

2005-2006 :: McDermott Library

1. Mission Statement:

The Library mission is to provide user-focused quality services and collections in support of the educational and research needs of students, faculty, and staff of The University of Texas at Dallas through maximum access to relevant, authoritative, and scholarly resources.

We are dedicated to maintaining a congenial atmosphere for the Library community and will endeavor to advance the lifelong educational needs of our diverse clientele

2. Objectives:

2.1 Improve and develop collection :

Develop collection strategies that respond to the instructional and research needs of The University of Texas at Dallas, striving for a balance between the development of on-site collections and access to external information resources

-Improve the quality and focus of collections provided to the University -Build on our course reserves services by enabling faculty to add copyrighted materials to their electronic reserves lists. -Digitize UTD master's theses

2.1.1 Related Institutional Priority Item(s): COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality; COM-4 Enhance research, graduate education and technology-driven economic development; CPT-3 Significantly improve quality of UTD's graduate students

2.1.2 Standards and Associations:

American Library Association, ACRL (Association of Colleges and Research Libraries)

2.2 Improve communication within Library and UTDallas: Enhance the communication between Library department, other University departments, and all of the Library's constituents. -Schedule and implement regular meetings and improvement of communication between the Library administration and staff. -Establish the availability of conference reports for staff review and training purposes. -Improve the Library's telephone system -Implement regular library-wide staff meetings and supervisor staff meetings

2.3 Improve the facilities and safety of the Library: Provide an attractive and comfortable environment for study, research, creative/intellectual exchange, and access to and preservation of the collections. -Improve access to electronic resources for community users -Improve the appearance and function of the McDermott Library reference desk -Complete Library's Disaster Recovery Plan and Emergency Procedures

2.3.1 Related Strategic Plan Item(s): VI-4 Community Outreach; VI-5 University Village

2.3.2 Related Institutional Priority Item(s): COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality; COM-4 Enhance research, graduate education and technology-driven economic development

2.4 Recruit, develop and retain a diverse staff: Actively recruit, develop, and retain a diverse, well-qualified staff whose work reflects a balanced commitment to the distinctive values of librarianship and to furthering those values in a rapidly evolving information environment. -Evaluate key initiatives from the human resources section of the Library Strategic Plan -Standardize and update job descriptions for all library positions

2.4.1 Related Strategic Plan Item(s): VI-5 University Village

2.4.2 Related Institutional Priority Item(s): COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality; COM-4 Enhance research, graduate education and technology-driven economic development

2.5 Improve library services:

Provide user-centered services assuring timely access to the information resources needed for learning, teaching, and research. Help users develop the information skills required for lifelong learning. -Improve the marketing of the Library and its services -Implement a means for users to manage their citations -Improve the quality of Interlibrary Loan Services -Investigate the quality of Library services, collections, and programs

2.5.1 Related General Education Outcome Item(s): 10. Foundational Knowledge in Discipline(s); 11. Advanced Knowledge in Discipline(s); 13. Independent Research; 15. Research & Design

2.5.2 Related Strategic Plan Item(s): II-2 Living-Learning Communities; II-3 Investment in People

2.5.3 Related Institutional Priority Item(s): COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality; COM-4 Enhance research, graduate education and technology-driven economic development

2.5.4 Standards and Associations: American Library Association, Association of College and Research Libraries

2.6 Develop/maintain technology infrastructure: Develop and maintain an infrastructure that accommodates the existing and emerging technologies required to further the Libraries' mission. -SFX Software implementation reports -Make laptops available for use within the library -Testing the usefulness of the library catalog-Investigate the quality of

Library services, collections, and programs

2.6.1 Related Institutional Priority Item(s): COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality; COM-4 Enhance research, graduate education and technology-driven economic development

3. Measures & Findings:

3.1 Report on collection development activities:

Report on the present state of the approval plan and other collection development activities.

