Texas A&M University-Corpus Christi

Detailed Assessment Report
2007-2008 Bell Library

Mission/Purpose

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

Goals

G 1: Services I: Accurate and accessible information
Provide accurate and accessible information regarding Library resources, services, and policies through the most appropriate modes of communication

G 2: Services II: Deliver services and provide outreach
Deliver services and provide outreach to enhance access to Library resources both on and off campus, in a courteous, timely, and respectful manner

G 3: Info Resources/Tech I: Select, Acquire, Preserve
Select, acquire, preserve and organize information resources in many formats, relevant to the University’s curriculum, research, and creative activities

G 4: Info Resources/Tech II: Grow unique collections
Growing unique collections both supportive of the University’s ever-expanding programs and reflective of Corpus Christi and South Texas culture.

G 5: Info Resources/Tech III: Provide diverse resources
Provide diverse quality information resources accessible on and off campus using the most current technology tempered with traditional means of information dispersal.

G 6: Teaching/Learning I: Diverse qualified staff
Recognize, respect and retain qualified, service-oriented staff who are empowered to fulfill the library’s mission and goals through shared communication
G 7: Teaching/Learning II: Information Literacy
Provide high-quality information literacy instruction for students and faculty. Encourage staff and faculty in the pursuit of knowledge within and beyond their current expertise.

G 8: Assessment/Planning I: Plan and evaluate
Plan and evaluate services, systems, operations and technology to ensure that each addresses present needs and meets future requirements.

G 9: Environment I: Safe/secure environment
Provide a safe and secure area conducive to research and learning, with the capacity to house the current and future resources of the library.

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

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

Strategic Plans:
Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.

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: Administrative Measure

Achievement Target:
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.

Findings (2007-2008) - Achievement Target: Partially Met
Based on a preliminary shelf space report, new shelving units were added and the shift began on schedule in FY 2008. Subsequent staffing shortages due to resignations which reduced the size of the departmental staff from 4 full time staff to 1 full time staff member placed the shift on hold for one year.

In September 2008 the timeline for this project was revised for FY 2009. The shifting project will recommence in FY 2009 and be completed by Summer 2009.

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

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
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: Client satisfaction survey (student, faculty)

**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 (2007-2008) - Achievement Target: Met**

The Library Survey is conducted every three years. Scheduled to be conducted again in Spring 2009.

**O 3: (Media)Customer service-Media**

(MEDIA) Provide exemplary customer service through staff training and professional development

**Strategic Plans:**

Texas A&M-Corpus Christi

1.1 Provide excellent academic programs & instruction.

1.7 Commitment to faculty & staff diversity & quality.

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: Client satisfaction survey (student, faculty)

**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 (2007-2008) - Achievement Target: Met**

The Library Survey is conducted every three years. Scheduled to be conducted again in Spring 2009.

**M 4: 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: Administrative Measure

**Achievement Target:**

Training of 100% of student assistants to be completed before the fall semester 2007; new training for spring semester to be completed by January 30, 2008.

**Findings (2007-2008) - Achievement Target: Met**

All Media students attended training sessions completed prior to the start of each semester.

**M 6: 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: Administrative Measure

**Achievement Target:**
All media personnel will attend at least 2 training sessions before August 2008.

**Findings (2007-2008) - Achievement Target: Partially Met**
Media staff members attended Employee Development Day sessions and participated in online training offered by the Texas A&M University System, but no job specific training sessions or workshops were attended by personnel during the fiscal year. No action plan is necessary as availability of workshops varies from year to year depending on vendor offerings.

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

**Strategic Plans:**
Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.

**Related Measures:**

**M 7: 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. If it has been requested, speciality software will be installed within 3 business days of the request.

**Findings (2007-2008) - Achievement Target: Met**
Specialty hardware has been replaced according to the schedule and tested for software compatibility. All specialty software has been installed within 2 business days of request, exceeding stated objective.

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

**Strategic Plans:**
Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.

**Related Measures:**

**M 8: 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 (2007-2008) - Achievement Target: Met**
90% of requests were addressed within 2 business days in FY 2008; response ratio was also achieved: 18% were addressed by the Serials Librarian, 82% by the ER associate.

**M 9: 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 (2007-2008) - Achievement Target: Met**
91% of help desk requests were addressed for electronic resources were addressed within 5 business days in FY 2008.

**M 10: 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 fiscal year 2006-07 (done), 66% by the end of this next fiscal year (2007-08), and 100% by the end of the fiscal year after that (2008-09).

**Findings (2007-2008) - Achievement Target: Met**
During FY 2007-2008 the process for activating electronic journals and adding them into both Portal and the Find Journals list was refined and significant progress was made on incorporating titles into both resources, increasing access for library users.

Because the number of e-journals available keeps increasing, it is not possible to determine whether the 66% target was achieved. In FY 09 a new achievement target will be established which includes documenting the workflow and enhancing the means by which we track and document activation and addition of e-journal titles.

Staff turnover in late FY 2008/early FY 2009 had a significant impact on this workflow. The time required for hiring and training new staff will mean that fewer e-journals will be made readily accessible to library users in FY 2009 than previously planned.

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

**Strategic Plans:**
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.

**Related Measures:**

**M 12: 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: Administrative Measure

**Achievement Target:**
Complete 33 percent of the subject-specific collection development policies by August 15, 2008.

**Findings (2007-2008) - Achievement Target: Met**
33 percent of the collection development policies were completed by August 15, 2008 as scheduled.

As of this date, two-thirds of the subject specific collection development policies were completed, with the last third to be completed in FY 2009.

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

**Strategic Plans:**
Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.

**Related Measures:**

**M 13: Incremental weeding of areas**
Documents Librarian will select 2-3 areas each month and will work incrementally on those collections.

Source of Evidence: Document Analysis

**Achievement Target:**
50% of all government documents collections will be examined and weeded by August 15, 2008.

**Findings (2007-2008) - Achievement Target: Met**
The entire print collection of both federal and state government documents was weeded during FY 2008, exceeding the target set for this objective by 100%.

**M 14: 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 by the Library Committee and will be determined to be effective if 90% of these deadlines and goals are met.

