

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

Unit Name:

Killam Library

Assessment Period Covered:

March 1, 2008 to January 31, 2009

Unit Coordinator (Preparer of Report):

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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 program, services and activities that promote student learning and enhance student development.

Institutional Mission

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.

Administrative and Educational Support Unit Mission

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 resources permit, serves the 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.

Killam Library book and database holdings in support of degree programs in educational administration and systems engineering were compared with other SACS institutions of comparable size with degree programs at the levels TAMIU aspires to offer, doctorate and masters respectively. This assessed a modified version of a previous outcome. The library held 6,363 books in educational administration, compared to an average of 9,799 books in the peer institutions. The library held 1,694 books in systems engineering, compared to an average of 2,496 books in the peer institutions. The library subscribed to 10 relevant databases in educational administration, compared to an average of 8 databases in the peer institutions. The library subscribes to 15 relevant databases in systems engineering, compared to an average of 15 databases at the peer institutions. Three databases were identified that were held by more than 50% of the peer institutions and not held by Killam Library (Mental Measurements Yearbook Online, EconLit Full Text, Applied Science and Technology Abstracts Full Text). The library requested funds for resources to correct these inadequacies. Direct funding was not provided, but a small fraction of the requested funds was made available through the Lamar Bruni Vergara Trust. These funds are being used to purchase books in support of the educational administration program as well as business and Hispanic Studies, which were found to be deficient in books during previous assessments. This special funding is not being applied to systems engineering, because the graduate degree has not yet been implemented. Ongoing funding was not available to subscribe to Mental Measurements Yearbook Online, but we have maintained the print version. Actions being taken will improve the collection only to a marginal degree compared to the level of assessed need, because of the lack of funding. The principal recommendation is to continue to seek additional funding to address the assessed needs.

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.

Section I: Planning and Implementation

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

Killam Library print and electronic resources will be comparable to those of other SACS libraries supporting the same degree programs.

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 this measure was applied to:
<u>Volume of Activity:</u> (Number of clients served, circulation data, etc.)		X		
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)		X		
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)		X		
<u>Client Satisfaction:</u> (Student, alumni, employer, or customer surveys, etc.)		X		
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)		X		
Staff discussions or evaluations of services to clients		X		
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)	X			Information was selected and compiled from existing library records to produce data sets to compare with peer institutions.
Standards/guidelines provided by professional associations		X		
Standards set by federal, state, county, city or system regulations		X		
External evaluations or auditors		X		

Benchmarks or comparisons with peer institutions	x			Compared book and database holdings of TAMIU's Killam Library with those of peer institutions granting doctoral degrees in curriculum and instruction.
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.

TAMIU's book and database holdings in support of curriculum and instruction should equal or exceed the average of the peer institutions. Additionally, individual database titles may be required if held by more than 50% of the peer institutions.

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:

Killam Library held 5,652 books in support of curriculum and instruction compared to an average of 8,603 books in the peer institutions. Killam Library subscribed to 20 relevant databases compared to an average of 19 databases among the peer institutions. Three databases not held at TAMIU are held by more than 55% of the peer institutions (Mental Measurements Yearbook Online, PsycArticles and SportDiscus). The cost of addressing the book collection deficiency is a one-time investment of \$120,000. The cost of subscribing to the three databases is \$9,000 per year. These figures are scheduled to be included in the library's annual budget request for FY2009-2010, which, if funded, will improve the competitiveness of our degree program in curriculum and instruction.

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.tamiau.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamiau.edu.

The conclusion was straightforward based on the evidence that our book collection and databases fell short of the benchmark. Those who collected and analyzed the data, shared it with the library director, who concurred with their conclusions. These conclusions will be shared with other library professionals on the Killam Library staff, and with the University Library Committee. The conclusions will also be shared with the university administrators and decision makers via the annual budget request.

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.

The action plan is to incorporate the funding required to accomplish this collection development into the FY2009-2010 budget request and to begin purchasing books and databases in FY2009-2010 to the degree that appropriated funds permit.

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

- New Resources Required
- Reallocation of current funds

Physical

- 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)

One of the major goals to support economic and social progress of the border and south Texas region is to raise the educational attainment of our population, which is currently plagued with high drop-out rates in secondary education and the lack of college-readiness in many students, who persist to high school graduation. The resources requested here are to support doctoral teaching and research in the field of curriculum and instruction (C&I) by improving the library collections in this educational specialty to the average level of peer institutions granting this degree. The C&I degree program will prepare the graduates for assuming leadership roles in the K-12 school districts, where they will be assigned tasks that have significant potential for improving educational attainment.

The funds requested in this report to improve support for a graduate program in education directly relate to the TAMIU mission statement that the University will be 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.”

The quality and extent of relevant library resources is a major component in determining the adequacy and ranking of graduate programs, especially doctoral programs, both for purposes of accreditation, competitive recruitment, and graduation of professionals well-suited to enter the job market and make contributions in their careers. It is critical for the library infrastructure to be available to produce the graduates, who can bring change to our regional schools.

Identify proposed outcomes for the next assessment cycle:

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

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

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

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.

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

Note: Library outcomes are broadly stated in order for the limited number of outcomes to encompass a sufficient range of service areas and resources to represent the whole library. These outcomes are “modified” in the sense that assessments over time will focus on different limited aspects of the broad outcomes.

Date Completed:

February 5, 2009

Submit completed form to integrate@tamiu.edu.