mission

The Mary and Jeff Bell Library collaborates actively in the teaching, research, and service endeavors of Texas A&M University-Corpus Christi, through the delivery of information resources and services. To achieve this purpose, the library:

· Selectively acquires, organizes, preserves and provides access to information resources using current technology
· Provides information literacy instruction within a scholarly environment, thus promoting in its users the ability for critical thinking
· Actively seeks and maintains unique collections that reflect the development and culture of Corpus Christi and South Texas
· Maintains a physical environment conducive to research, study and the pursuit of lifelong learning

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Patron access to collections and services
(AS) Enhance the reliability of library patron access to library collections and library services

Associations:

Institutional Priorities:

1.2 Establishing a culture of professionalism and responsibility
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

Texas A&M-Corpus Christi

1.1 Excellence
4.4 Effectiveness

Related Measures:

M 1: Monitor main collection
The Access Services staff will continue the shifting of the main collection to incorporate additional space acquired.

Source of Evidence: Climate/Environ

Achievement Target:
By February 1, 2007 Access Services supervisor will submit a report to the Library Director documenting all areas of the collection which have reached full capacity and suggested solutions.

Findings (2006-2007) - Achievement Target Partially Met
Staffing changes and other challenges delayed the reporting of full capacity areas. A report was not completed by February 1, 2007. Preliminary reports indicated that additional shelving was needed to alleviate crowding particularly in the Qs through the Zs. During the summer of 2007 a new range was added to the collection and a shift of the collection began. A new report of the status of the collection will be added to the FY 2008 UAP, with the objective of determining additional shelving needs.

Related Action Plans:
Report Shelving Status
During the Fall Semester of 2007 the Access Services staff will continue the shifting of the main collection to incorporate additional space acquired as result of addition of range in Summer 2007 and collection weeding begun in Summer/Fall 2007. The initial shift will be completed by January 31, 2008. Following the initial shift a report on shelf space and additional shelving needs will be prepared and submitted to the library director by April 1, 2008. For more information, see the Action Plan Details section of this report.

**Collection Inventory**
A formal report will be completed summarizing the reserve and cd collection inventory. The report will include what Access Services staff learned from the reserve/cd inventory and what steps will be recommended for the main collection inventory based on what was learned. The report will include a recommendation for the section by section inventory of the main collection and a timetable for inventory completion. Formal report submitted to library director by December 21, 2007 on results of cd and reserve inventory. Timetable recommended for main collection inventory submitted to library director by January 15, 2008. Begin next phase of inventory project by March 1, 2008. For more information, see the Action Plan Details section of this report.

O 2: **High quality customer service**
(AS) Provide high quality customer service to patrons

**Associations:**

**Institutional Priorities:**
1.2 Establishing a culture of professionalism and responsibility  
1.6 Promoting efficient and effective use of time, resources and technology

**Strategic Plans:**

*Texas A&M-Corpus Christi*
1.1 Excellence
4.4 Effectiveness

**Related Measures:**

**M 2: Responses from Library survey of patrons**
Responses from Library survey of patrons - This survey is conducted every 3 years. The next administration will be in 2008-09.

**Source of Evidence:** Satisfaction

**Achievement Target:**
(2) 85% of respondents to the Library Survey will be satisfied or very satisfied with Library Access services; (3) 85% of respondents to the Library Survey will be satisfied or very satisfied with Library Media services

**Findings (2006-2007) - Achievement Target Met**
96% of respondents to the library survey conducted in spring of 2006 were satisfied or very satisfied with the service provided at the library’s circulation desk and 93% were satisfied or very satisfied with the service provided by Interlibrary Loan. 94% of respondents reported themselves satisfied or very satisfied with the courtesy of circulation staff, and 96% of respondents reported themselves satisfied or very satisfied with the helpfulness of library circulation staff. When asked about courtesy of interlibrary loan staff, 95% of respondents reported that they were satisfied or very satisfied. When asked about helpfulness of interlibrary loan staff, 94% of respondents reported that they were satisfied or very satisfied. Also from the 2006 survey, 93% of respondents were satisfied or very satisfied with the service provided by the Library Media Center.

O 3: **Customer service-Media**
(MEDIA) Provide exemplary customer service through staff training and professional development

**Associations:**
Institutional Priorities:
1.2 Establishing a culture of professionalism and responsibility
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

Texas A&M-Corpus Christi

1.1 Excellence
4.4 Effectiveness

Related Measures:

M 2: Responses from Library survey of patrons
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Source of Evidence: Satisfaction

Achievement Target:
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Findings (2006-2007) - Achievement Target Met
96% of respondents to the library survey conducted in spring of 2006 were satisfied or very satisfied with the service provided at the library’s circulation desk and 93% were satisfied or very satisfied with the service provided by Interlibrary Loan. 94% of respondents reported themselves satisfied or very satisfied with the courtesy of circulation staff, and 96% of respondents reported themselves satisfied or very satisfied with the helpfulness of library circulation staff. When asked about courtesy of interlibrary loan staff, 95% of respondents reported that they were satisfied or very satisfied. When asked about helpfulness of interlibrary loan staff, 94% of respondents reported that they were satisfied or very satisfied. Also from the 2006 survey, 93% of respondents were satisfied or very satisfied with the service provided by the Library Media Center.

M 3: Hire and train student assistants
Have all student assistants hired before the fall semester and attend a 2-day training session before starting work.

Source of Evidence: Other Admin

Achievement Target:
Training of 100% of student assistants to be completed on August 21 and 22 2006 for Fall semester; new training for spring semester to be completed by January 30, 2007.

Findings (2006-2007) - Achievement Target Met
All Media Center student assistants participated in the two day training session that took place on August 21 and 22 as scheduled. Training for the spring semester was completed by January 30, 2007. This objective is an ongoing objective—student assistant training occurs annually according to a regular schedule and as needed throughout the year.

M 4: Approval for other Media training
Be aware of any training being held that may assist in improving our services. Seek out the approval from director to attend these trainings.

Source of Evidence: Other Admin

Achievement Target:
All media personnel will attend at least 2 training sessions before August 2007

Findings (2006-2007) - Achievement Target Partially Met
Due to staff turnover and shortages resulting from the mandatory 2 month hiring freeze, Media personnel were unable to attend or participate in 2 training sessions each prior to August 2007.

Related Action Plans:
Media Staff Training
Provide Training and Professional Development Opportunities for the Media Center Staff. In FY 2006/7 Staff shortages made it impossible for the department to reach its objective of having each staff member attend 2 training/professional development opportunities. During FY 2008 the department supervisor will work with department staff members identify 2 opportunities for each staff member and will request funding as needed to ensure that each is able to take advantage of training/professional development opportunities offered locally. All training to be completed by August 31, 2008.
For more information, see the Action Plan Details section of this report.