**Findings (2007-2008) - Achievement Target: Met**
More than 90% of PURLs have been processed by the Government Documents Associate and made available in the online catalog prior to set deadlines. In FY 2008 more than 8,400 new electronic government
documents were added to the collections.

In the absence of a full-time documents librarian (position vacant) the Associate Director for Collection Development and Reference Services performed government documents duties, informing reference staff of noteworthy titles on a regular basis during reference meetings and through regular email notifications.

The Systems Department assisted with increasing access by enabling patrons to limit searches in the online catalog to a web-based documents location only.

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

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.

Related Measures:

M 15: On-line evaluation form
On-line evaluation form completed by students after each instruction session.
Source of Evidence: Client satisfaction survey (student, faculty)

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 (2007-2008) - Achievement Target: Met
1,794 students completed the survey for library instruction. Prior to the session 51% of participating students rated their knowledge of library resources as good or very good.

Of participating students, 96% said the purpose of the session was clearly explained, 96% rated the instructor's presentation of material as good or very good, 95% said the instructor used relevant examples, 96% rated the session as useful or very useful in their academic careers, 93% rated their post session knowledge of library resources as good or very good, and 96% rated the quality of the session as good or very good.

M 16: Faculty evaluation of instruction sessions
An evaluation of Library Instruction sessions completed by faculty.
Source of Evidence: Client satisfaction survey (student, faculty)

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

Findings (2007-2008) - Achievement Target: Met
Faculty members are asked to fill out the instruction evaluation form with their students and to select "other" as their category. Prior to the session 70% of those participating in the survey and categorizing themselves as "other" rated their knowledge of library resources as good or very good.

Of those who participated in the survey and categorized themselves as "other," 96% said that the library instructor clearly described the purpose of the instruction session, 96% rated the presentation of material as good or very good, 96% said the instructor used relevant examples, 100% said the session was useful to their academic careers, and 93%
rated their knowledge of library resources as good or very good after the session.

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

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.7 Commitment to faculty & staff diversity & quality.

Related Measures:

M 17:  Reference desk field guide
The reference desk field guide which incorporates changes and reflects current practice
Source of Evidence:  Document Analysis

Achievement Target:
Revised annually - next revision due June 2008.

Findings (2007-2008) - Achievement Target: Met
The reference desk field guide was revised as scheduled in June 2008. The final version was available for all Reference staff by August 2008.

Revisions to the electronic version of the reference desk field guide were also posted to the staff website in August 2008.

M 18:  Monthly reference meeting training sessions
Training sessions on Library’s resources to reference desk staff at monthly reference meetings
Source of Evidence:  Client satisfaction survey (student, faculty)

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

Findings (2007-2008) - Achievement Target: Met
A needs assessment was conducted at the beginning of FY 2008 to determine the resources in which reference staff members should receive additional training. Subject liaisons were scheduled to provide short training sessions on the use of individual resources in monthly reference meetings. Sessions were evaluated and the results of the evaluations were shared with the individual instructors.

In all cases more than 80% of those participating in the sessions and completing an evaluation were satisfied or very satisfied with the training provided.

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

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.10 Manage resources efficiently and effectively.
1.3 Promote lifelong learning and global citizenship.
**Related Measures:**

**M 19: Ask a Librarian email service**
Provide the "Ask a Librarian" email service
Source of Evidence: Existing data

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

**Findings (2007-2008) - Achievement Target: Met**
100% of Ask a Librarian questions were answered within 24 hours or the next business day. In most cases, during regular working hours, questions were answered within 1 hour of receipt.

**M 20: Subject resource and database guides**
Subject resource and database guides
Source of Evidence: Document Analysis

**Achievement Target:**
Library liaisons will update the assigned resource and database guides by July 15, 2008. 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, 2008. Updated resource guides will be placed on the Library’s web site by August 15, 2008.

**Findings (2007-2008) - Achievement Target: Met**
All resource guides were updated according to schedule. The subject liaisons completed revisions to guides and submitted them for editing. The editor completed his review and converted the guides to PDF format for loading on the library’s website, as well as making them available for printing and distribution in the reference services area of the library before August 15, 2007.

The Systems Department loaded all revised guides on the website before the beginning of the fall semester of 2008.

**O 11: (SYS)Web page redesign**
(SYS)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

**Strategic Plans:**

Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.10 Manage resources efficiently and effectively.
1.6 Commitment to student diversity and quality.

**Related Measures:**

**M 11: Usability study**
Usability study 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: Document Analysis

**Achievement Target:**
Second and final usability study to be completed in Spring 2008 with 90%
satisfaction with web page design expected.

**Findings (2007-2008) - Achievement Target: Not Met**
This project was placed on hold for FY 2008 as a result of technical issues with Banner implementation and other university priorities related to web page design. Additionally, staff turnover and vacancies had a significant and negative impact on the library's ability to pursue the second phase of this project.

This project will be resumed in FY 2009 or FY 2010, following the implementation of the new university template and the completion of the hiring and training process for new employees.

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

**Strategic Plans:**
Texas A&M-Corpus Christi
   1.10 Manage resources efficiently and effectively.

**Related Measures:**

**M 24: Acquisition workflow procedure**
Automated acquisition workflow procedure with state contracted vendors.

Source of Evidence: Efficiency

**Achievement Target:**
The overall percentage of items ordered under the acquisitions workflow procedure will increase to 75%.

**Findings (2007-2008) - Achievement Target: Partially Met**
Documentation was completed for this procedure and training was provided for one staff member in the Technical Services Department. That staff member is now pilot testing the procedure before it is introduced to the whole department for use in FY 2009 for all ordering.

This objective has taken longer than originally estimated to complete due to employee/staff turnover issues as well as software/technology issues.

**O 13: (SYS) 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

**Strategic Plans:**
Texas A&M-Corpus Christi
   1.1 Provide excellent academic programs & instruction.
   1.10 Manage resources efficiently and effectively.
   1.7 Commitment to faculty & staff diversity & quality.