3.1.1 Success Criteria:

A relevant approval plan and a current collection development policy that supports the curriculum and research interests of the University

3.1.2 Related Objective(s):

Improve and develop collection

3.1.3 Results Related To Success Criteria:

The approval plan was found to be in need of updating and the collection development policy did not address many of the issues concerning electronic resources

3.1.4 Achievement Level:

Met

3.1.5 Further Action:

Yes

3.2 Report on implementation of electronic reserves: Report on the implementation and usage of electronic reserves.

3.2.1 Success Criteria:

The ability to put copyrighted materials on electronic reserve. That the statistics on usage of electronic reserves is 50% greater than print reserves.

3.2.2 Related Objective(s):

Improve and develop collection

3.2.3 Results Related To Success Criteria:

The Library found a growing demand to incorporate copyrighted materials on electronic reserve. There was a 160% increase in resources available on electronic reserve rather than paper reserve. There were 21,300 uses of the electronic resources in 2006 and 658 uses of the print reserve collection.

3.2.4 Achievement Level:

Met

3.2.5 Further Action:

Yes

3.3 Report on UTD theses digital archive: Report on the conversion of UTD master's theses to digital format.

3.3.1 Success Criteria:

All master's theses are available in digital format and preserved electronically.

3.3.2 Related Objective(s):

Improve and develop collection

3.3.3 Results Related To Success Criteria:

The Library did not have a digital or a microform preservation copy of our master's theses. The Library wanted to include these in the items offered in electronic format.

3.3.4 Achievement Level:

Partially Met

3.3.5 Further Action:

Yes

3.4 Report on conference attendance:

Create a report form for staff to report their summary of all conference activities. Include information on how those reports are used by other library employees. Report on conference report project.

3.4.1 Success Criteria:

Conference reports available on the intranet for review by staff to be used for information and training purposes. Create a report form for staff to report their summary of all conference activities Include information on how those reports are used by other library employees. All staff attending conference completed the form

3.4.2 Related Objective(s):

Improve communication within Library and UTDallas

3.4.3 Results Related To Success Criteria:

The form was created and all staff attending conferences completed the form. The forms were placed on a Library intranet. Several of the forms were used by others in various work assignments.

3.4.4 Achievement Level:

Met

3.4.5 Further Action:

Yes

3.5 Report on Library telephone system: Report on the improvements to the Library's telephone system

3.5.1 Success Criteria: All telephones meet internal standards

3.5.2 Related Objective(s): Improve communication within Library and UTDallas

3.5.3 Results Related To Success Criteria: The Library telephones were inventoried. Several of the phones were in poor working order and were replaced. In addition, other features were added to a number of phones to make them more useful.

3.5.4 Achievement Level: Met

3.5.5 Further Action: Yes

3.6 Report on Library BLOG creation & usage: Report on the implementation and usage of the new library blog, ORBIT

3.6.1 Success Criteria: Library BLOG – ORBIT implemented.

3.6.2 Related Objective(s): Improve communication within Library and UTDallas

3.6.3 Results Related To Success Criteria:

The BLOG improves the means available to users to find out about training sessions, database problems, and Library events. The Library has had 3091 users since May 2006.

Statistics on the growing usage (over 3,091 uses since May 2006 and dependence on this immediate form of information

3.6.4 Achievement Level: Met

3.6.5 Further Action: Yes

3.7 Feedback survey from library supervisors.:

Feedback survey from library supervisors on monthly meetings. Feedback survey from library supervisors on semi-annual staff meeting conducted by the Dean of Libraries.

3.7.1 Success Criteria: Over 75% found the meetings as important or essential

3.7.2 Related Objective(s): Improve communication within Library and UTDallas

3.7.3 Results Related To Success Criteria:

During the Strategic Planning meetings, it was suggested that the Library Administration have regular supervisor meetings and at least one general staff meeting annually. We polled the supervisors concerning the usefulness of the meetings and exceeded the criterion.

3.7.4 Achievement Level: Met

3.7.5 Further Action: Yes

3.8 Report on improved access for community: Report on providing access to electronic resources to community customers.

3.8.1 Success Criteria:

That usage indicates that community users are taking advantage of these services. More than 228 different community members used the workstation during 2006.

