

Administrative and Educational Support Report

University Library

**Annual Action Plan
Annual Assessment Report**

June 2006 – May 2007



Annual Action Plan: June 1, 2006–May 31, 2007

Unit: University Library

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Academic Affairs **Unit Head:** Dr. Farzaneh Razzaghi

Unit Mission: As a component of The University of Texas-Pan American, the University Library plays a critical role in the commitment of The University of Texas-Pan American to academic excellence in a balanced program of teaching, research, and service. Its main function is to provide educational support for The University of Texas-Pan American, and, accordingly, library programs are focused upon securing informational resources relevant to the university curriculum and making them available for student and faculty use. The Library actively assists instruction programs by providing students with library use instruction both on an individual and group basis. The Library facilitates scholarship by acquiring and providing access to resources, reference materials, and facilities to students and faculty. The University Library serves as the chief information center on campus and also plays a strong role as a regional information center, making its resources accessible to area residents, in accordance with The University of Texas-Pan American mission statement.

UTPA Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

Academic Affairs Objective: Review and restructure all educational programs to ensure that students complete their educational goals in a timely fashion.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Provide Library orientation for new faculty in order to explain faculty and student support services to new faculty members. (1)	Instructional Services Librarian will provide library orientation for new faculty in a minimum of three ways:	Library orientations will be held during Fall 2006. New faculty will receive information on library services.	100% of all new faculty members will have received information about the library’s services and will have the opportunity to meet with library	Budget for refreshments and printing materials

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	<p>Through a short presentation at the provost's new faculty orientation.</p> <p>Through an in-depth presentation at the library.</p> <p>Meet with new faculty on a one-on-one basis to explain library services and programs.</p> <p>All new faculty members who attend the provost's orientation will receive a short introduction to library services and an invitation to a more in-depth program at the library.</p> <p>All new faculty members will receive an invitation for library orientation through campus mail.</p>		<p>representatives to learn about the library services.</p>	
<p>Provide new access points to students for library research and assistance. (2)</p>		<p>Pilot a program to embed librarians in WebCT courses.</p> <p>Participate in student-oriented all campus activities, including Involvement Fair.</p>	<p>Librarians will be embedded in a minimum of 5 WebCT classes during Fall 2006 and Spring 2007.</p> <p>Librarians will distribute literature and promotional materials at a minimum of 2 Involvement Fairs.</p>	<p>None</p>

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
			A minimum of three new promotional materials for library services will be distributed in non-academic, all campus activities by My 31 st 2007.	
Provide tools for measuring the adequacy of the library resources to support curriculum and research needs of the academic community. (3)	Identify available tools Evaluate cost and features	Evaluate and purchase appropriate tool(s) to evaluate the adequacy of the library collection.	Evaluation complete and recommendations for purchase of appropriate tools to evaluate the collection by May 21, 2007.	Evaluation tool(s).
				User license to Inquisite survey software.

UTPA Goal: Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship.

Academic Affairs Objective: Establish a framework for external support of research and entrepreneurial activities.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Pursue grants to digitize archival photographs in the Shary Collection to aid in preservation of the originals and distribution of digitized copies. (4)	The Archivist will collaborate with the University of North Texas for mutually beneficial grant opportunity.	162 oversized photographs and glass plate negatives will be digitized through the grant "Portal to Texas History" by the University of North Texas. The original photographs will be stored utilizing archival storage practices. The digitized copies will be available through a	By May 31, 2007 the Archives Department will have created metadata to describe the photographs. Links to images will be available from the Library Archives webpage. http://www.lib.panam.edu/collections/archives .	Photographic conservation and shipping expenses.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
		website.		

UTPA Goal: Infuse Inter-American and global perspectives throughout the University community.

Academic Affairs Objective: Increase and improve international activities on campus.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Promote a greater understanding of international cultures. (5)	<p>Work with Office of International Programs, and other campus entities on events such as International Week, Pan American Week and International Coffee Hour.</p> <p>Host events and attractions to showcase Library resources</p> <p>Publicize Library's International holdings through at least one article in Library Newsletter that would highlight the international collection and during new faculty orientation.</p>	<p>Host events and attractions to showcase Library resources related to international cultures.</p> <p>The Library will provide space to show international films</p> <p>Provide display cases in the lobby to promote international library resources.</p> <p>Implement Sister Library Program with La Universidad de Monterrey (UDEM) Library</p>	<p>Host one event or attraction which showcases Library resources related to internal cultures by May 31, 2007.</p> <p>One international film shown using library facilities by May 31, 2007.</p> <p>Display cases in lobby used to promote international library resources by May 31, 2007.</p> <p>Sister Library Program with La Universidad de Monterrey implemented by May 31, 2007.</p>	Library materials and Films.