**Related Measures:**

**M 3: Number of training sessions**
Number of training sessions as indicated in needs assessment study

Source of Evidence: Administrative Measure

**Achievement Target:**
A minimum of 5 training sessions for fiscal year with at least one session every 2 months.
Findings (2007-2008) - Achievement Target: Not Met
No group training sessions in excel and access were provided during the fiscal year. It was determined early during FY 2008 that group training sessions would not be the best use of personnel time. Systems Department personnel instead focused on individualized training sessions on an as needed basis and focused on other higher group training priorities during FY 2008.

M 5: Training workshop-Reference staff
Utilize pre-training needs assessment in developing content for training workshop for reference staff in the use of Camtasia. To ensure mastery of content, conduct post-training assessment of trainees covering terminology and skills learned for the software covered.

Source of Evidence: Administrative Measure

Achievement Target:
By November 2007, have Reference staff initially trained on the use of the tutorial software for Camtasia. By July 2008 at least 3 online tutorials for students will be created by reference staff and be made available on the Library website.

Findings (2007-2008) - Achievement Target: Met
Training was provided in November 2007 in the use of Camtasia for all Reference personnel involved in the development of tutorials.

Fifteen tutorials using Camtasia and other programs were created and placed on the library website for student use by July 2008.

O 14: (TS) Effective deadlines for processing
(TS) Processing deadlines for new materials will be efficient and effective.

Strategic Plans:
Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.

Related Measures:

M 21: 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 (2007-2008) - Achievement Target: Met**
Reference books and materials were processed within the deadline more than 90% of the time.

New books were processed within the deadline more than 95% of the time until the department lost the library assistant responsible for copy cataloging to a much higher paying position elsewhere in the community. The position was frozen for two months before advertising. The subsequent hiring and extensive training required meant that others in the department were required to take on additional duties in order to continue to meet this and other processing goals. In spite of this, the department managed to meet this goal overall 90% of the time.

New media materials have been processed according to the set schedule more than 90% of the time.

New Books and materials for Driscoll Children's Hospital have been processed as they arrive. Again, prior to the loss of the library assistant items were processed as soon as they arrived more than 95% of the time. With the departure of this employee, the percentage dropped as others took on additional work. In spite of this the department processed materials throughout the year according to the schedule 90% of the time.

Curriculum materials have not been processed outside of curriculum rush since the departure of the library assistant. When the assistant was here, materials were processed on schedule more than 90% of the time.

New gift materials have been processed according to schedule more than 90% of the time.

New federal government documents received in print are processed within 10 days of the record load from Marcive and receipt of materials from GPO. New federal electronic resources are processed within one month of full record load. New state documents are generally processed within two weeks of receipt of records from the Texas State Library and receipt of materials.

**O 15: (TS)Paperwork will be processed effectively**
(TS) Processing of all orders and invoices will be efficient and effective.

**Strategic Plans:**
Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.

**Related Measures:**

**M 22: In-house processing statistics**
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 (2007-2008) - Achievement Target: Met
All orders have been processed and placed with vendors within 20 business days of receipt more than 90% of the time, once the budget is known.

All invoices are processed and paid in Portal and FAMIS within 20 business days of receipt more than 90% of the time.

O 16: (TS) 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.

Strategic Plans:

Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.
1.7 Commitment to faculty & staff diversity & quality.

Related Measures:

M 23: 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 (2007-2008) - Achievement Target: Met
Technical services staff members all attended at least two training sessions during the fiscal year. Members participated in online sessions, employee development day, and local conferences. Librarians also attended the American Library Association and Texas Library Association meetings.

O 17: (SC) Access to specialized research collections
(SC) Administer, develop and ensure access to specialized research collections

Strategic Plans:

Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.10 Manage resources efficiently and effectively.

Related Measures:

M 25: Update collections finding guide
The Collections Finding Guide will be updated using askSam.

Source of Evidence: Document Analysis

Achievement Target:
To be completed by Aug 31, 2008.
**Findings (2007-2008) - Achievement Target: Met**
Staff members in Special Collections continue to maintain and update AskSam—the collections finding guide—as needed. In FY 2008, as materials were relocated, location codes were updated in the system. Incorrect location codes were found and corrected.

This is a continuing objective.

**M 26: Selected collections will be processed on schedule**
Selected archival and book collections will be processed on schedule.

Source of Evidence: Existing data

**Achievement Target:**
The Hector P. Garcia papers, the L. DeWitt Hale and Clothilda Garcia papers will be processed by August 31, 2008. The complete slides of the Buccaneer Commission will be processed by August 31, 2008.

**Findings (2007-2008) - Achievement Target: Met**
Progress on this generally met or exceeded goals. Special Collections staff made substantial progress on the Dr. Hector P. Garcia Papers, and began work on the Garcia historic photo component; they also completed the arrangement, folding, boxing, and inventory of the Hale Papers; student workers completed the numbering the last of the Buccaneer Commission 35 mm slides; and brought the Clotilde P. Garcia Papers to an advanced level of archival arrangement.

In addition, an inventory was compiled to the Kay McCracken Papers by a volunteer. The Associate Director reviewed that inventory and had staff members develop materials for the McCracken link on the homepage.

**M 27: Cataloging of Kilgore & Tunnell Collection**
Cataloging of Kilgore and John Tunnell Collection

Source of Evidence: Existing data

**Achievement Target:**
100% of Kilgore Collection to be completed by 8/31/08. One third of Tunnell collection will be completed by 8/31/08.

**Findings (2007-2008) - Achievement Target: Met**
The goals of this project were met and greatly exceeded. All original and complex copy cataloging of the Special Collections memorial collections in askSam was completed. These holdings include not only the Kilgore and Tunnell, but also the Whatley, Burr, Johnson-Bzdek, Carrillo, and Clothilde P. Garcia book collections.

This project was begun in April 2007 by Special Collections and Technical Services cataloging personnel and they completed it in August 2008. It represents an important milestone in making the materials of the department accessible to researchers. All points of all other expected performance levels for this objective were met or exceeded.

**M 28: Scan and post photos**
Scan and post photo collections on the homepage

Source of Evidence: Administrative Measure

**Achievement Target:**
Two photo collections to be posted by March 30, 2008.

**Findings (2007-2008) - Achievement Target: Not Met**
During this FY no additional photo collections were added to the web site.
Instead the staff focused on developing finding guides for important collections and posting those to the web site to provide access to these collections for researchers around the world.

