Texas A&M International University
Annual Institutional Effectiveness Review (AIER)
for Administrative or Educational Support Units

Unit Name:

Killam Library

Unit Type:
    ___ **Administrative Unit**   **__X_ Educational Support Unit**

Assessment Period Covered:

January 2009 to February 2010

Unit Coordinator (Preparer of Report):

Rodney Webb

List Other Report Contributors (if applicable):

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The annual review is directed at the following goals of the Texas A&M International University 2006-2010 Strategic Plan. Please list goals below:

1.8	Provide support programs, services, and activities that promote student learning and enhance student development.
6.4	Operate, maintain, and renovate facilities to serve the needs of the University.

<u>Institutional Mission</u>

Texas A&M International University, a Member of The Texas A&M University System, prepares students for leadership roles in their chosen profession in an increasingly complex, culturally diverse state, national, and global society … Through instruction, faculty and student research, and public service, Texas A&M International University embodies a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

<u>Administrative or Educational Support Unit Mission</u>

The library provides materials and service to meet the information needs of the students, faculty, and staff of Texas A&M International University. Library services and materials support the university's instructional programs at all levels. Through a combination of locally owned collections and access to off-site information resources, the library supports the research and current awareness needs of the university faculty and students at a level appropriate to the university's mission. The library enhances the availability of resources to the local university community and serves the academic community at the local, state, and regional levels through participation in cooperative library programs. The library supports the public service programs of the university and, as its resources permit, serves information needs of the local border community. The library develops its resources in accordance with the international focus of the university. Services to fulfill this mission include: collection development, maintenance and preservation, library assistance and instruction, circulation, library technology infrastructure, and interlibrary services.

Provide summary of the last cycle's use of results and changes implemented

This statement should specify if the outcomes addressed were a continuation of previous ones, new outcomes, or modified versions of previous outcomes. In addition, the statement should include a concise analysis of the assessment data collected during the previous year, a brief explanation of actions taken to address specific outcomes, an evaluation of how these actions contributed to the improvement of the unit, and any recommendations formulated. Assessment data must be viewed and discussed by the unit during this process.

Last cycle's assessment compared book and database holdings of TAMIU's Killam Library with those of peer institutions that grant doctoral degrees in Curriculum and Instruction (C&I). This was a continuation of assessing Outcome #1, (Killam Library print and electronic resources will be comparable to those of other SACS libraries supporting the same degree programs) except the 2008 focus shifted to library collection support for C&I. The data showed that Killam Library held 5,652 books in support of C&I compared to an average of 8,603 in peer institutions, yielding a deficit of 2,951 titles. The number of relevant databases at Killam Library slightly exceeded the average of the peer institutions (Killam, 20 databases vs. Peers, 19 databases), but there were 3 databases that triggered the benchmark provision that we should add any individual database titles that were held by 50% or more of the peers, but were not held by TAMIU. The cost of addressing the book deficit would be a one-time investment of $120,000 or $24,000 in five annual installments. The cost of subscribing to the three databases would be $9,000 annually. The Killam Library included a HEAF budget request for an installment of funding to address these needs. (FY2009-2010 Budget Priority #6). The actual HEAF budget appropriated did not include funds for the AIER doctoral funding. The library was however able to add the Mental Measurements Yearbook Online at an annual subscription cost of $1,720 with FY2008-09 funding, which was one of the three databases that should be added under the benchmark criteria. The Killam Library was able to take a marginal action toward addressing the book deficit by dedicating $2,223.57 of its Bruni Vergara funding to Curriculum and Instruction books, which represented 9.26% of the originally requested $24,000 annual installment or 1.85% of the 5-year budget total of $120,000. The C&I books were ordered and received in FY2008-09, improving the Killam Library support for the collaborative doctoral degree in C&I as far as funding permitted. The final recommendation of the previous assessment cycle is to continue pursuing funding to address the collection needs identified in the study. The objective is to bring library support up to the average of the peer group granting doctoral degrees in Curriculum Instruction and position TAMIU to fully support the pending transition from a collaborative doctoral degree to a free-standing degree in this field.

List of unit-level outcomes

It is recommended that units rotate through their entire set of outcomes over a multi-year period. Units may focus on one or two outcomes each year, as deemed appropriate.

1. Killam Library print and electronic resources will be comparable to those of other SACS libraries supporting the same degree programs.
2. Killam Library staffing, procedures, programs and facilities will meet the best practices of academic libraries in the SACS region or conform to recognized standards in the field.
3. Killam Library resources and services will support TAMIU faculty research.
4. TAMIU student experience with Killam Library resources, facilities and services (including library instruction) will positively impact student learning, persistence and retention.

5.TAMIU students and faculty will be satisfied with Killam Library resources, facilities, organization of space and information technology.

Outcome(s)

Identify the outcome(s) that will be focused upon this year.

5.TAMIU students and faculty will be satisfied with Killam Library resources, facilities, organization of space and information technology.

Methods of assessment to be used:

Identify and describe the type of assessment(s) that will be used and how the data will be obtained. During this assessment period, has your unit used any of the following measures for assessment of outcomes? Indicate "Y" if currently being used; "N" if not currently being used but interested in using; and "NA" if not applicable.