O 4: Media Center stays current
(MEDIA) Ensure the Media Center stays current with university technology standards and services

Associations:
Institutional Priorities:
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness

Related Measures:

M 5: Study of laptop requests
Do a study of the requests for laptops in comparisons with the availability of lab computers. Add statistic column to keep record of when a laptop is requested during closed hours.
Source of Evidence: Activity Volume

Achievement Target:
Have study complete and recommendations report turned in to director by Jan 2007

Findings (2006-2007) - Achievement Target Met
The report on laptop usage was submitted to the Library Director on February 14, 2007. Statistics indicate that there is no need to expand the number of hours of availability for laptops at this time. The Media Center will continue to monitor lab usage and laptop usage and will include statistics in its monthly reports so that the decision to increase hours can be based upon usage/demand.

M 6: Research software needs for labs
System support Specialist I will research and communicate with other labs on campus to keep the labs with the latest software by university standards. Systems support specialist I will communicate with faculty and staff regarding the installation of specialty software needed for their classes

Source of Evidence: Efficiency

Achievement Target:
We will ensure our specialty hardware is replaced every 3 years. Upon every new semester hardware will be tested for its compatibility with our software. Specialty software will be installed within 3 business days of the request.

Findings (2006-2007) - Achievement Target Met
Specialty hardware is replaced according to the schedule outlined in the technology replacement plan. All hardware is tested for software compatibility each semester. All specialty software was installed within 2 days of request.

O 5: Customer service for electronic resources
(PERS) Provide essential customer service for electronic resources

Associations:
Institutional Priorities:

1.2 Establishing a culture of professionalism and responsibility
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

Texas A&M-Corpus Christi

1.1 Excellence
4.4 Effectiveness

Related Measures:

M 7: Analyze turnaround time for requests
Use statistics provided by Systems Dept. describing total number of helpdesk requests and number of requests responded to by Librarian and by Library Associate individually to assess the speed with which responses are made.

Source of Evidence: Efficiency

Achievement Target:
Acknowledge/address 90% of the requests within 2 business days. Achieve a ratio of 25% answered by the Serials Librarian and 75% by the ER Associate.

Findings (2006-2007) - Achievement Target Met
Available statistics indicate that the Serials department was able to acknowledge/address 95% of requests within 2 business days. The department exceeded the ratio objective, with the ER associate addressing 90% of the requests and the Serials Librarian addressing 10% of the requests.

M 8: Track help desk requests
Track the speed with which responses are made using stats from Systems on Help Desk Requests.

Source of Evidence: Efficiency

Achievement Target:
Answer 90% of requests within 5 business days.

Findings (2006-2007) - Achievement Target Met
Progress on this goal is hard to track because the help desk administrative module does not display the date and time a help desk request is accepted (first response is to accept). Over the five months for which statistics were compiled by hand the department averaged 95.6% of requests accepted within 5 business days.

M 9: Estimate number of electronic journals
Estimate the number of electronic journals available to us and the number of electronic journals activated and added to the PHL and Portal.

Source of Evidence: Existing Data

Achievement Target:
Compare the number of electronic journals available to us and the number of electronic journals activated and added to the PHL and Portal. Complete activation and addition of 33% of the titles by the end of this fiscal year (2006-07), 66% by the end of the next fiscal year (2007-08), and 100% by the end of the fiscal year after that (2008-09).

Findings (2006-2007) - Achievement Target Partially Met
Work on this goal was started a number of times but never followed up on or completed. Some of the challenges that prevented further achievement include poor communication between the University Purchasing Dept., the publishers and vendors with whom license agreements must be negotiated and the library; the nature of those agreements (click through licenses for example are often convenient for the publisher but are made more difficult to negotiate to a mutually acceptable conclusion by the necessity of tracking down the person responsible for negotiations in the publisher’s organization); and the time required to follow up with both Purchasing and publishers.
Related Action Plans:

**Access to Electronic Journals**
Increase Access to electronic journals: Include e-journal acquisition, access, processing, maintenance, trouble shooting, etc. in the electronic resources workflow including a system for tracking the status of each e-journal or group of e-journals. A commercial electronic resources management system would be useful for this purpose since it would be a central place to store electronic versions of license agreements, contact information, access information, and log the status of negotiations. The serials/electronic resources librarian will evaluate commercial electronic resource management products and make a recommendation by February 2008. Objective is to make purchase and implement electronic management system by July 2008.
For more information, see the *Action Plan Details* section of this report.

**O 6: Maintain relevant collections**
(CD) Maintain relevant collections that adhere to University curriculum needs and accreditation standards

**Associations:**

**Institutional Priorities:**
1.3 Fostering free and open intellectual inquiry, accomplishment and expression
1.6 Promoting efficient and effective use of time, resources and technology

**Strategic Plans:**

*Texas A&M-Corpus Christi*
1.1 Excellence

**Related Measures:**

**M 10: Selection of policies for the academic year**
Based primarily on the programs that will come up for university and accreditation review this academic year, the Library Director will determine which subjects will be selected for policies for the 2007-2008 academic year. All policies will have to be completed by the librarian liaison and approved by the Library Director.

**Source of Evidence:** Other Admin

**Achievement Target:**
Complete 33 percent of the subject-specific collection development policies by August 15, 2007.

**Findings (2006-2007) - Achievement Target Met**
Subject specific collection development policies were completed for 33% of the areas identified as needing collection development policies. All policies were completed by July 31, 2007. Policies were completed for Art, Biology, Computer Science, Education, Environmental Science, History, Music, Nursing and Health Sciences, and Sociology.

**O 7: Provide effective gov’t document services**
(GD) Provide all constituents of the 27th congressional district with effective service and a relevant government documents collection

**Associations:**

**Institutional Priorities:**
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.6 Promoting efficient and effective use of time, resources and technology
1.9 Involving the university community and other publics in the TAMU-CC mission and vision

**Strategic Plans:**

*Texas A&M-Corpus Christi*
1.1 Excellence
4.4 Effectiveness

**Related Measures:**

**M 11: Incremental weeding of areas**
Documents Librarian will select 2-3 areas each month and will work incrementally on those collections.

*Source of Evidence: Doc. Analysis*

**Achievement Target:**

**Findings (2006-2007) - Achievement Target Partially Met**
Partially completed. The collections A through D were weeded, and disposal lists were prepared. The Government Documents Librarian also took on Information Literacy duties in February, 2007, so she was not able to devote as much time to weeding.

**Related Action Plans:**

**Weeding Government Documents**
The government documents collection will be weeded according to an established plan so that 50% of the collections will be examined and weeded by August 31, 2008.

For more information, see the [Action Plan Details](#) section of this report.

**M 12: Continue increasing access**
Continue increasing access to online government information via the Library’s online catalog, such as Persistent Uniform Resource Locators (PURLs), and on other web pages and staff training.

*Source of Evidence: Efficiency*

**Achievement Target:**
Documents Librarian will review the new electronic titles (ex. PURLs) on a monthly basis and will make Reference staff aware of noteworthy/popular titles. Library Associate II for Government Documents will continue to process, catalog and download PURLs into the online catalog on a regular (weekly) basis. All will be reviewed at the end of the fiscal year and will be determined to be effective if cataloging and training goals and deadlines are met at the 90% level.