3.8.2 Related Objective(s): Improve the facilities and safety of the Library

3.8.3 Results Related To Success Criteria:

Prior to this initiative, the Library was not providing access to its electronic resources to community users.

The demand for electronic resources was studied to comply with the UTD Information Resources Unit's security regulations. The Library studied the license agreements associated with the resources and undertook a plan to update the licenses to allow for walk-in use. Over 228 different community members used the workstation during 2006.

3.8.4 Achievement Level: Met

3.8.5 Further Action: Yes

3.9 Report on use in activity at the reference desk.: Reference desk activity statistic report since renovation.

3.9.1 Success Criteria: Increase to more than 10% the number of lengthy questions

3.9.2 Related Objective(s): Improve the facilities and safety of the Library

3.9.3 Results Related To Success Criteria:

Older furnishings were updated to enable users to sit during the reference interview process.

The number of questions lasting 15 minutes or longer increased by 30% during 2005-2006.

3.9.4 Achievement Level: Met

3.9.5 Further Action: Yes**3.10 Report on Disaster Recovery plan:** Report on the progress of creating a Library Disaster Recovery plan.**3.10.1 Success Criteria:** Generate a completed plan. Training of all staff.**3.10.2 Related Objective(s):** Improve the facilities and safety of the Library**3.10.3 Results Related To Success Criteria:** A committee was formed to devise evacuation plans and to analyze the impact various disasters would have on the collections and facilities. The American Library Association and other governmental units produced reports and templates that were used to create a Plan. The Plan is still being written.**3.10.4 Achievement Level:** Not Met**3.10.5 Further Action:** Yes**3.11 Report on initiatives related to library staff:** Report on strategic planning initiatives with respect to library personnel**3.11.1 Success Criteria:**

Creation of groups to evaluate key initiatives to improve performance including training and standardization of employee evaluation

3.11.2 Related Objective(s): Recruit, develop and retain a diverse staff**3.11.3 Results Related To Success Criteria:**

The Library's Strategic Plan identified several standardization issues including performance appraisals, guidelines for merit/promotion, and travel guidelines.

3.11.4 Achievement Level: Partially Met**3.11.5 Further Action:** Yes**3.12 Report on standarizing/updating job descriptions:** Report on the updating and standardization of library job descriptions**3.12.1 Success Criteria:**

All positions have a job description. All employees are aware of their duties. All professionals have transcripts on file.

3.12.2 Related Objective(s): Recruit, develop and retain a diverse staff**3.12.3 Results Related To Success Criteria:**

The updating and standardization of job descriptions resulted in a more thorough understanding of every employee's responsibilities. The job description project made the Library Administration aware of how out of date the skill requirements are for many library positions both at the University and State levels.

New professionals provide educational transcripts.

3.12.4 Achievement Level: Met**3.12.5 Further Action:** Yes**3.13 Report on outreach services:**

Report on outreach services including Ask a Librarian, chat reference, and the Since You're Here newsletter.

3.13.1 Success Criteria:

A 5% increase in the Ask a Librarian service and chat reference. More than 10 people gave positive feedback about the newsletter

3.13.2 Related Objective(s): Improve library services**3.13.3 Results Related To Success Criteria:**

These outreach programs provide new, non-traditional means to inform our users about our programs and to provide a way for customers to gain access to a library professional.

Ask a Librarian questions increased 20% while UTD students using chat reference increased 10%. Over a dozen people have called or contacted the Reference Department concerning their newsletter. Other buildings on campus would like to add the newsletter to their facilities.

3.13.4 Achievement Level: Met**3.13.5 Further Action:** Yes**3.14 Report on implementation and use of RefWorks:** Report on the implementation and use of the management citation software, RefWorks.

3.14.1 Success Criteria:

A 50% increase in usage and the number of citations stored in RefWorks. Increase to 25 people in the attendance at training sessions.