In the next fiscal year the department will determine, based on researcher needs, if they will post more finding guides or photographic collections. This achievement target will be revised to reflect that decision.

M 29: Post collections on homepage
Post collections on homepage
Source of Evidence: Document Analysis

Achievement Target:
Mireles Papers to be posted by Aug 31, 2008.

Findings (2007-2008) - Achievement Target: Partially Met
This objective was not brought to fruition. The Associate Director made some progress on editing the Mireles Inventory, but had to suspend his work on it to assist the volunteer in completing the McCracken Papers inventory, write the link introduction, and tend to other details necessary for getting it to Systems for posting on the homepage. Significant progress was made and will continue into the next fiscal year.

O 18: (SC)Continue staff professional development
(SC) Continue professional development of staff to ensure processes and techniques are current and appropriate.

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.7 Commitment to faculty & staff diversity & quality.

Related Measures:

M 30: Staff attendance at conferences, etc.
(Archives) Staff attendance at major professional conferences or training programs
Source of Evidence: Existing data

Achievement Target:
All staff will attend at least one major professional conference by Aug 31, 2008.

Findings (2007-2008) - Achievement Target: Met
Kreneck attended the TSHA meeting; Weaver attended the TSHA meeting; but, as sometimes occurs, Charles was unable to find a suitable conference to attend this FY.

O 19: (SC)Participate in graduate instruction
(SC) Participate in Library goal of continued graduate instruction

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.

Related Measures:

M 31: 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: Administrative Measure

**Achievement Target:**
Two independent study students will be advised by Kreneck during 2007-08.

**Findings (2007-2008) - Achievement Target: Met**
Kreneck did not teach the Public History Class this FY. He did, however, conduct one independent studies course on Archival Practice with graduate assistant Michael Rowell. The course resulted in the student gaining additional knowledge in the field through readings, discussion, and additional research/writing dealing with various collections held by the department.

Kreneck also was a member of the master's thesis committee for former departmental G.A. Audrey Flores. As such, he read, critiqued, participated in her defense, and signed her completed thesis this FY. He also became the chair of Michael Rowell's thesis committee.

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**Details for Action Plans Established This Cycle**

**(Sys) Needs assessment**
Needs assessment for entire staff to determine skills needed to perform their jobs efficiently.

- **Priority:** High
- **Target Date:** 09/2009
- **September 1, 2009**
- **Responsible Person/Group:** Systems

**Annual Academic Copyright License**

In FY 2008 the University purchased the Annual Academic Copyright License to assist faculty with copyright compliance for materials used in WebCT course shells and in the classroom and to contain the escalating costs of providing copyrighted materials for electronic reserves for students. The library paid for the initial year of this license from its fund balance.

The projected cost for the license for the next fiscal year, based on student headcount and the university's Carnegie Classification is approximately $125,000. The library cannot fund the cost of this license again without additional budgeted funds. If additional funding is not provided, the library will reassume all costs for electronic reserves and the university will reassume all responsibility for faculty infringement of copyright in WebCT and in the classroom. The license will not be purchased. Penalties for copyright infringement can approach $250,000 per violation.

- **Requested amount = $125,000 (estimated)**
- **Priority:** High
- **Target Date:** 09/2009
- **Responsible Person/Group:** Library/University Administration
- **Additional Resources Needed:** Annual Academic Copyright License
- **Budget Amount Requested:** $125000

**Assistant Director: Requested New Position**

Additional duties have been assigned to the Library Director regarding Records Management and the centralization of Copyright Compliance. These in combination
with increased demands related to assessment and program review necessitate the creation of an additional position at the Assistant Director level to assist with these responsibilities.

This individual would assist with the oversight of a comprehensive records management program, including policy development and maintenance, training and auditing of records, etc. S/he would also be responsible for copyright compliance, including providing training for faculty and staff in copyright compliance and the use of the AACL. This position would also assist with the coordination of the library's assessment and academic program review initiatives.

Estimated budget request, salary = $68,000; benefits = $25,000 TOTAL = $93,000

**Priority:** High  
**Target Date:** 09/2009  
**Responsible Person/Group:** Library/University Administration  
**Additional Resources Needed:** New Position: Assistant Director  
**Budget Amount Requested:** $93000

**Library Resources Budget Request**

The base HEF allocation for Library Resources has not increased since 2001. In comparison library materials costs have increased by 5% to 25% per year depending upon the subject and format of the resource. Given the increase in costs for resources, a conservative estimate of the increase in HEF the library should have received would be 10% per year. At that rate the HEF budget for the library should be at $1.9 million in FY 2009, without factoring in increases in funding for new academic programs or funding for materials required to address issues identified in academic program reviews.

The library has worked diligently to stretch the funds provided and to provide as many resources as possible with the funds it has available. We work with partners across campus to obtain additional funds for resources. The College of Business annually requests an increasing amount of HEF funds to provide resources essential to business students and faculty in their teaching and research endeavors. In FY 2007 the College of Business obtained $107,000 for resources in business. The College of Liberal Arts regularly requests supplemental HEF funds for the purchase of materials for the library. In FY 2007 the History Department requested $72,000 in funding for the Hispanic Newspapers collection. In FY 2008 the English Department requested $30,000 to purchase books and other materials to address issues identified during the academic program review process. For the past 4 years the Harte Research Institute has provided more than $25,000 annually for the purchase of journals required by faculty and students in the masters and doctoral programs in Coastal and Marine Systems Sciences, Marine Biology, and related programs.

