**ANNUAL ASSESSMENT REPORT AND STRATEGIC PLANNING UPDATE**  
**Year: 2005**

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Section 1. Goals and Accomplishments

**Goal 1:** Goal 1. Access and Diversity: Serve a larger, more academically prepared, and diverse student body. Objective 1.1: Provide access and services to meet the needs of students, faculty, and staff. Objective 1.2: Offer library collections and programs that interest multicultural, or under-represented groups. Objective 1.4: Provide services for distant students and disabled students to meet their needs for research material to support distance learning.

- Access Services Department moved two units, Lending to Document Delivery and Reserve to Circulation to improve service efficiencies.
- The Circulation Unit of Access Services, implemented an online Holds and Recalls process that allows users a convenient method for making requests within the Libraries’ online catalog.
- In order to reduce duplication of effort and centralize operations, shelving of all library materials has been designated to the Stacks Unit of Access Services. The first phase began this year with the government documents materials and preparations are being finalized in 2006 for current periodicals and maps.
- The Document Delivery Unit has made significant improvements in processes and statistics to meet the Greater Western Library Alliance (GWLA) standards.
- Due to the generous contributions given to the Coach Knight Fund of the Libraries, the Digital Media Studio (DMS) expanded from a four computer lab to a twenty-two computer lab, as well as, acquiring eight new digital camcorders, one new digital camera and other needed equipment to improve service to our users.

**Goal 2:** Goal 2. Academic Excellence: Attain national recognition as a top research library. Objective 2.1: Participate GWLA and TexShare Interlibrary Loan/Resource sharing activities to serve nationwide users. Objective 2.2: Extend services to Lubbock community users, K-12 students, high school honor students, and public school educators. Objective 2.3: Initiate programs to encourage the use of the Libraries.

**Goal 3:** Goal 3. Engagement: Build connections through library services that enhance the quality of campus and community life. Objective 3.1: Extend services to off-campus local community.

**Goal 4:** Goal 4. Technology: Maximize the use of technology in the delivery of library services. Objective 4.1: Conduct 50% of business applications electronically to streamline operations. Objective 4.2: Increase access to research materials and services by delivering them electronically.

**Goal 5:** Goal 5. Partnerships: Build strategic library partnerships and alliances. Objective 5.1: Actively participate in interlibrary loan and resource sharing cooperative agreements.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
ACCESS SERVICES

Area/Unit Specific Information

Section 3a. Quantitative Information

There is No Area Specific Data in Calendar Year Section.
There is No Area Specific Data in Fall Section.
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Section 3b. Qualitative Information.
There is no qualitative information for the current year.
Section 4. Strategic Planning Update.

There is no strategic plan update for the current year.

Commentary:

There is no commentary for the current year.

Implementation Plan:

There is no implementation plan for the current year.