3.14.2 Related Objective(s): Improve library services**3.14.3 Results Related To Success Criteria:**

A 50% increase in usage and the number of citations stored in RefWorks. Increase to 25 people in the attendance at training sessions.

3.14.4 Achievement Level: Met**3.14.5 Further Action:** Yes**3.15 Report on ILLIAD Implementation (Loan Services):** Report on the implementation and use of ILLIAD, Interlibrary Loan software.**3.15.1 Success Criteria:** An increase of 200 users taking advantage of interlibrary loan services.**3.15.2 Related Objective(s):** Improve library services**3.15.3 Results Related To Success Criteria:** The implementation of ILLIAD had a minimum of disruption to the UT Dallas community. There were few negative comments.

The Library had registered 1100 customers by the end of August 2006.

3.15.4 Achievement Level: Met**3.15.5 Further Action:** Yes**3.16 Conduct annual user surveys:** Conduct annual user surveys using the LibQual survey**3.16.1 Success Criteria:** Using the LibQual survey, all averages rate the Library above a 6 level.**3.16.2 Related Objective(s):** Improve library services**3.16.3 Results Related To Success Criteria:**

The LibQual survey provided benchmark responses to the quality of the services provided by the library. Some of the findings include the demand for more study space, quiet conditions, more print materials, and more journal subscriptions.

Overall, the Library scored a 7.25 out of 9.

3.16.4 Achievement Level: Met**3.16.5 Further Action:** Yes**3.17 Report on implementation of link resolver:** Report on the implementation of a link resolver to make it easier for users to connect to electronic resources.**3.17.1 Success Criteria:** A complete installation of the link resolver.**3.17.2 Related Objective(s):** Develop/maintain technology infrastructure**3.17.3 Results Related To Success Criteria:** The link resolver was purchased and implemented in early 2006. All ejournal holdings are updated monthly. Analysis of usage statistics is not fully implemented.**3.17.4 Achievement Level:** Partially Met**3.17.5 Further Action:** Yes**3.18 Report on laptop acquisition and implementation:** Report on providing laptop computers for use during library study including impact of support for the equipment.**3.18.1 Success Criteria:**

An increase in the total usage of laptops. 80% of all laptops are in operation at all times. An increase of 30% in the number of checkouts of laptops

3.18.2 Related Objective(s): Develop/maintain technology infrastructure**3.18.3 Results Related To Success Criteria:**

The laptop project has eased the demand for workstations while giving students the advantage of working in teams. 80% of all laptops are in operation at all times. The checkout rate of laptops increased by 120%.

3.18.4 Achievement Level: Met**3.18.5 Further Action:** Yes**3.19 Report on testing of library catalog:** Report on focus group testing of the library catalog.

3.19.1 Success Criteria:

Evidence that the library catalog was easier to use. The answers to the survey questions improved by 5% with the changes made to the catalog.

3.19.2 Related Objective(s): Develop/maintain technology infrastructure**3.19.3 Results Related To Success Criteria:** The focus groups found problems with jargon within the Library catalog which was corrected during the second phase of testing.

On average, the answers to the survey questions improved by 11% after the changes were made to the catalog.

3.19.4 Achievement Level: Met**3.19.5 Further Action:** Yes**5. Closing the Loop:****5.1 Annual review of approval plan/collection policy :** The liaison librarians updated the approval plan and rewrote the collection development policy. With each new program, the librarians will update these documents.**5.1.1 Related Objective(s):** Improve and develop collection**5.1.2 Related Measure(s):** Report on collection development activities**5.1.3 Responsible Person:** Liaison librarians**5.1.4 Target Date:** Annual assessment**5.1.5 Priority:** Medium Priority**5.2 Annual review of conference reports:**

The Library Advisory Board of Supervisors has found the conference reports useful and will continue to monitor this activity. It has allowed a sharing of current information that would not have been achieved without the summary reports