**Findings (2006-2007) - Achievement Target Met**
The LA II downloaded PURLs into the online catalog on a weekly basis, and the Government Documents Librarian publicized the new PURLs regularly to the library staff. The documents librarian also presented reports to Reference staff on the Depository Library Conference and updated special resources guides. She also provided training on online government resources at monthly Reference meetings. All cataloging and processing deadlines/goals were met by the LA II at or above the 90% efficiency level.

**O 8: Provide excellent Library instruction**
(LI) Provide excellent Library Instruction to students and faculty.

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.3 Fostering free and open intellectual inquiry, accomplishment and expression

**Strategic Plans:**

**Texas A&M-Corpus Christi**

1.1 Excellence
2.2 Engagement
Related Measures:

**M 13: On-line evaluation form**
On-line evaluation form completed by students after each instruction session.

Source of Evidence: Satisfaction

**Achievement Target:**
90% of students will be satisfied or very satisfied with the session; 90% of students will state that they know more about the Library than they did before the class.

**Findings (2006-2007) - Achievement Target Met**
Results of the online evaluation of instruction sessions indicate that prior to instruction only 50.8% of students rated their knowledge of library resources as good or very good. Following instruction 93.1% of students rated their knowledge of library resources as good or very good. 96.2% of students rated the session as useful or very useful in their academic career. 96.3% of students rated the quality of instruction as good or very good.

**M 14: Faculty evaluation of instruction sessions**
An evaluation of Library Instruction sessions completed by faculty.

Source of Evidence: Satisfaction

**Achievement Target:**
90% of faculty will be satisfied or very satisfied with the instruction session.

**Findings (2006-2007) - Achievement Target Met**
Faculty members are asked to fill out the same evaluation form as the students for each session in which their classes participate. Faculty members are asked to select "other" as the "class level" category in order to distinguish them from the student participants in the evaluation process. In academic year 2006/2007, 96.7% of those responding in the "other" category indicated that the session was clearly explained, 100% of those responding in the "other" category indicated that the instructor’s presentation of material was good or very good, and 100% of those responding in the "other" category rated the overall quality of instruction as good or very good.

O 9: Provide training for reference desk staff
(RS) Provide necessary materials and training for reference desk staff to meet the library patrons’ information needs.

**Associations:**

Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.2 Establishing a culture of professionalism and responsibility
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

**Texas A&M-Corpus Christi**

1.1 Excellence
4.4 Effectiveness

Related Measures:

**M 15: Reference desk field guide**
The reference desk field guide which incorporates changes and reflects current practice

Source of Evidence: Doc. Analysis

**Achievement Target:**
Revised annually - next revision due Fall Semester 2007

**Findings (2006-2007) - Achievement Target Met**
The Reference Desk Field Guide was revised, placed at the reference desk and distributed to staff members on August 23, 2007, before the beginning of the Fall
Semester 2007 as scheduled. This objective is an ongoing objective--the reference desk field guide is updated annually according to a regular schedule and as needed throughout the year.

**M 16: Monthly reference meeting training sessions**
Training sessions on Library’s resources to reference desk staff at monthly reference meetings

Source of Evidence: Satisfaction

**Achievement Target:**
Minutes of monthly meetings will reflect training sessions. Evaluations of training will indicate 80% satisfied or very satisfied with training provided.

**Findings (2006-2007) - Achievement Target Met**
Evaluations of training sessions indicate that for the academic year 2007 85.7% of participants found the training sessions offered during monthly reference meetings good or very good. This above the targeted 80% satisfaction rate.

**Related Action Plans:**

**Training for reference staff**
Plan for improving effectiveness of training program for reference staff. An initial needs assessment will be done at the beginning of the academic year to determine priorities for training at monthly staff meetings. Based on the results of the needs assessment the Reference Coordinator will schedule monthly training sessions and notify trainers of their assigned dates/times. Evaluations will be conducted of all training sessions and will be collected immediately following each session. The Reference Coordinator will compile the results of all evaluations. All instructors will receive individual feedback based on the evaluations within 2 weeks of the training session. The Reference Coordinator will prepare summary report at the end of the academic year for the annual assessment.

For more information, see the *Action Plan Details* section of this report.

**M 17: Provide up-to-date materials**
Up-to-date materials will be provided to assist staff in answering patrons’ questions regarding access to resources, as well as computer, networking, and other technical issues

Source of Evidence: Doc. Analysis

**Achievement Target:**
Updated materials are posted to a general web page (Socorro on Library Staff Page) within one week of creation or revision. However, updates will depend on the types of resources.

**Findings (2006-2007) - Achievement Target Partially Met**
This objective was partially met. A special guide was created on how to create and manage computer accounts in the library and on campus. Other materials were regularly updated throughout the first part of the academic year. The Systems staff member who was responsible for updating Socorro resigned in September 2006. Because of staff shortages, as well as other immediate tasks for Systems, Socorro could not be regularly updated. Other methods of communication were investigated. A task force was created in August 2007 to make recommendations regarding revisions to Socorro and other options for internal communication.

**Related Action Plans:**

**Provide Updated Inhouse Ready Reference Materials**
Provide up-to-date ready reference materials developed by staff members for use by staff members in assisting patrons. Updated materials are posted to the staff web page for easy access by reference employees within one week of creation or revision. The Reference Coordinator will form a working group to determine other possible methods of communication and best practices for sharing information among reference desk staff members. Reference representatives on the Web Committee will work with that group to develop
and implement guidelines for use of electronic communication tools such as wikis and blogs. Materials designed for staff use will be posted to location or locations based on guidelines established by working group and web committee. Materials will be updated or removed from site of posting as needed.
For more information, see the Action Plan Details section of this report.

O 10: Provide references services
(RS) Continue providing reference services to library users regardless of physical location

Associations:

Institutional Priorities:
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.2 Establishing a culture of professionalism and responsibility
1.3 Fostering free and open intellectual inquiry, accomplishment and expression
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

Texas A&M-Corpus Christi
1.1 Excellence
3.3 Expansion
4.4 Effectiveness

Related Measures:

M 20: Satellite references services on 2nd floor
Begin a project that provides "satellite" reference services on the second floor of the library for limited hours and assess the project’s effectiveness

Source of Evidence: Climate/Environ

Achievement Target:
Librarians will collect statistics and submit a report with recommendations to the Library Director on January 15, 2007. Bi-weekly reports will also be provided and will be included in the Reference monthly reports.

Findings (2006-2007) - Achievement Target Met
Biweekly reports were provided for the duration of the project. The final report was submitted in January 2007 with the recommendation, based on overall usage of the service, that the project not be continued at this time but that overall use of the second floor be monitored and that the project be repeated in the future (suggested in 5 years) to determine if the need for second floor reference/information services has increased. Based on findings, no permanent satellite reference service will be established on the second floor at this time.

M 18: Ask a Librarian email service
Provide the "Ask a Librarian" email service

Source of Evidence: Efficiency

Achievement Target:
The responses to email questions will continue to be made within 24 hours or the next business day.

