ANNUAL ASSESSMENT REPORT
AND
STRATEGIC PLANNING UPDATE
Year: 2008

Area or Unit Name: OUTREACH AND INFORMATION SERVICES
Area or Unit Leader: Sheila Curl Hoover Email: sheila.curl@ttu.edu
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Section 1. Goals and Accomplishments

Goal 1: Access and Diversity: Serve a larger, more academically prepared, and diverse student body.
- To provide a comfortable, secure place for students, faculty, staff and community users, the Libraries were open 5950+ hours total including 24 hour opening before and during finals.
- Library staff participated in the MentorTech program to assist a diverse student population for retention and achieving their academic and career goals.
- IS Librarians are active in the Black Faculty and Staff Association, the Latino/Hispanic Faculty and Staff Association, and the Raiders Rojos Association.

Goal 2: Academic Excellence: Attain national recognition as a top research library.
- Document Delivery delivered 38,162 digitized items to users’ desktops, provided 10,388 print items, and loaned 35,208 items to other libraries.
- Document Delivery implemented the most recent version of the ILLiad resource sharing software and membership in the RAPID service that streamlined borrowing and lending processes, allowing faster delivery of materials to library users.
- Libraries’ Circulation and Document Delivery staff loaned over 198,500 items to library users, on campus and at a distance.
- Libraries’ Circulation staff provided a delivery and pickup service to the University’s Faculty as a convenience and time-saver.
- Worked with LTMS to secure electronic reserves, insuring that only those enrolled in or teaching classes have access.
- Staff in Access Services and Document Delivery visited Rice and Texas A&M universities to tour their facilities and get ideas to streamline services to our patrons.
- LIBR 1100 sections are taught to provide students with needed information skills including critical analysis of information, ethical use of information including proper citation of resources.
- ILL turnaround time in Rapid improved to an average of .66 days from .82 days in 2007.

Goal 3: Engagement: Build connections through library services that enhance the quality of campus and community life.
- Access and Information Services assisted with the planning of the move of the public service desks to provide mirrored services for more visible and accessible assistance.
- Access and Information Services assisted with the planning to open the northeast doors into the main library to accommodate the increasing flow of traffic.
- Participated in the TexShare Program allowing Texas residents to borrow materials, as well as, allowing Texas Tech affiliated students, faculty and staff borrowing privileges from other Texas libraries.
- Library partnered with the Texas Tech Advising Center to provide parents and students information concerning Library resources and services available during their academic career at TTU.
- IS Librarians collaborated across the Library as well as within their assigned subject areas to identify materials to be relocated to Remote Storage.

Goal 4: Technology: Maximize the use of technology in the delivery of library services.
- Added KIC scanners to the public area on the ground floor and the basement.
- Upgraded public printers and placed them in a more user-friendly area.
- IS Librarians investigate new technology and new ways of using technology to meet the needs of faculty and staff.
- IS Librarians updated their subject webpages to maintain relevancy and currency
- 226,045 images scanned on KIC scanners free-of-charge, up from 39,033 in FY07.

Goal 5: Partnerships: Build strategic library partnerships and alliances.
- The Libraries participate in the Greater Western Library Alliance (GWLA) regional consortium with 31 other research libraries. Member libraries represent 17 Midwestern and Western states.
• Document Delivery successfully met the Greater Western Library Alliance (GWLA) turnaround standard at a 97% rate for loans and 93% rate for articles.
• The Libraries participated in RAPID, a group of libraries committed to delivering articles within 24 hours. Fellow RAPID libraries include Brown, Princeton, Cornell, MIT, and the Chinese University of Hong Kong.
• The Libraries hold agreements with local universities, providing students and faculty loan privileges and in-house access to electronic resources.

Goal 6: Human Resources: Maintain a quality work force and work environment within the libraries.
• The Libraries offer opportunities for employment to students who reflect the diverse student population.
• Staff created training curriculum for student assistants and staff on WebCT.
• Access Services librarian serves on the University’s Faculty Grievance Panel.

Goal 7: Tradition and Pride: Contribute to the establishment and continuation of traditions and to pride in our University.
• IS Librarians serve on several campus committees: Convocation, Commencement, TTU QEP Academic Integrity Task Force, International Animal Care and Use Committee.

• Staff provided mechanisms for assuring the stability and integrity of the Libraries’ collections in the stacks, government documents and maps, through stacks management and security.
• IS librarians performed environmental scans of each subject area using evidence in ILL and circulation databases and their knowledge of departmental activity to improve collaboration with faculty to improve Library collections and services.
• New head of Information Services conducted anonymous survey of librarians in department to assess culture and climate of the department.
• Associate dean produced reports of ILL use by department and circulation use by subject classification for use in environmental scans.
• Head of Access Services and ILL staff used ILL reports to identify areas for improvement through process redesign.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
## OUTREACH AND INFORMATION SERVICES

### Area/Unit Specific Information

#### Section 3a. Quantitative Information

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There is No Area Specific Data in Fall Section.
There is No Area Specific Data in Fiscal Year Section.
Section 3b. Qualitative Information.

There is no qualitative information for the current year.
Commentary:

There is no commentary for the current year.

Implementation Plan:

There is no implementation plan for the current year.