Type of Measure	Y	N	NA	Specify which type of measure was used and what outcome the measure was applied to:
Volume of Activity: (Number of clients served, circulation data, etc.)		X		
Efficiency: (Turnaround time for filling requests, timely service or prompt response, etc.)		X		
Service Quality: (Error rates, accuracy of information provided, etc)		X		
Client Satisfaction Survey (Student, employer, alumni, customer, etc.)		X		
Feedback: (Suggestion box, focus groups, evaluation forms, etc.)	X			Online survey of library users to collect input on potential changes and additions to the physical facilities, technology and services in the Killam Library.
Review of existing data: (Routine records or reports, institutional data, audits, etc.)		X		
Staff discussions or evaluations of services to clients		X		
Standards/guidelines provided by professional associations		X		
Standards set by federal, state, county, city or system regulations		X		
External evaluations or		X		

auditors				
Benchmarks or comparisons with peer institutions		X		
Other		X		

Criteria/Benchmark(s):
Specify, if deemed appropriate to assess outcome(s). Criteria/ benchmark(s) may be optional, especially if qualitative measures are used for data collection.

NA

Section II: Analysis of Results

What were the results attained?
Describe the primary results or findings from your analysis of the information collected. Were the results used to improve the unit services or operations? Please specify:

The Library carried out an online survey of faculty staff and students consisting of 12 questions half of which were open-ended designed to obtain feedback on library issues related to space. There were 265 respondents (16% faculty, 20% staff, 17% graduate students, 47% undergraduate students). The results were used to improve library services by constructing a document of library user preferences and suggestions which will be used to create strategies and priorities for reorganization, renovation and expansion of library space during the period of the 2011-2015 strategic plan.

What were the conclusions reached?
Include a brief description of the procedure used for reaching the conclusion(s) based on the evidence collected and describe the process used to disseminate the information to other individuals. For example, if the discussion took place during the annual retreat, include a summary from those deliberations using the Meeting Minutes template found on the Project Integrate web page at http://www.tamiu.edu/integrate/docs/Minutes-Template.doc. Once completed, submit the minutes to assessment_@tamiu.edu.

The survey was designed to emphasize written comments and suggestions, and yielded 568 of those. Here are some of the highlights from the multiple choice questions:

* Over 50% of respondents agreed that there are not enough computer workstations in the library.

* Over 80% of respondents agreed that there are not enough study rooms in the library.

* Over 70% of respondents indicated that they would check out laptop computers if that service was available in the library.

* Over 60% of respondents indicated that they sometimes need library assistance (finding books in the catalog, searching databases) when using library computers, while fewer than 30% indicated a need for technical assistance (printing, MSOffice, etc.) when using library computers.

The preparer and primary contributors to this AIER report prepared a summary of the survey along with original comments and presented them to the Library Assessment Committee. That committee discussed the comments and consolidated them into the following list of user

suggestions and preferences:

More computers needed.
Loaner laptop computers for use in library
Dedicated computer workstation for printing
Wireless printing from student-owned and loaner laptops
More scanners
Color printing
Various computer applications suggested for design, statistical analysis, Adobe Suite and media viewing.

Library reference assistance as well as technical assistance needed in expanded areas of the library, especially in computer service areas.

More study rooms, both individual and group.
More soft seating.
Seating distributed throughout various collections and service areas.
Listening and viewing rooms for media, both individual and group or class.

More media materials.
Better media equipment.
TV area for news/educational programs such as History Channel, National Geographic. News could include international programming.

Demand for more books (expanded collection requires more shelving.)

Space plans accommodating disabled persons to assure access.

Twenty-four hour room for study only (no staffing for services or access to library collections)

Describe the action plan formulated. (The plan may be multi-year in nature.)
Based on the conclusion(s), describe the action plan to be implemented to improve or maintain unit services and operations, including resources needed and a timeline for implementation.

One of the library's Strategic Plan Goals for 2011-2015 is to "Develop and present a space utilization plan for transforming library functions and services in space to be occupied by the library on the west side of the Killam Library building and on the east side in space now occupied by library functions." A meeting of the Library Advisory Committee held March 4, 2010 was the first step in integrating the results of the survey into that plan. Other factors will also shape the plan, including the amount and nature of additional space available to the library, the availability of funds for renovation, equipment, and furnishings, needs of the university community expressed outside the context of the survey, and ideas gained from other university libraries with successful renovations and use of space. Another step already taken was to include the resources required for the plan in the FY2010-2011 budget request.

Section III: Resources

Resource(s) to implement action plan:
Describe the resources that will be needed to implement the action plan. Also indicate if the resources are currently available, or if additional funds will be needed to obtain these resources.

Funding
   X New Resources Required
   ☐   Reallocation of current funds

Physical
   X New or reallocated space

Other
   ☐   Primarily faculty/staff time
   ☐   University rule/procedure change only

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan – or Compact, if relevant)

$25,000 for a space consultant. This request for the services of a library space consultant is to develop a master plan for medium and long-term expansion of the library in space on the west side of the Killam Library building and in space now occupied by library functions on the east side. Even though expansion of the library will likely take place in successive stages a piecemeal and short term planning approach will not achieve a coherent and optimal use of the space, which is the object of a master plan.

$20,000 for on-site visits for Information Commons and renovation planning. This one-time request is for travel funds to enable on-site visits to institutions that have gained recognition for their information commons and their building and space use to create effective environments for collaborative, active student learning and research.

Identify proposed outcomes for the next assessment cycle:

Continuation of present outcome(s) – (Indicate reason for continuation):

Killam Library staffing, procedures, programs and facilities will meet the best practices of academic libraries in the SACS region or conform to recognized standards in the field. Reason for continuation: Projected expansion of the Killam Library makes this a topic requiring attention.

New Outcome(s) – (List outcomes below):

Modification of present outcome(s) – (Indicate reason for modification):

Date Completed:

March 8, 2010

Submit completed form to integrate@tamiu.edu.   *Updated 9/2009*