Findings (2006-2007) - Achievement Target Met
All 273 Ask a Librarian questions received during the 2007 academic year were answered within 24 hours of receipt or the next business day. Most Ask a Librarian questions were answered within one hour of receipt except those that were received during periods when the library was closed.

M 19: Subject resource and database guides
Subject resource and database guides

Source of Evidence: Doc. Analysis
Achievement Target:
Library liaisons will update the assigned resource and database guides by July 15, 2007. Reference Librarian responsible for coordinating resource guides will edit each document, convert them to PDF format, and send the final versions to the Systems Department by August 7, 2007. Updated resource guides will be placed on the Library’s web site by August 15, 2007.

Findings (2006-2007) - Achievement Target Met
All assigned resource and database guides were revised and uploaded to the library’s web site by August 15, 2007 as scheduled. This objective is an ongoing objective--all resource and database guides are updated at least annually according to a regular schedule and as needed throughout the year.

O 11: Web page redesign
Web Page Redesign--complete the redesign of the library web pages to provide a better experience to patrons when conducting searches and/or finding information about the library within 3 to 4 clicks by implementation of content management, cascading style sheets, and standardized templates

Associations:

Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness

Related Measures:

M 21: Focus group
Focus Group comprising members of staff, faculty, and students. Random selection of Professors representing all Colleges will conduct data collection within their classes. Statistics obtained will be utilized for formative feedback.

Source of Evidence: Focus Groups

Achievement Target:

Findings (2006-2007) - Achievement Target Partially Met
Staffing shortages in the systems department and staff turnover in members of the Information Architecture Working Group delayed the start of this project. After a prototype of the new website was completed, IRB approval was obtained and a pilot study was conducted, a full usability study was completed in the summer of 2007 using a sample of students and faculty selected from undergraduate and graduate courses taught online and face to face. Data from the study is still being analyzed, but preliminary results were used to make several changes to the prototype and the new website was launched in August of 2007 prior to the start of the academic year. The web committee continues to receive comments and make minor changes to the site, and plans to conduct a second usability study in the spring/summer of 2008. This data, combined with data from the first study, will be used to make further improvements to the library’s user interface.

Related Action Plans:

Web Site Redesign and Evaluation
Analyze results of usability study by July 2008. Use results of analysis to complete modifications to website by August 31, 2008.
For more information, see the Action Plan Details section of this report.

O 12: Evaluate workflow
(Sys) Evaluate workflow in Library Departments and recommend process improvements

**Associations:**

**Institutional Priorities:**

1.2 Establishing a culture of professionalism and responsibility
1.6 Promoting efficient and effective use of time, resources and technology

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence
4.4 Effectiveness

**Related Measures:**

**M 22: Evaluation of trainees**
Training and post-training Evaluation of trainees to obtain information on how the new module improves their speed of processing.

Source of Evidence: Efficiency

**Achievement Target:**
By January 1, 2007, Acquisitions staff will increase their processing time and productivity level by 15%. (eliminate double-keying) (procedural manual)

**Findings (2006-2007) - Achievement Target Not Met**
Due to extended job vacancies and staff shortages caused by mandatory freezes in hiring and staff reorganizations, this objective was not met. The module was not implemented as scheduled. This objective will be carried over into the 2008 unit assessment schedule.

**Related Action Plans:**

**Acquisitions workflow**
Acquisitions workflow: implement the new acquisitions module to enhance workflow of ordering process for library resources. Create documentation and train the acquisition staff on the use of Innovative’s Acquisition Workflow module by January 2008.
For more information, see the Action Plan Details section of this report.

O 13: Train library staff on software
(Sys) Ensure that library staff members are trained in the uses of software necessary for job proficiency with library technologies

**Associations:**

**Institutional Priorities:**

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.2 Establishing a culture of professionalism and responsibility
1.6 Promoting efficient and effective use of time, resources and technology

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence
4.4 Effectiveness

**Related Measures:**

**M 23: Evaluations and needs assessments**
Post-Training evaluations and Needs assessment on skills required for statistical
Source of Evidence: Activity Volume

**Achievement Target:**
Increase by a percentage of 10% the number and frequency of trainings for software used in data collection reporting.

**Findings (2006-2007) - Achievement Target Not Met**
Due to extended job vacancies and staff shortages caused by mandatory freezes in hiring and staff reorganizations, this objective was not met. It will be revised and carried over into the next academic year.

**Related Action Plans:**

**Staff Training on Software**
Systems department staff members will conduct needs assessment to determine what training should be given priority in addition to camtasia training for reference staff members. Needs assessment completed by November 30, 2007. By November 2007, have Reference staff initially trained on the use of the camtasia tutorial software. Utilize a post-training assessment to gauge proficiency level. By March 2008, ensure proficiency level has increased by a rate of 50%. Use results of needs assessment to determine what additional training will be provided in the use of applications and peripherals. By August 2008, complete one training session every two months with a minimum of five sessions for the fiscal year 2007-2008.

For more information, see the *Action Plan Details* section of this report.

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**M 24: Training workshop**
Utilize pre-training needs assessment in developing content for training workshop. To ensure mastery of content, conduct post-training assessment of trainees covering terminology and skills learned for the software covered.

Source of Evidence: Efficiency

**Achievement Target:**
By April 1, 2006, have Reference staff initially trained on the use of the tutorial software. Utilize post-training assessment to gauge proficiency level. By July 2007, ensure proficiency level has increased by a rate of 50%.

**Findings (2006-2007) - Achievement Target Not Met**
Due to extended job vacancies and staff shortages caused by mandatory freezes in hiring and staff reorganizations, this objective was not met. It will be revised and carried over into the next academic year.

**Related Action Plans:**

**Staff Training on Software**
Systems department staff members will conduct needs assessment to determine what training should be given priority in addition to camtasia training for reference staff members. Needs assessment completed by November 30, 2007. By November 2007, have Reference staff initially trained on the use of the camtasia tutorial software. Utilize a post-training assessment to gauge proficiency level. By March 2008, ensure proficiency level has increased by a rate of 50%. Use results of needs assessment to determine what additional training will be provided in the use of applications and peripherals. By August 2008, complete one training session every two months with a minimum of five sessions for the fiscal year 2007-2008.

For more information, see the *Action Plan Details* section of this report.

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**O 14: Evaluate long-term technology needs**
(Sys) Evaluate long-term technology needs for the library

**Associations:**

**Institutional Priorities:**
1.6 Promoting efficient and effective use of time, resources and technology

**Strategic Plans:**
Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness

Related Measures:

M 25: Conduct needs assessment
Conduct needs assessment to determine what equipment/resources are necessary.
Source of Evidence: Evaluations

Achievement Target:
Based on needs assessment, implement 90% of technology requested.

Findings (2006-2007) - Achievement Target Met
A needs assessment was conducted to determine the equipment/resources required to facilitate access to research materials that do not permit IP recognition for authentication. Based on the assessment, recommendations were submitted to the library director and equipment was purchased based on the recommendations. Implementation is currently underway.