In spite of this additional funding the library has been unable to keep up with increasing costs and demand for resources. Additional funds to support new academic programs and to address issues identified in academic program reviews have not been forthcoming. As a result the library has take funds from its operating budget to provide funding for some resources, cutting back on essential services, student wages, supplies, technology purchases, building maintenance, and in other important areas. In FY 2008 the library incurred an additional cost of $30,000 in increased student wages because of the increase in the minimum wage. This will occur again in FY 2009, adding a total of $60,000 to the operations budget and seriously affecting our ability to continue to use operating funds to supplement the materials budget.
<LI>College of Business Databases = $108,000
<LI>Nursing Databases = $50,000
<LI>Education/Social Sciences = $17,000
<LI>English EEBO = $60,000
<LI>Computer Science (ABET requirement) $7,000
<LI>Kinesiology/Athletic Training = $8,000
<LI>Mechanical Engineering 1st year = $64,500 (estimated)
<LI>Communication 1st year = $13,000 (estimated)
<LI>Academic program remediation = $48,000
<LI>Harte/COB Legal Database = $4,000
</ul>
TOTAL REQUEST = $379,500

Priority: High

Target Date: 09/2009

Responsible Person/Group: Library/University Administration

Additional Resources Needed: Library Resources Budget Request

Budget Amount Requested: $379500

**Staff Pay Plan Analysis and Equity Adjustments**

In FY 2008 the Library lost ten full-time staff members. The Periodicals department operated at half staff for more than 4 months, with two of four positions vacant. In Access Services, three of four full-time positions were vacant at once, leaving only one full-time person to cover 108 hours of operation. The department operated at 25% staffing for 3 months, at 50% staffing for an additional 2 months, and at 75% staffing for an additional 4 months. In Media, the department operated at 75% staffing for 3 months. The total amount of work time lost while the 10 positions were vacant was 44.5 months. Almost 4 years of work was lost in FY 2008 because of staff vacancies.

According to the University's EEO office, the average cost of replacing one staff member is $17,000. Based on this estimate, the cost to fill the 10 vacant staff positions in FY 2008 was $170,000. This does not include the cost of lost work or stress on other employees who were required to pick up extra duties to ensure that service continued.

Staff salaries are an issue that must be addressed. Library staff positions have not been evaluated since 2002 and even at that time there was no understanding of the highly technical nature of library work. A cursory analysis of pay grades and pay plans of Texas A&M System schools shows that similar positions pay between $5,000 and $10,000 more annually that we offer our employees. A review of paygrades and equity adjustments would reduce the turnover rate and reduce costs to the university in the long run.

**Librarian Status, Rank, and Salaries**

As with the staff, turnover is a serious issue with librarians at the Mary and Jeff Bell Library. In the Reference area there have been at least two vacancies for six years. As soon as a position is filled another becomes vacant. Two positions remained
vacant for the entire fiscal year, causing serious concerns related to the provision of reference services and instruction services. Two years of work were lost during FY 2008 at the librarian level.

Librarian status has been discussed for more than 10 years on this campus. Faculty Senate twice voted to give librarians Faculty Status. Twice it stopped at the university administrative level without approval. To this day, librarians have no status, no ranks, no clear designation of rights or privileges. Librarians have all the responsibilities of faculty. They must serve on university committees and councils. They must go through a tenure process. They must demonstrate a record of scholarship and service in addition to their professional duties which are on a 12 month contract. But they have no access to research funds, no time off for research, they have no opportunity for promotion, they are on probation for 6 years, they are evaluated with university staff and included in the staff merit pool, they are not given voting rights on faculty committees, when they go through the tenure process they receive no additional compensation for having passed through the tenure process. There is no incentive for any librarian to remain with this university for more than a couple of years.

Librarian salaries at Texas A&M-Corpus Christi fall below the state recommended salaries for entry level librarians with no experience. Today, the recommended salary for a recent graduate with the terminal degree and no experience, an MLS, is $40,000. We offer entry level librarians much less than that. We offer $40,000 to department heads with at least 5 years of experience. Most recently, the Coordinator of Reference Services left our library for the same position at a community college across town, where she is receiving more than $15,000 more per year for doing the exact same work. We cannot compete in the job market.

The result of the lack of incentive--promotion and tenure possibilities and poor salaries--means that this library is able to hire entry level people who are enthusiastic and willing to learn. They remain with us for a couple of years and learn a great deal. Then they move on to someplace that will pay them well and benefit from what we have taught them. We have a revolving door.

A comprehensive analysis must be completed on staff pay grades and salaries and on librarian status salaries and status. Funding is requested in order to provide equity adjustments across the board as determined necessary by the study. Funding requested = $175,000

Additional funding is requested to put in place a ranking system for librarians as recommended by the report submitted to the provost in January 2009. Funding requested for rank adjustments is based on librarians currently employed at the university, the number of years of employment, and probationary status. Funding requested = $41,000.

Total funding request = $216,000

Priority: High
Target Date: 09/2009
Responsible Person/Group: Library/University Administration
Additional Resources Needed: Staff Pay Grade Analysis and Equity Adjustments
Budget Amount Requested: $216000

Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?
Library Instruction: Assessment results consistently show that instruction improves participant perception of knowledge of library resources. Librarians consistently receive quality ratings above the 90% level in quality and clarity of instruction, relevance of examples, and usefulness of training in the academic career of participants. In addition to library instruction sessions offered by librarians, Dr. Tom Krenec served as the instructor of record for independent studies in the College of Liberal Arts as well as serving on one Master's thesis committee and chairing another Master's thesis committee during FY 2008.

Access to collections: Assessment results demonstrate that in spite of staff turnover and vacancies in key positions, significant progress has been made in improving access to collections. New materials are processed, cataloged and made available to library users through the online catalog consistently within established standards. Access to electronic journals has increased through the addition of titles into both the online catalog and the find journals list, doubling the access points for users. Access to special collections has increased through the cataloging of rare and unique collections and the placement of finding guides on the library's web site. The number of electronic government documents made available to users was increased by more than 8,400 titles through the addition of PURLs to records in the online catalog. Subject resource and database guides were updated according to schedule to provide assistance in the use of databases and other resources. The redesign of the website improved searching capabilities, allowing users to search across multiple databases simultaneously. Data from the usability study is still being analyzed.

Collections Maintenance: Subject specific collection development policies continue to be developed and revised according to a set schedule. During FY 2007/08 one third of the collection development policies were drafted, bringing the total percentage of collection development policies completed to 66%. In FY 2008/09 the remaining one third will be completed. Also in FY 2007/08 the weeding of the main collection based on the collection development policies approved in FY 2006/07 began in earnest. All collections with approved policies were weeded as scheduled and placed on a timetable for future review. The government documents paper collections were weeded in their entirety to make space for future acquisitions. The Access Services staff began a complete shelf reading and shifting of the main collection following the addition of new shelving and the initial weeding of the stacks. The staff of the Periodicals department completed the shift of the microfilm collection and began the shift of the print collections, moving titles from alphabetical order into Library of Congress call number order to improve searching and browsing capabilities.