5.2.1 Related Objective(s): Improve communication within Library and UTDallas**5.2.2 Related Measure(s):** Report on conference attendance**5.2.3 Responsible Person:** Library Advisory Board of Supervisors**5.2.4 Target Date:** Annual assessment**5.2.5 Priority:** Low Priority**5.3 Improve access for community customers:** The Library's initiative to enable access to its electronic resources has been met with strong use. The Comet Card Office was successful in purchasing a machine to dispense printing cards for community users. However, the machine has been met with a number of problems which are being addressed.**5.3.1 Related Objective(s):** Improve the facilities and safety of the Library**5.3.2 Related Measure(s):** Report on improved access for community**5.3.3 Responsible Person:** Library Administration**5.3.4 Target Date:** Annual assessment**5.3.5 Priority:** Medium Priority**5.4 Analyze personnel issues:** Each personnel issue will be addressed by a committee during 2007.**5.4.1 Related Objective(s):** Recruit, develop and retain a diverse staff**5.4.2 Related Measure(s):** Report on initiatives related to library staff**5.4.3 Responsible Person:** Library Committess/Library Administration**5.4.4 Target Date:** 2007**5.4.5 Priority:** High Priority**5.5 Develop, improve, and monitor outreach programs:** The Library continues to seek innovative ways to reach out to users and will continue to monitor these programs for their effectiveness.**5.5.1 Related Objective(s):** Improve library services**5.5.2 Related Measure(s):** Report on outreach services**5.5.3 Responsible Person:** Library Administration**5.5.4 Target Date:** Annual assessment**5.5.5 Priority:** Medium Priority

5.6 Evaluate resolver problems and evaluate statistics: While the link resolver has solved many connection problems to ejournals, the changing nature of electronic publishing continues to prove how important updates are to keep the library catalog current. Retrieve and analyze usage statistics on an ongoing basis.

5.6.1 Related Objective(s): Develop/maintain technology infrastructure

5.6.2 Related Measure(s): Report on implementation of link resolver

5.6.3 Responsible Person: Electronic Resources Department/Technical Services

5.6.4 Target Date: Annual assessment

5.6.5 Priority: High Priority

5.7 Continued assessment of electronic reserves: The Library purchased a software package that enables faculty members to include copyrighted materials on electronic reserve. Growth in the demand and use of electronic reserves has been exponential.

5.7.1 Related Objective(s): Improve and develop collection

5.7.2 Related Measure(s): Report on implementation of electronic reserves

5.7.3 Responsible Person: Technical Services

5.7.4 Target Date: Annual assessment

5.7.5 Priority: Medium Priority

5.8 Review and improve telephone system:

The Library Administration Office will continue to monitor the telephone system and upgrade the equipment as needed.

5.8.1 Related Objective(s): Improve communication within Library and UTDallas

5.8.2 Related Measure(s): Report on Library telephone system

5.8.3 Responsible Person: Library Administration

5.8.4 Target Date: Annual assessment

5.8.5 Priority: Low Priority

5.9 Annual assessment of reference desk activity: The renovation enabled the librarians to spend longer periods of time with users while handling access to the Information Commons.

5.9.1 Related Objective(s): Improve the facilities and safety of the Library

5.9.2 Related Measure(s): Report on use in activity at the reference desk.

5.9.3 Responsible Person: Reference librarians/Public Services

5.9.4 Target Date: Annual assessment

5.9.5 Priority: Medium Priority

5.10 Skills training and cross training of personnel: The standardization made supervisors aware of gaps in training. In addition, the job description project demonstrated how the Library could develop programs to cross train employees within and across departments. A committee will be formed to address the problems with the general job descriptions for library positions.

5.10.1 Related Objective(s): Recruit, develop and retain a diverse staff

5.10.2 Related Measure(s): Report on standarizing/updating job descriptions

5.10.3 Responsible Person: Library committees/Library Administration

5.10.4 Target Date: Annual assessment

5.10.5 Priority: Medium Priority

5.11 Promote and train customers to use RefWorks: While the initial implementation was strong, the Library is planning additional training sessions to promote RefWorks to the students and faculty of UT Dallas.