O 15: Effective deadlines for processing
(TS) Processing deadlines for new materials will be efficient and effective.

Associations:

Institutional Priorities:
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

Texas A&M-Corpus Christi
1.1 Excellence
4.4 Effectiveness

Related Measures:

M 26: In-house statistics on new item deliveries
In-house statistics on delivery of new items to cataloging section.
Source of Evidence: Efficiency

Achievement Target:
Reference books and materials will be fully processed and available for patron use within one month after material and invoice receipt by the Technical Services Department; New books will be fully processed for patron use within 3 weeks of preparation for cataloging; New media materials will be fully processed and available for patron use according to a weekly schedule; Books and materials for Driscoll Children’s Hospital will be cataloged as they arrive, following receipt and payment in Portal; Outside of Curriculum Rush, new curriculum materials will be cataloged within 3 weeks of receipt, corrected adoption will be processed as time permits; New gift materials will be cataloged within 3 months of receipt by the cataloging section; New Federal government documents received in print will be processed within 10 days of the record load from Marcive and material receipt from the Government Printing Office; New federal electronic resource records will be processed within 2 months of full monthly record load; New Texas state documents will be processed within 1 month of receipt of records from the Texas State Library and receipt of material.

Findings (2006-2007) - Achievement Target Met
The Technical Services Department standard for excellence is performance at or above the 90% efficiency level. Reference books were fully processed within one month more than 90% of the time. New books were fully processed for patron use within three weeks of preparation for cataloging more than 90% of the time. The objectives for cataloging media materials were met 100% of the time, with student assistants processing materials within 3 business days more than 90% of the time. Driscoll items were processed according to schedule more than 94.4% of the time. Curriculum materials were processed according to the assigned
schedule more than 90% of the time. New gift materials were processed according to the standardized schedule more than 95% of the time. All rush catalog items were processed within the guaranteed time limit 100% of the time. New federal government documents were processed well within the 10 day schedule allowed by the depository regulations. Most federal documents were processed within 5 days of receipt and load of records. Most microfiche have been processed within two weeks of record loads. Most electronic records are completely processed within three weeks of record loads. New state documents were processed within 2 weeks of receipt and record load. This is an ongoing objective. Staff members will continue to maintain this high level of performance.

O 16: Paperwork will be processed effectively
(TS) Processing of all orders and invoices will be efficient and effective.

Associations:

Institutional Priorities:

1.2 Establishing a culture of professionalism and responsibility
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

Texas A&M-Corpus Christi

1.1 Excellence
4.4 Effectiveness

Related Measures:

M 27: In-house processing statistics
(TS) In-house statistics on processing orders and invoices

Source of Evidence: Existing Data

Achievement Target:
Orders will be processed and placed with vendors within 20 business days of receipt; All invoices will be processed and paid in Portal and in FAMIS within 20 business days of receipt.

Findings (2006-2007) - Achievement Target Met
Technical Services staff members agree that acceptable levels of performance for this objective are at the 90% level or higher. Statistics show that these objectives were met more than 95% of the time. This is an ongoing goal. Staff members will continue to maintain this high level of performance.

O 17: Periodic review of staff training
(TS) Staff training and reclassification of positions due to workflow/technological changes will be periodically reviewed to offer training opportunities aimed at providing quality service and streamlined work processes.

Associations:

Institutional Priorities:

1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.2 Establishing a culture of professionalism and responsibility
1.6 Promoting efficient and effective use of time, resources and technology

Strategic Plans:

Texas A&M-Corpus Christi

1.1 Excellence
4.4 Effectiveness

Related Measures:

M 28: TS training opportunities attended
TS Staff will record training opportunities attended. Travel/training reports will be
submitted to the Library Director following each training opportunity.

Source of Evidence: Activity Volume

**Achievement Target:**
TS Staff will participate in at least 2 training opportunities per fiscal year.

**Findings (2006-2007) - Achievement Target Met**
All Technical Services staff members met this objective, attending sessions such as in-house training, workshops including Employee Development Day, and library conferences (ALA and TLA). This is an ongoing objective, with staff members participating in training and professional development opportunities annually.

**O 18: Access to specialized research collections**
(SC) Administer, develop and ensure access to specialized research collections

**Associations:**

**Institutional Priorities:**

1.6 Promoting efficient and effective use of time, resources and technology

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.1 Excellence
4.4 Effectiveness

**Related Measures:**

**M 29: Update collections finding guide**
The Collections Finding Guide will be updated using askSam.

Source of Evidence: Doc. Analysis

**Achievement Target:**
To be completed by Aug 31, 2007.

**Findings (2006-2007) - Achievement Target Met**
Under Jan Weaver’s oversight, the location guide to the collections was fully completed on or ahead of schedule. This is an ongoing objective--the finding guide is reviewed for revisions and updates annually and as needed throughout the year.

**M 30: Selected collections will be processed on schedule**
Selected archival and book collections will be processed on schedule.

Source of Evidence: Efficiency

**Achievement Target:**

**Findings (2006-2007) - Achievement Target Met**
1) Through the work of Graduate Assistant Ceil Venable, initial sorting of and a preliminary guide to Dr. Clio’s Papers were completed; 2) G.A. Audrey Flores completed the processing of the Mireles Papers, including a Box and Folder Inventory; 3) Grace Charles completed conversion of the Dr. HPG Papers boxes 134-199, thus eliminating the use of cubic foot boxes for those holdings; 4) Charles sorted and foldered the Ortegon Papers as well as the recently acquired Gilberto Casares Papers; and 5) through use of volunteer and student workers all the prints of the Buccaneer Commission Records were sorted, numbered, and sleeved, including the creation of a useful paper finding guide of bound volumes.

**M 31: Cataloging of Kilgore Collection**

Cataloging of Kilgore Collection

Source of Evidence: Efficiency

**Achievement Target:**
100% of Kilgore Collection to be completed by 8/31/08.

**Findings (2006-2007) - Achievement Target Met**
Substantial progress was made on this objective. By the end of FY 2007, the project had completed approximately one half of the complex and original cataloging needed in the Kilgore Collection. Approximately one half of the items in the collection that needed to be identified and attached into Portal has likewise been done. The department is on target to meet this objective by the end of FY 2008 as scheduled.

**M 32: Scan and post photos**
Scan and post photo collections on the homepage

**Source of Evidence:** Other Admin

**Achievement Target:**
Two photo collections to be posted by August 31, 2007.

**Findings (2006-2007) - Achievement Target Met**
Target performance level was exceeded for this objective--three collections were posted during the academic year. These collections included the William Parker Collection, the Kilgore Picture Postcard Collection, and the Steve Grime Photograph Collection dealing with Corpus Christi images.

**M 33: Post collections on homepage**
Post collections on homepage

**Source of Evidence:** Doc. Analysis

**Achievement Target:**

**Findings (2006-2007) - Achievement Target Partially Met**
The initial inventory of the Mireles Papers was completed by the graduate assistant charged with the duty prior to her completion of her assistantship in August 2007. Other priorities intervened, keeping the final draft of the inventory from being completed and posted by the August 31 deadline. This project will be a priority for completion in FY 2008.