Library Services: Library services to distance learners was enhanced through the addition of online tutorials and help sheets in the use of databases and resources. Virtual reference services saw an increase in usage during FY 2008. While the Ask a Librarian service guarantees that email reference questions will be addressed within 24 hours or the next business day, most questions were answered within 1 hour. Help desk requests related to electronic resources were addressed within the specified standard 90% of the time.

Commitment to staff: Staff members were able to participate in training opportunities and attend work related workshops and conferences to enhance their skills and knowledge base. Online workshops offered by the Texas State Library at no charge were hosted by the library for all interested staff members. Because of a large number of vacancies in staff positions—10 positions were vacant during FY 2008—not all staff members were able to participate in training opportunities due to increased workloads. However, every effort was made to offer in house training sessions and to permit off campus attendance at workshops and conferences where feasible. Monthly training sessions were offered in reference meetings in the use of various databases and electronic resources. Individualized training was provided by the Systems department in the use of software and technology applications. Student assistants were trained in
their departments according to prescribed schedules.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

Many of our objectives are continuing objectives which are monitored from year to year to ensure that standards continue to be met. Others are projects which are placed on specific timelines for completion.

Several projects were placed on hold or were extended into FY 2009 because of staff turnover and vacancies. During FY 2008 the library lost 10 full time staff members from various departments.

The shifting of the main collection was placed on hold for most of the year during FY 2008 when three of four full time staff members resigned, leaving the department with one full time staff member to operate a department that is open 108 hours per week. All projects in the department were placed on indefinite hold, including this one, until new personnel could be hired and trained.

The second phase of the usability study was placed on hold during FY 2008 when two members of the periodicals staff and one librarian resigned, requiring personnel to assume additional workloads that took them away from this project. Additionally the Banner implementation and subsequent issues with SSN conversion and patron records in our online catalog required that higher priority in our Systems department be placed elsewhere.

The scanning and placement of additional photographic collections on the website was placed on hold when the graduate student charged with this project resigned and new priorities emerged in the Special Collections department. In place of this project additional finding aids were developed and placed on the website, taking advantage of the skills of the newly hired graduate assistant.

Training for personnel in the use of software and hardware applications did not occur as scheduled during FY 2008. Systems personnel were unable to conduct training due to Banner implementation issues and other higher priority technology needs. During FY 2009 this will become a focus within the Systems department and will be closely monitored.

Annual Reports

Executive Summary

FY 2007-2008 was a challenging year for the Mary and Jeff Bell library. The staff rose to the occasion, providing excellent services to the students and faculty, increasing access to resources in print, non-print, and electronic formats, and instructing students in the research methods in structured classes as well as in small groups and in one-on-one sessions at the reference desk. Improvements were made to the library environment to create an environment that is more conducive to study and that meets the needs of today's students and faculty.

Significant challenges will continue to face the library in the next fiscal year as the university continues to expand its programs and the number of students enrolled in its courses. The library budget has not kept pace with the rapid increases in materials costs or the expanded program offerings. Staff salaries and classifications remain significantly behind our peer institutions and well below market levels. Building space is inadequate to meet user needs and projections indicate that the deficit will reach nearly 50,000 square feet in 2010.
Budget requests included in this annual report seek to address some of these challenges by improving the library’s ability to purchase the resources needed to meet curricular and research needs and to reduce staff turnover by addressing salary and classification issues. Copyright issues are addressed through the inclusion of the annual academic copyright license in the budget request. And with the increasing workload resulting from such mandates as copyright compliance, records retention, and comprehensive assessment, a request for additional personnel is also included.

**Anticipated Challenges**

The Mary and Jeff Bell Library faced a number of challenges in FY 2008 which will continue into the next cycle. The challenges can be divided into three primary areas: staffing, library resources, and building needs.

**Staffing**

In FY 2008 the Library lost ten full-time staff members. The Periodicals department operated at half staff for more than 4 months, with two of four positions vacant. In Access Services, three of four full-time positions were vacant at once, leaving only one full-time person to cover 108 hours of operation. The department operated at 25% staffing for 3 months, at 50% staffing for an additional 2 months, and at 75% staffing for an additional 4 months. In Media, the department operated at 75% staffing for 3 months. The total amount of work time lost while the 10 positions were vacant was 44.5 months. Almost 4 years of work was lost in FY 2008 because of staff vacancies.

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**Library Resources**

The library has not received an increase in its base HEF allocation since 2001. HEF is the primary means by which we purchase library materials. If we were to calculate the average cost increase in materials conservatively--at 10%--over the period since 2001, our HEF budget should have increased to almost $1.9 million by FY 2009, without funding for new academic programs.

All new academic programs put in place since 2001 that have required new library resources have not come with additional funding for those resources. Each program proposal may have indicated how much would be needed over the first five years of the program for library resources, but that money was never directed to the library budget.

Over the past 10 years the university has implemented the program review process. In the course of those reviews, some programs have indicated the need for additional resources to improve the curriculum and research. No additional funding has been provided to purchase the necessary resources.

In order to provide increased access to resources the library has worked with the Colleges and Institutes, the A&M System Libraries, and others to maximize discounts and secure additional funding. The College of Business, for example, regularly requests up to $108,000 per year to fund library and research resources. The Harte Research Institute annually gives us more than $25,000 toward the purchase of journals. We cannot continue to rely on external budgets to fund our resources. If these funding sources are lost, the resources purchased with these funds will be discontinued if the library's budget is not increased.

**Building Needs**

The University Library Committee submitted a report to the Provost on building needs for the library at the end of the FY 2007 year. The needs articulated in that report continue to be major areas of concern for us today. Excerpts from that report, below, explain the issues.