UTPA Goal: Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

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**Academic
Affairs
Objective:**

Take an active lead in the restructuring of the organization around UTPA's mission and goals and the changing needs of the campus.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Strengthen communication within the Library. (6)	<p>Department heads will review and revise the online Library policy manual.</p> <p>A schedule will be determined to review library policies with revision dates recorded on each policy.</p> <p>Library Director will hold monthly staff meetings.</p> <p>Internal Library committees will be established to oversee strategic planning, publish a library newsletter, and coordinate the exhibition of arts and displays.</p> <p>A monthly meeting for Reference librarians will be held to discuss various issues related to services and technology at the public services area.</p>	<p>Review and revise library policy manual by May 31, 2007.</p> <p>Minutes will be generated and distributed from monthly meetings.</p> <p>Develop instruction program to ensure that all incoming library Work Study students will receive a formal library orientation.</p>	<p>By May 31, 2007, a minimum of 50% of the policy manual will be reviewed and revised as necessary.</p> <p><i>100% of monthly staff meeting minutes will be distributed within 30 days of the meeting.</i></p> <p>By May 31, 2007, the Instructional Services Coordinator will have a training program in place for Work Study Students</p>	None
Support Continuing Professional Development	Each department head will conduct a survey of their	Increase the number of professional conferences	By May 31, 2007 department heads will	Additional funding for professional conferences

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
for staff. (7)	<p>staff members to determine continuing education needs.</p> <p>Each department head will identify training opportunities for department.</p> <p>Send support staff and librarians to Texas Library Association annual conference and other conferences.</p>	librarians attended during 06-07 academic year.	provide Director with a summary report of the number of professional conferences attended by librarians and support staff. The number of professional conferences attended will increase over the previous year.	and training workshops may be needed based on departmental assessments for upcoming year.
Provide Technology infrastructure and support services to maximize individual performance and improve workflows. (8)	<p>Identify means to survey library staff on the satisfaction level of technology in the library.</p> <p>Identify means to survey library users on the satisfaction level of technology in the library.</p> <p>Seek and Provide opportunities for System's support staff to receive training that directly supports library operations</p>	<p>Increase level of competency of System's support staff.</p> <p>Develop a survey to assess user satisfaction in response time for public services and library staff computer workstations.</p>	<p>100% of support staff will attend at least one training that directly supports library operations by May 31, 2007.</p> <p>Survey developed and administered by May 31, 2007.</p>	<p>None.</p> <p>None</p>
Evaluate the shortage of space in the library. (9)	The library planning committee will review several options such as off site storage, compact shelving, and additional building.	Develop a plan to address off site storage, compact shelving and new additional library building space.	Plan to address offsite storage, compact shelving and new additional library building space completed and submitted for approval by May 31, 2007.	None

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	<p>Collection Development librarian and bibliographers will review list of over 3000 bound journal titles. They will identify number of volume for each title that need to be sent to off site storage area.</p> <p>Interim library director and several other library staff members will meet with several company representative to evaluate their compact shelving products</p> <p>Some staff members will visit some libraries where they have compact shelving in place.</p> <p>The sub-committee for a new library building will be reading many articles about library buildings and will discuss and ask other staff members' input and feedback for the planning</p>			



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Academic Affairs Objective: Review and restructure all educational programs to ensure that students complete their educational goals in a timely fashion.

Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Provide Library orientation for new faculty in order to explain faculty and student support services to new faculty members. (1)	Library orientations will be held during Fall 2006. New faculty will receive information on library services.	100% of all new faculty members will have received information about the library’s services and will have the opportunity to	100% of new Tenure-track faculty received information through campus mail on the Library’s services and an invitation to the Library’s	For incoming faculty for the 2007-8 Academic year, the Library will continue to distribute invitations to orientation via campus mail