**Related Action Plans:**

**Mireles Papers Inventory**
For more information, see the Action Plan Details section of this report.

**O 19: Continue staff professional development**
(SC) Continue professional development of staff to ensure processes and techniques are current and appropriate.

**Associations:**

**Institutional Priorities:**
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.2 Establishing a culture of professionalism and responsibility
1.6 Promoting efficient and effective use of time, resources and technology

**Strategic Plans:**

**Texas A&M-Corpus Christi**
1.1 Excellence
2.2 Engagement
4.4 Effectiveness

**Related Measures:**

**M 34: Staff attendance at conferences, etc.**
Archives) Staff attendance at major professional conferences or training programs

Source of Evidence: Activity Volume

**Achievement Target:**
All staff will attend at least one major professional conference by Aug 31, 2007.

**Findings (2006-2007) - Achievement Target Met**
Kreneck attended the TSHA; Charles attended the annual meeting of the Rocky Mountain Archivists Society. Weaver was not able to attend the TSHA as planned. Weaver’s training focus was with individualized instruction from Tech Services Head Laura Martinez.

**O 20: Participate in graduate instruction**
(SC) Participate in Library goal of continued graduate instruction

**Associations:**

**Institutional Priorities:**
1.1 Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff
1.3 Fostering free and open intellectual inquiry, accomplishment and expression

**Strategic Plans:**

*Texas A&M-Corpus Christi*
1.1 Excellence
2.2 Engagement

**Related Measures:**

**M 35: Applied/Public History graduate class**
Kreneck to teach independent directed studies in Applied History upon request as part of his role as Graduate Lecturer in Public History as well as serve on MA Committees.

Source of Evidence: Other Admin

**Achievement Target:**
As a result of this class, students will be exposed to oral history methods and they will make transcriptions of the Library’s oral history collection.

**Findings (2006-2007) - Achievement Target Met**
Students participating in the Applied/Public History Class members completed completed transcriptions from the Library’s oral history collection. In addition, Kreneck taught three individual directed study courses which resulted in inventories of two collections which were posted as homepage links. The third student did substantial work on the Buccaneer Commission Records, contributing to making materials available to researchers.

**Details for Action Plans Established This Cycle**

**Media Staff Training**
Provide Training and Professional Development Opportunities for the Media Center Staff. In FY 2006/7 Staff shortages made it impossible for the department to reach its objective of having each staff member attend 2 training/professional development opportunities. During FY 2008 the department supervisor will work with department staff members identify 2 opportunities for each staff member and will request funding as needed to ensure that each is able to take advantage of training/professional development opportunities offered locally. All training to be completed by August 31, 2008.

**Priority:** Medium

**Responsible Person/Group:** Media Center Supervisor/Staff

**Access to Electronic Journals**
Increase Access to electronic journals: Include e-journal acquisition, access, processing, maintainance, trouble shooting, etc. in the electronic resouces workflow including a system for tracking the status of each e-journal or group of e-journals. A commercial electronic
resources management system would be useful for this purpose since it would be a central place to store electronic versions of license agreements, contact information, access information, and log the status of negotiations. The serials/electronic resources librarian will evaluate commercial electronic resource management products and make a recommendation by February 2008. Objective is to make purchase and implement electronic management system by July 2008.

**Priority:** High

**Responsible Person/Group:** Serials/Electronic Resources Librarian

**Additional Resources Needed:** Cost of Electronic Resources Management System unknown--estimated $15,000.

**Weeding Government Documents**

The government documents collection will be weeded according to an established plan so that 50% of the collections will be examined and weeded by August 31, 2008.

**Priority:** Medium

**Responsible Person/Group:** Government Documents Librarian/Government Documents Assistant

**Provide Updated Inhouse Ready Reference Materials**

Provide up-to-date ready reference materials developed by staff members for use by staff members in assisting patrons. Updated materials are posted to the staff web page for easy access by reference employees within one week of creation or revision. The Reference Coordinator will form a working group to determine other possible methods of communication and best practices for sharing information among reference desk staff members. Reference representatives on the Web Committee will work with that group to develop and implement guidelines for use of electronic communication tools such as wikis and blogs. Materials designed for staff use will be posted to location or locations based on guidelines established by working group and web committee. Materials will be updated or removed from site of posting as needed.

**Priority:** High

**Responsible Person/Group:** Reference Coordinator, Librarians, Web Committee

**Additional Resources Needed:** Additional resource needs undetermined. Possible need for new server, estimated cost $9000.

**Web Site Redesign and Evaluation**


**Priority:** High

**Responsible Person/Group:** Web Committee, Library Administration

**Additional Resources Needed:** Funding for conducting usability study, purchase of analysis software. Usability study costs approximately $1000. Software costs approximately $2500.

**Acquisitions workflow**

Acquisitions workflow: implement the new acquisitions module to enhance workflow of ordering process for library resources. Create documentation and train the acquisition staff on the use of Innovative’s Acquisition Workflow module by January 2008.

**Priority:** High

**Responsible Person/Group:** Network Manager I/Systems

**Staff Training on Software**

Systems department staff members will conduct needs assessment to determine what training should be given priority in addition to camtasia training for reference staff members. Needs assessment completed by November 30, 2007. By November 2007, have Reference staff initially trained on the use of the camtasia tutorial software. Utilize a post-training
assessment to gauge proficiency level. By March 2008, ensure proficiency level has increased by a rate of 50%. Use results of needs assessment to determine what additional training will be provided in the use of applications and peripherals. By August 2008, complete one training session every two months with a minimum of five sessions for the fiscal year 2007-2008.

**Priority:** Medium

**Responsible Person/Group:** Systems Department

**Additional Resources Needed:** May need to purchase additional Camtasia licenses at cost of $1000. May need additional training for systems personnel--additional travel funding at $2500.

**Mireles Papers Inventory**


**Priority:** High

**Responsible Person/Group:** Special Collections/Archives

**Training for reference staff**

Plan for improving effectiveness of training program for reference staff. An initial needs assessment will be done at the beginning of the academic year to determine priorities for training at monthly staff meetings. Based on the results of the needs assessment the Reference Coordinator will schedule monthly training sessions and notify trainers of their assigned dates/times. Evaluations will be conducted of all training sessions and will be collected immediately following each session. The Reference Coordinator will compile the results of all evaluations. All instructors will receive individual feedback based on the evaluations within 2 weeks of the training session. The Reference Coordinator will prepare summary report at the end of the academic year for the annual assessment.

**Priority:** Medium

**Responsible Person/Group:** Reference Coordinator

**Report Shelving Status**

During the Fall Semester of 2007 the Access Services staff will continue the shifting of the main collection to incorporate additional space acquired as result of addition of range in Summer 2007 and collection weeding begun in Summer/Fall 2007. The initial shift will be completed by January 31, 2008. Following the initial shift a report on shelf space and additional shelving needs will be prepared and submitted to the library director by April 1, 2008.