The Texas Higher Education Coordinating Board calculates the amount of space required for university physical facilities based on a number of factors or drivers. For the library, drivers/predictors include faculty, students, approved programs, and holdings. The space deficit as of 2004 was 30,000 square feet according to this model. According to The Higher Education Coordinating Board Space Projection Model, by 2010, the library space deficit will exceed 44,600 square feet.

Space is clearly an issue in the Library. There is inadequate space for the newest core library activities and functions, as well as for traditional library services and roles. Information Literacy, for example, is a focus of SACS comprehensive
standard 3.8.2 and a primary program of the library, yet there is space for only one small lab in which to provide information literacy instruction for the entire campus community. Existing space also presents problems. It was not designed for current technologies and it was not built to be easily adapted to serve multiple purposes. It cannot, for example, accommodate both group study and quiet study areas because of its open design. Existing air handling and electrical systems are incapable of handling the strain of increased use that comes with the larger student body and the partitioning of the internal shell into discrete working and study environments. Physical plant has informed us that no additional walls can be added without significant costs for modification to the existing air handling system because of the original zoning design. To correct serious deficiencies in existing systems, the air handling system in Special Collections and Archives was replaced several years ago at a cost of more than $300,000. Recent failures in the electrical system and problems with the air handling system have cost the library/university in excess of $250,000 to repair.

The importance of the library as a central location on campus must not be discounted. New pedagogies stress the importance of working in groups, learning with and from peers, and developing social skills as well as critical thinking skills. Students see the library as a place to meet to study in groups, to work on group projects and presentations, to do research, to study in a quiet environment, to use the internet, to access course materials on the web, check email, to view videos/DVDs, listen to CDs or audiotapes, and even to find books and journal articles in both print and electronic formats. Each of these activities requires dedicated space that the library, with its space deficit does not have.

A library expansion must become a priority if we are to provide students with the type of environment required to support academic excellence. Expanded library space should be designed to meet the following needs:

- Rooms for group study, designed with white boards and wireless internet capabilities.
- Presentation practice space, available to be reserved by groups of students and equipped with projectors, computers, whiteboards and podiums.
- Computer/Instruction lab—one additional lab, scheduled by the library only, to be used for instruction as needed and as an open computer lab for students when not in use as an information literacy classroom.
- Graduate student carrels—for doctoral students and students in research master’s degrees, capable of being locked and reserved for the semester.
- Quiet study space—insulated, soundproofed study area for those who require silence in order to study. There is currently no single space on campus that is a quiet study space.
- Lounge area—a place where students can go during the hours when campus food service is not providing service, with vending machines and microwaves, to eat. The library is open more than 110 hours per week. Students are in the library all of those hours. Campus food services are available less than 50% of the time.
- Disability access—Continual updating of equipment and services for individuals with disabilities.

Closing the Loop / Planned Actions

As noted in our action plans we will continue to work on the various projects which were postponed, delayed, or suspended due to lack of staff or other resources during the fiscal year.

Access Services staff will continue the shifting project and will report on shelving maintenance as noted in the action plan.
The Periodicals and Electronic Resources staff will continue to enhance access to electronic journals. A comprehensive training program is underway for newly hired staff members. This will be followed by a thorough documenting of all work processes and the development of new statistical procedures for recording availability of e-journals. The research is underway for the recommendations related to the purchase of an electronic resources management tool, which will allow the tracking of all electronic journal titles and enhance usability. Recommendations will be made and this tool will be purchased.

The training in the automated acquisitions workflow process will take place in the spring semester of 2009 using the method pilot tested in the 2007/08 fiscal year. At the close of the training all technical services personnel who process orders will be able to process orders using the new automated workflow, increasing efficiency in the acquisitions process.

The Annual Academic Copyright License was purchased in FY 2007/2008 using library funds. The request for continued funding has been made to continue this license. If funding is approved and the license can be continued, training will be provided for faculty in the use of this license to improve compliance with federal copyright regulations.

A comprehensive staff analysis of salaries and paygrades will be completed during FY 2009 if approved by the Provost and Human Resources and if funding will be made available to address the serious inequities in the pay of library staff and librarians.

**Summary of Requested Resources**

During the next fiscal year the Library is requesting the following new resources:

- **$216,000** for a comprehensive review and adjustment of staff and librarian salaries to bring them to within the market range. This would decrease employee turnover, saving the university hundreds of thousands of dollars in the long run and would also improve the library's ability to maintain a consistent level of services to students and faculty. This plan also allow the implementation of a librarian ranking system, which would improve recruitment and retention of highly qualified librarians.

- **$379,500** for library resources. This is a request for an increase to the library's materials budget which would be ongoing and would increase with the inflationary cost of materials annually. This increase does not reflect the addition of new programs or any program remediation measures to be determined by the academic program review process conducted in FY 2009.

- **$125,000** for the Annual Academic Copyright License. This license enables the university to provide a means by which faculty members may be in copyright compliance for materials placed in WebCT course shells or used in the classroom. It also covers most materials placed on electronic reserve for student use.

- **$93,000** for one new Assistant Director position. This position is essential to ensure that records retention efforts on campus as well as copyright compliance and assessment and program review efforts directed from the library remain on track and up to date.

**Administrative Unit Accomplishments**

During FY 2008 the Mary and Jeff Bell Library added significantly to its holdings in support of the curriculum and the research needs of its students and faculty.

- 15 new electronic resources
- 7,486 new books and non print resources
In FY 2008 the library taught 217 Information Literacy sessions, attended by 5,135 students. Librarians also served as instructors of record for directed independent studies and sat on thesis committees, supervised practicums, and gave numerous presentations to internal and external groups. Presentations were given to groups such as the Aransas County Historical Society, the Texas Society of Professional Surveyors, the Trinity Towers Residents, the Museum of Science and History, the dedication of the Historical Marker for the founding of the American G.I. Forum at Lamar Elementary, and an appearance on Domingo Live.

The Interlibrary Loan and Document Delivery Department received 17,959 requests for materials and filled 15,496 requests, a fill rate of 90%. We loaned 6,598 items from our collections and borrowed 7,821 items from other collections around the world. We provided document deliver service to faculty and distance learners on 1,077 items.