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		meet with library representatives to learn about the library services.	<p>New Faculty Orientation.</p> <p>100% of all new faculties attending the Provost's New Faculty orientation received information on Library services and invitation to Library Orientation.</p> <p>38% of new faculty receiving invitations attended Library Orientation.</p>	<p>and attend the Provost's orientation.</p> <p>An online version of Library orientation for new faculty will be introduced to allow faculty who are unable to attend in-person Orientation to learn about library services.</p>
Provide new access points to students for library research and assistance. (2)	<p>Pilot a program to embed librarians in WebCT courses.</p> <p>Participate in student-oriented all campus activities, including Involvement Fair.</p>	<p>Librarians will be embedded in a minimum of 5 WebCT classes during Fall 2006 and Spring 2007.</p> <p>Librarians will distribute literature and promotional materials at a minimum of 2 Involvement Fairs.</p> <p>A minimum of three new promotional materials for library services will be distributed in non-academic, all campus activities by May 31st 2007.</p>	<p>A librarian was embedded in 6 WebCT classes from Fall 2006-Spring, 2007. A satisfaction survey sent to the 3 faculty members involved indicated a high level of satisfaction.</p> <p>Librarians attended both involvement fairs and passed out new materials on library services, including a handout on how to use the library, bookmarks, and pens/pencils with library contact information.</p>	<p>The WebCT program will be continued and expanded in the following year. Promotional material and training will be made available.</p> <p>Librarians will continue to participate in campus-wide events like the Involvement Fairs.</p>
Provide tools for measuring the adequacy of library resources to support curriculum and research needs of the academic	Evaluate and purchase appropriate tool(s) to evaluate the adequacy of the library collection.	Evaluation complete and recommendations for purchase of appropriate tools to evaluate the collection by May 21, 2007.	Subscribed to Bowker's Book Analysis System on November 29, 2006.	4 Librarians have undergone training session on how to use the Bowker's Book Analysis System.

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community. (3)				

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Pursue grants to digitize archival photographs in the Shary Collection to aid in preservation of the originals and distribution of digitized copies. (4)	<p>162 oversized photographs and glass plate negatives will be digitized through the grant "Portal to Texas History" by the University of North Texas.</p> <p>The original photographs will be stored utilizing archival storage practices. The digitized copies will be available through a website.</p>	<p>By May 31, 2007 the Archives Department will have created metadata to describe the photographs.</p> <p>Links to images will be available from the Library Archives webpage. http://www.lib.panam.edu/collections/archives.</p>	<p>A grant was obtained, 162 items were digitized and made available. Metadata was created within the allotted timeline</p> <p>All of the photographs are stored utilizing archival storage practices. Digitized copies are available through the "Photographs" link on the Library Archives webpage.</p>	<p>Digital photographs are now searchable by title, creator, description, subject and keyword.</p> <p>Because of the successful completion of this grant, we pursued another grant opportunity provided through the Texas Heritage Digitization Initiative.</p>

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<p>Promote a greater understanding of international cultures. (5)</p>	<p>Host events and attractions to showcase Library resources related to international cultures.</p>	<p>Host one event or attraction which showcases Library resources related to internal cultures by May 31, 2007.</p>	<p>Hosted a Cinco de Mayo author autograph party.</p>	<p>Strengthened relationships and coordinated event with other campus departments such as the UTPA Bookstore.</p>
	<p>The Library will provide space to show international films</p>	<p>One international film shown using library facilities by May 31, 2007.</p>	<p>Seven (7) films were purchased by library and shown for International Week - Anatomie, (Germany), A Very Long Engagement (France), Sandstorm (China), Secret Ballot (Iran), I'm Not Scared (Italy), Flight of the Innocent (Italy), Granito de Arena (Mexico) and three (3) films purchased for Pan American Week 2007 C.R.A.Z.Y. (Canada), Guantanamera (Cuba), La Cienaga (Argentina).</p>	<p>Worked with UTPA International Programs office to obtain films shown in Library during International Week in Fall and Pan American Week in Spring and integrated film showings into scheduled events across campus for that week.</p>
	<p>Provide display cases in the lobby to promote international library resources.</p>	<p>Display cases in lobby used to promote international library resources by May 31, 2007.</p>	<p>Coordinated three displays exhibiting selected titles purchased at Monterrey and Guadalajara book fairs. Also, promoted library holdings in conjunction with Retablo Exhibit</p>	<p>Heightened and promoted awareness of international scholarly publications available in the Library.</p>
	<p>Implement Sister Library Program with La Universidad de Monterrey (UEM) Library</p>	<p>Sister Library Program with La Universidad de Monterrey to be implemented by May 31,</p>	<p>Initial forms and instructions received from president office allowing for Sister Library Program</p>	<p>Interim Library Director will follow through with procedures relating to Sister Library Program and</p>

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		2007.	being processed.	will evaluate how it can prove mutually beneficial to both libraries.

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Academic Affairs Objective: Take an active lead in the restructuring of the organization around UTPA's mission and goals and the changing needs of the campus.