**Priority:** High

**Responsible Person/Group:** Access Services Supervisor/Staff

**Additional Resources Needed:** Additional Shelving possibly required, as recommended in report due April 1, 2008.

**Collection Inventory**

A formal report will be completed summarizing the reserve and cd collection inventory. The report will include what Access Services staff learned from the reserve/cd inventory and what steps will be recommended for the main collection inventory based on what was learned. The report will include a recommendation for the section by section inventory of the main collection and a timetable for inventory completion. Formal report submitted to library director by December 21, 2007 on results of cd and reserve inventory. Timetable recommended for main collection inventory submitted to library directory by January 15, 2008. Begin next phase of inventory project by March 1, 2008.

**Priority:** High

**Responsible Person/Group:** Access Services Supervisor/Staff

**Copyright clearance projects: ILL and E-Reserve**

Copyright costs for interlibrary loan and electronic reserve materials and legal issues
pertaining to materials converted to electronic format for use in electronic reserve present two action areas: cost and policy development. A formal copyright report will be submitted to the Library Director by January 2008. The report will include the recent activity and cost of copyright permissions as well as projected future costs. Interlibrary loan and electronic reserve copyright procedures will be reviewed to ensure that current procedures reflect current copyright law. Results of this review will be included in the copyright report. A formal copyright policy and procedure will be drafted and forwarded to the policy committee and Library Director for review. The determination of who will pay future copyright fees, and by which manner, will also be developed and presented to the Provost for consideration in the budget process. The formal copyright report, submitted to the library director by January 31, 2008 will include all necessary documentation. The copyright policy will be drafted and forwarded to the policy committee by February 2008. The budget information required for presentation to the Provost will be prepared by January 2008. Approved policies will be posted online and made available in print within 1 month of approval.

**Priority:** High

**Responsible Person/Group:** Access Services Supervisor/Staff

**Additional Resources Needed:** Funding for copyright costs--undetermined at this time:
Additional funding provided in FY 2007 was $11,000--estimated to be 75% of needed funding.

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**Annual Reports**

**Executive Summary**
The Mary and Jeff Bell Library successfully completed many of the projects it undertook in 2006/07 in spite of staff shortages and employee turnover. Results of the survey of faculty and students indicate that library services are satisfactory or very satisfactory at or above the 90th percentile while collections and environment are in need of improvement. Several important projects are underway to improve access to library resources and to improve efficiency so that resources are made available to library users, moving more quickly from the point of order to the point of accessibility. Significant challenges encountered during the year include staff turnover accompanied by hiring freezes and continued difficulty in filling vacancies at the professional librarian level, environmental and space issues, and the continued rapid escalation of costs of library resources with static materials allocations.

**Contributions to the Institution**
The library contributes to the institution through its staff members’ participation on university councils and committees, through its active participation in and contribution to the educational and research process, through its donations to the university’s scholarship fund, and through its staff members’ presence at university sponsored events and extracurricular activities.

**Highlights**
Based on the results of the 2006 survey of students and faculty, respondents are consistently satisfied or very satisfied at the 90% level or above with library services. In Training/Professional Development: In spite of staffing shortages, the majority of staff members were able to take advantage of continuing professional development and training/educational opportunities supported by the library. The library also continued to offer department specific training for student employees and library-wide training for emergency preparedness for all employees. Monthly training continues to occur in Reference meetings, where staff members receive updated training in the use of electronic resources. In Periodicals/Electronic Resources: Statistics demonstrate that the department was able to address 95% of requests for assistance with electronic resource issues within 2 business days and to resolve more than 90% of issues within 5 business days. Access to electronic journals continues to increase through the incorporation of titles in the A to Z list. Library users have access to more than 60,000 titles electronically—either through full-text databases or through electronic subscriptions. Cooperative purchases with the Texas A&M University System continue to increase our holdings in the area of electronic resources, adding electronic books and serial collections. In Collection Development: The library successfully completed 1/3 of the subject specific collection development policies during FY 2006/07. The overall goal is to complete 1/3 of the policies each year for three years, completing the entire set of subject specific policies by 2008/09. These policies are an essential part of our ongoing collection assessment and maintenance efforts. As a part of the
maintenance efforts, collections for which policies are developed are then placed on a weeding schedule to ensure that collections are reviewed for relevance, currency, and potential needs. Materials that are no longer needed, are damaged beyond repair, or are found to be a danger to the collection because of mold or insect infestation are removed. We increased access to government information online: We have increased access to online government information through the library’s online catalog through the addition of Persistent Uniform Resource Locators (PURLs) to records. PURLs enable the library user to link directly to the government resources they require from our online catalog. In Information Literacy Instruction: SACS comprehensive standard 3.8.2 requires that the institution provide information literacy instruction across the curriculum. The library provides instruction in information literacy on demand and requests that students and faculty complete evaluation forms following each session. Survey results indicate that prior to the session only 50.8% of students rate their knowledge of library resources as good or very good. Following the session, more than 93% of students rate their knowledge of resources as good or very good. 96.2% of students also rated the session as useful or very useful in their academic career and 96.3% rated the quality of instruction as good or very good. Of the faculty members who completed the survey, 96.7% indicated that the session was clearly explained, 100% indicated that the presentation of material was good or very good, and 100% rated the overall quality of instruction as good or very good. In Reference Services: Ask a Librarian e-mail reference service continued to provide answers to library users regardless of time and place. Users may email questions at any time and during operating hours most are answered within one hour of receipt. Questions asked during periods when the library is closed are answered within 24 hours or the next business day. In the Systems Department: The Systems Department completely redesigned the library website over the past two years, developing a new underlying architecture on which the site resides. The library then completed the first usability study of its new website design in the summer of 2007, launching the new website design prior to the start of the academic year. This usability study was a huge undertaking, led by the Serials/Electronic Resources Librarian and involving the Systems Department and the Office of Planning and Institutional Effectiveness (in an advisory capacity). Permission for the study was received from the Institutional Review Board and the data obtained is still being analyzed. A second usability study will be conducted sometime in the next fiscal year. In Technical Services: The Technical Services Department continues to process all orders and invoices and receive and catalog all materials well within established parameters and deadlines. Statistics demonstrate that all standards are met more than 90% of the time. In Special Collections: More than one half of the Kilgore book collection was cataloged by the end of fiscal year 2006/07, making these items available through the online catalog and OCLC to library patrons at Texas A&M-Corpus Christi and throughout the world. This significant collection of Texana material is a considered a unique and core collection and cataloging it has been a long-standing goal for the department. The department was able to make three significant photographic collections available online for researchers during this fiscal year. These unique collections are not available anywhere else in the world: the William Parker Collection, the Kilgore Picture Postcard Collection and the Steve Grime Photograph Collection. In the Library Media Center: A study of laptop use and availability was conducted to ensure that our existing laptop checkout program continued to meet the needs of students. The study was completed and findings indicated that the program continues to adequately address student computer needs at this time. The staff is continuing to monitor the program and existing lab usage to ensure that students have access to computers in the Library as needed. They report monthly on lab and laptop usage so that decisions on increasing hours can be made based on demand and usage.