Our collections were heavily used in FY 2008. Items were borrowed from our main and reserve collections, databases were used to retrieve articles electronically, the reference desk addressed numerous questions, and our website was visited millions of times.

- 5,056 print and microform government documents
- 8,432 electronic government documents
- 18,124 serial issues
- 2,318 new Special Collections units
- 73,408 items circulated from main collections
- 12,599 reserve items circulated
- 25,033 media items circulated
- 79,999 computers circulations
- 1,152,203 database searches
- 80,246 unique titles available full-text
- 22,943 reference questions answered in person
- 310 reference questions answered electronically
- 10,750,675 hits on the library website

**Highlights of FY 2008**

**Building Improvements**

A major finding of student and faculty surveys regarding library services, collections, and environment is a lack of satisfaction with the library environment. The last survey conducted by the Office of Planning and Institutional Effectiveness in cooperation with the Library and the University Library Committee found that only 68% of respondents were satisfied with availability of group and quiet study space, only 72% were satisfied with noise levels in the library, only 78% were satisfied with furnishings, only 83% were satisfied with the availability of study desks and only 81% were satisfied with the availability of computers. The Office recommends a minimum satisfaction rate of 75% while the library strives for at least 85% satisfaction rate in all areas. During FY 08 the library was able to upgrade the library environment by recarpeting the first floor, replacing the original carpeting put in the building in the 1970s. Signage was replaced, enhancing ease of use of the facilities. Plans are in place for ordering new study tables and chairs to replace the original equipment currently in the library building in FY 2009 and to recarpet the second floor.
Access to Resources
The Library improved access to electronic resources in FY 2008, facilitating research and study regardless of time or place. Students and faculty demand access to resources in full-text. Working with groups outside the library we have supported scholarship, research and the curriculum as well as making progress on long-term goals through the development of strategic partnerships and sharing of funding responsibilities. The Colleges have been our partners, requesting funding for library resources on our behalf and working closely with us to build collections for research and scholarship. Working closely with other Texas A&M System libraries, we have negotiated contracts for resources with vendors that have enabled us to obtain resources for our students and faculty that we would otherwise never be able to afford. Our membership in the Texas Digital Library will provide faculty with a hosted institutional repository and access to a site for hosting electronic journals and other scholarly content and give our students access to a wealth of scholarly material. The Texas Digital Library also gives our Graduate Studies Office a complete dissertation and thesis submission system that is entirely electronic, eliminating the need for printing and submitting these items in paper. Also during FY 2008 we implemented and refined both SFX, a link resolver that enables library users to locate the full text of an article in any of our databases regardless of where they find the citation, and Metalib, a search engine that allows library users to search across multiple databases at once rather than having to run multiple searches in individual databases. These tools greatly improve access to resources in the electronic environment.

Teaching, Recruitment and Outreach
Librarians participate in the teaching and research process, providing information literacy instruction and working with instructors of record to develop research assignments. They participate in classes and present sessions on research tools and methods, following sessions with one-on-one meetings with students to guide each through the research process. Librarians also work one-on-one with doctoral and masters students on the development of literature reviews for their dissertations and theses. In addition to these teaching efforts, Dr. Tom Kreneck holds the title of Graduate Lecturer in the History Department. During FY 2008 he directed one individual study for that department as well as serving on two master's thesis committees and chairing one.

Librarians regularly participate in recruitment efforts for the university, hosting groups from local and regional schools, providing instruction for these students in the use of library resources and in research methods, and talking to students about university/academic life.

Library outreach efforts are campus wide, local, and national. Librarians participate in orientation and the annual Waves of Welcome campaigns to encourage students in their academic studies and introduce them to library resources and services. The Library hosts an annual event recognizing the scholarly contributions of faculty members and providing a forum for the winner of the research/creative activity award to discuss his/her research interests, The Academy Speaks. Locally, librarians give presentations to community groups, participate in charitable organizations, and work with schools, libraries and historical societies on various projects. Nationally, members of the library staff bring recognition to the library and the campus through participation on panels and nationally reviewed presentations. In FY 2008 the American G.I. Forum celebrated its 60th anniversary and our resources and staff were essential to the success of celebrations in several cities across the nation.

Research Recognition
The resources in our Special Collections have been a magnet for researchers nationally. In FY 2008 the department hosted researchers from such institutions
as North Carolina State University, the University of Notre Dame, Illinois State University, the University of Texas at Austin, John Jay College, DeWitt County Historical Commission, University of Texas Pan American, New Mexico State University, and University of North Texas. In addition to articles and books produced from research in our collections, materials were used in displays celebrating the 60th anniversary of the founding of the American G.I. Forum in Corpus Christi and Chicago as well as in a display on Dr. Hector Garcia at the National Center for the Preservation of Democracy in Los Angeles, California. Maps from our prestigious Blucher Collection were displayed at the Corpus Christi Museum of Science and History. Materials from our collections were featured in four separate documentaries. Materials from our collections and extensive interviews with staff members were also taken for use in a feature length film on the life of Dr. Hector P. Garcia, to be released in the next year.

**Teaching Results / Accomplishments**

Librarians participate in the teaching and research process, providing information literacy instruction and working with instructors of record to develop research assignments. They participate in classes and present sessions on research tools and methods, following sessions with one-on-one meetings with students to guide each through the research process. Librarians also work one-on-one with doctoral and masters students on the development of literature reviews for their dissertations and theses. In addition to these teaching efforts, Dr. Tom Kreneck holds the title of Graduate Lecturer in the History Department. During FY 2008 he directed one individual study for that department as well as serving on two master's thesis committees and chairing one.

In FY 2008 the library taught 217 Information Literacy sessions, attended by 5,135 students.

Of those students 1,794, or 35%, completed the survey for library instruction. Prior to the session 51% of participating students rated their knowledge of library resources as good or very good.

Of participating students, 96% said the purpose of the session was clearly explained, 96% rated the instructor's presentation of material as good or very good, 95% said the instructor used relevant examples, 96% rated the session as useful or very useful in their academic careers, 93% rated their post session knowledge of library resources as good or very good, and 96% rated the quality of the session as good or very good.

**Research/Scholar Activity Accomplishment**

A partial list of the scholarly and creative activity of our librarians is below.