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Strengthen communication within the Library. (6)	Review and revise library policy manual by May 31, 2007.	By May 31, 2007, a minimum of 50% of the policy manual will be reviewed and revised as necessary.	A Library Policy Manual Sub-Committee was formed and reviewed approximately 60% of the policy manual by May 31, 2007.	Interim Library Director revised those policies reviewed as necessary. Library policy manual was updated to reflect changes in Library structure and organization.
	Minutes will be generated and distributed from monthly meetings.	100% of monthly staff meeting minutes will be distributed within 30 days of the meeting.	Minutes for 10 monthly staff meetings were distributed among all staff members before the start of next meeting.	Additionally, two meetings were scheduled for librarians to discuss various issues related to their work.
	Develop instruction program to ensure that all incoming library Work Study students will receive a formal library orientation.	By May 31, 2007, the Instructional Services Coordinator will have a training program in place for Work Study Students	A survey was conducted of library supervisors to determine current training levels. Survey results indicated high levels of satisfaction with current training levels and areas where training could be improved.	Library supervisors will continue training in their current areas and ask for assistance from the Instructional Services Department when needed. Instructional Services will coordinate the development of online

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				tutorials in areas such as library classification where weaknesses were identified.
Support Continuing Professional Development for staff. (7)	Increase the number of professional conferences librarians attended during 06-07 academic year.	By May 31, 2007 department heads will provide Director with a summary report of the number of professional conferences attended by librarians and support staff. The number of professional conferences attended will increase over the previous year.	During the 2006-07 academic year 20 staff members attended total of 53 conferences, trainings for professional development. This reflects an increase of 33% over last year for the number of staff attending professional development and 61% increase in number of conferences and training attended by these staff.	Employees were encouraged to attend conferences related to their work and were asked to write a summary report as how the professional development helped them in their job and how it benefited the library.
Provide Technology infrastructure and support services to maximize individual performance and improve workflows. (8)	<p>Increase level of competency of System's support staff.</p> <p>Develop a survey to assess user satisfaction in response time for public services and library staff computer workstations.</p>	<p>100% of support staff will attend at least one training that directly supports library operations by May 31, 2007.</p> <p>Survey developed and administered by May 31, 2007.</p>	<p>100% of professional Systems staff attended at least one training that directly supports library operations. Overall, Systems staff attended four different training sessions.</p> <p>42 out of 52 library staff members responded to the library technology assessment survey. Over 80% of library staff agree or strongly agree that library technology resources and support are adequate to perform their job in an efficient manner.</p> <p>In the Spring of 2007, a</p>	<p>Systems staffs are better prepared to support the library information system. Systems staffs are better prepared to test and support Windows Vista for library operations.</p> <p>Systems staff will continue to maintain and improve library technology and support services.</p> <p>The Library rated "Good"</p>

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			total of 2,523 surveys were completed by undergraduate and graduate students from across the University.	overall by those who completed the surveys. Comments submitted as part of the survey were reviewed for areas in need of improvement and will be addressed accordingly.
Evaluate the shortage of space in the library. (9)	Develop a plan to address off site storage, compact shelving and new additional library building space.	Plan to address offsite storage, compact shelving and new additional library building space completed and submitted for approval by May 31, 2007.	<p>A request to acquire a section of Hagar building for an offsite storage was submitted and approved.</p> <p>Request to renovate the acquired space was approved and funded.</p> <p>Over 3000 journal titles were evaluated for possible move to storage area.</p> <p>Estimates for shelving in offsite storage have been obtained.</p> <p>A Building Subcommittee of the Library Planning Committee was formed in August, 2006. The Subcommittee met throughout the academic year and communicated by e-mail. The Subcommittee produced a proposal to the Library Director for a new addition to the University Library by May 31, 2007. In its report, the</p>	<p>The library received about 5000 square feet of space to physically move approximately 41,000 volumes of bound periodicals to the offsite storage facility.</p> <p>Plan for the purchase of compact shelving is in place with target plan of to execute the purchase by the end of this fiscal year. The entire 3rd floor of west side will have compact shelving.</p>

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			<p>Subcommittee projected space needs for library services to the University Community, and book stacks, until the year 2027.</p> <p>A committee of three staff members has visited two university libraries to evaluate two compact shelving units manufactured by two different companies. The group has several times met with the representative of two companies, evaluated all the features needed for the library's needs, assessed the pricing and it is at the final stages of deciding what company will give the best price before the proposal goes to the university purchasing department.</p>	<p>The result would be the purchase of an electrical compact shelving system that could double the capacity of the 3rd floor for books.</p>