Teaching Activities
Dr. Tom Kreneck taught the Applied/Public History graduate class during fall 2006. During this class students completed transcriptions from the Library’s oral history collection. Kreneck also taught three individual directed study courses. Two students completed inventories of two collections which were posted as homepage links. The third student did substantial work on the Buccaneer Commission Records, contributing to making materials available to researchers. Information Literacy Instruction: During 2006-2007, Librarians taught 237 Information Literacy sessions, with 4151 students present. In addition they staffed a reference desk for 4,809 hours and answered 21,824 questions.

Research and Scholarly Activities
Public/Community Service

Coordinated by the Library’s Special Projects Committee, the Library staff continued to participate in community service activities during 2006/07. Our annual participation in Project Sox and Operation Bunny Helper continued, as well as our participation in the annual coat and blanket drive. In addition, individual staff members contribute their personal time away from work to numerous charitable causes in the community. Additionally, our business coordinator, Mr. Charles Vasquez, annually serves as one of the lead coordinators of the University’s SECC efforts—a major community service undertaking. And Dr. Tom Kreneck regularly works with groups in the community and the region to preserve and protect artifacts and sites of historical importance and to recognize the achievements and contributions of men and women throughout the region to the improvement of the Coastal Bend area.

International Activities

The Bell Library has a Sister Library Partnership with ITESM in Monterey Mexico. We also work collaboratively with libraries across the world to share resources via Interlibrary Loan so that our students and faculty have access to the materials they need to conduct research and complete course assignments.

Anticipated Challenges

Staffing Issues: In Access Services, staffing turnover and mandatory hiring freezes affected the ability of the department to complete important projects such as analysis of collection status and shelving needs. However, based on a previous study and anecdotal evidence we were aware of increasing need for space in certain areas of the collection and were able to add an additional range of shelving in an area of high need. We will attempt to complete the collection status report in FY 2008 once the staffing situation is resolved—if it can be resolved. Similarly, in the Media Center, staff turnover and shortages prevented personnel from fully taking part in off-site training opportunities and made the completion of important inventory projects impossible. Staff shortages in the Systems Department affected the department’s ability to complete projects and to assist other departments with technology-related issues that in turn affected those departments’ ability to advance projects on schedule. The mandatory two-month waiting period before hiring significantly affected this department’s ability to directly support other departments in the library and had a profound impact on our ability to address library user needs during the academic year. One example of the affect of staff shortage on the ability of the department to provide support for other library departments also directly impacts our ability to accurately assess library resources and services. The systems department provides much of the technological infrastructure for automated data collection and organization, writing programs to ensure that the data is gathered and sorted appropriately for later use. When departments require the collection of specific data the systems department is notified and they develop the program to collect it. This year, several measures could not be accurately measured because the systems department did not have the personnel to develop the programs to collect the data. Departments attempted to collect data by hand, but these data are incomplete and of marginal usefulness in the assessment process. The internal staff web pages, which house the reference desk field guide and other important resources for the reference staff, are

updated by the systems department in support of reference services. Staff shortages in the systems department meant that timely updates to this resource did not occur and reference staff members did not always have access to information they needed to provide service to library users at the reference desk. Several important projects were also delayed or not completed due to the staffing shortages. These included the web page redesign, the project to increase the efficiency of the acquisitions workflow (which would save time and money for the library), and providing additional training for library personnel in the use of several important library systems and software packages. Professional Librarians: Two vacancies in the professional librarian ranks had a significant impact on our ability to complete projects and meet objectives during fiscal year 2006/07. As a group we focused on our highest priority tasks—providing user services such as instruction and reference services, and completing those projects that we identified as most directly impacting our ability to provide exemplary service. Other essential projects that were not completed included the weeding of our government documents collection. This project is essential because as a federal depository we are required to maintain this collection and to ensure that a librarian is dedicated to the maintenance of this collection. However, the Government Documents Librarian position was vacant for more than 6 months of the fiscal year, remains vacant to this date, and the workload has been assumed by another librarian in addition to his regular duties. Another essential position, vacant since early spring, is the Instruction Coordinator. SACS comprehensive standard 3.8.2 requires that the library demonstrate that information literacy instruction occurs across the curriculum and it is the role of the Instruction Coordinator, working with the faculty in the Colleges, to ensure that this occurs. We are in the process of hiring for these two positions and are hopeful that we will be able to fill both, but our salary structure is much lower than area schools, Texas Master’s I institutions, and regional institutions overall, we offer no chance of promotion or tenure, and no faculty or academic status. It is a hard sell, that becomes harder with each passing year. Environmental and Space Issues: While library services consistently scored above the 90th percentile in the recent user survey, the library environment consistently received the lowest scores—falling below the 75th percentile on noise level, and below the 70th percentile on availability of quiet study spaces and group study spaces. On furnishings, respondents reported satisfaction rates below the 80th percentile. These ratings are far below acceptable levels and indicate a need for considerable improvement in physical facilities. Space continues to be an issue. While we continue to weed collections to make space for new resources, growth in collections exceeds existing space and projections indicate that we will run out of space within the decade. The Coordinating Board model for space allocation indicates that as of 2004 the library was already at a space deficit of 30,000 square feet and the Coordinating Board projections predict a deficit of more than 44,000 square feet by 2010. Comments from the library user survey conducted in spring of 2006 focus largely on environment and the lack of group and quiet study, the age of furnishings and carpeting, the lack of adequate desks and chairs, the need for additional computers, and the need for both temperature and noise control. Resources: Electronic Reserves and Copyright: Electronic Reserves have become popular with faculty and students alike. Electronic Reserves allow faculty members to put copies of articles or chapters of books on reserve at the library for students to read for classes. Students can access these through the library’s online catalog 24 hours a day without having to come to the library. Materials are available in PDF format and may be downloaded and printed from anywhere in the world, after the student authenticates through our database. In order to make these materials available the library must pay copyright fees, according to federal copyright laws. Fees are assessed based on several factors, including the number of pages in the item and the number of students in the class. The fee per page per student is set by the publisher and may range from a few cents per page per student to hundreds of dollars. The library has seen these costs escalate over the past two years from several hundred dollars per semester to several thousand dollars. The estimated amount that will be spent in FY 2007/08 is more than $20,000, up from $11,000 in FY 2006/07. Funding for Library Resources: Library Resources—both print and electronic—continue to increase in cost annually. Most disciplines prefer to have materials purchased in an electronic format. Electronic format materials not only cost more, but come with annual maintenance costs which increase at a rate of 10-25% per year. The addition of new programs requires the purchase of a wide range of new materials to support those programs. The library has received no significant increase in its materials allocation in 8 years, while costs for monographs have increased an average of 10% per year and electronic resources and journals have increased 10-25% per year and the university has added several new graduate programs and half a dozen bachelor’s degrees to the mix. Without additional resources we
cannot support the programs offered at this university and our students will not get the education they need to be successful after they graduate.