5.11.1 Related Objective(s): Improve library services

5.11.2 Related Measure(s): Report on implementation and use of RefWorks

5.11.3 Responsible Person: Reference Department/Public Services

5.11.4 Target Date: Annual assessment

5.11.5 Priority: Medium Priority

5.12 Analyze and expand laptop program: The Library will expand the laptop program as funds are available.

5.12.1 Related Objective(s): Develop/maintain technology infrastructure

5.12.2 Related Measure(s): Report on laptop acquisition and implementation

5.12.3 Responsible Person: Library Systems/Public Services

5.12.4 Target Date: Annual assessment

5.12.5 Priority: Low Priority

5.13 Increase usage of Library BLOG:

The Library should increase the exposure of the BLOG by promoting it throughout campus as a means to get up-to-the-minute information about Library events and system problems.

5.13.1 Related Objective(s): Improve communication within Library and UTDallas

5.13.2 Related Measure(s): Report on Library BLOG creation & usage

5.13.3 Responsible Person: Library BLOG team/Library Public Services

5.13.4 Target Date: Monthly and annual assessment

5.13.5 Priority: Medium Priority

5.14 Complete Disaster Recovery plan/Train staff: The committee will complete the Disaster Recovery Plan in the fall of 2006. Disaster recovery training will be completed by 2007.

5.14.1 Related Objective(s): Improve the facilities and safety of the Library

5.14.2 Related Measure(s): Report on Disaster Recovery plan

5.14.3 Responsible Person: Disaster Recovery Plan Committee/Library Administration

5.14.4 Target Date: 2007

5.14.5 Priority: Medium Priority

5.15 Monitor and improve ILLIAD(Loan Services): The Library will continue to monitor the impact of ILLIAD and update the software as needed.

5.15.1 Related Objective(s): Improve library services

5.15.2 Related Measure(s): Report on ILLIAD Implementation (Loan Services)

5.15.3 Responsible Person: Interlibrary Loan Services/Public Services

5.15.4 Target Date: Annual assessment

5.15.5 Priority: Low Priority

5.16 Test catalog updates with focus groups:

The Library staff learned about using focus groups to test for system usability and will conduct similar tests on future catalog updates. Test catalog with graduate students and faculty focus groups.

5.16.1 Related Objective(s): Develop/maintain technology infrastructure

5.16.2 Related Measure(s): Report on testing of library catalog

5.16.3 Responsible Person: Library catalog committee/Library Administration

5.16.4 Target Date: Test with library catalog updates

5.16.5 Priority: High Priority

5.17 Feedback survey for meetings and their minutes: We will be broadening the survey to get feedback from all staff members. We will work to improve the meetings through incorporating comments from the supervisor's survey including focusing on one or two departments per meeting and giving an update on the achievements made towards the goals set in the Library Strategic Plan.

5.17.1 Related Objective(s): Improve communication within Library and UTDallas

5.17.2 Related Measure(s): Feedback survey from library supervisors.

5.17.3 Responsible Person: Library Advisory Board of Supervisors

5.17.4 Target Date: Annual assessment

5.17.5 Priority: Medium Priority

5.18 Administer LibQual survey and compare results: The Library will conduct the same survey in the Spring of

2007 in order to compare the results and make appropriate changes from 2006 and 2007.

5.18.1 Related Objective(s): Improve library services

5.18.2 Related Measure(s): Conduct annual user surveys

5.18.3 Responsible Person: Library Committee/Library Administration

5.18.4 Target Date: Annual assessment

5.18.5 Priority: High Priority

6. Analysis:

6.1 Program/Unit Strengths:

6.1.1 Objectives/Outcomes Exceeded or Met:

The assessments indicated progress in several key areas: collections, communications, technology, facility management, and services. While the collections are greatly improved from 10 years ago, the Library requires additional funding to move to the next tier of academic libraries. Secondly, the assessments showed that while the Library has been successful marketing its services within instruction and service programs, additional forms of communication are needed to reach all customers. The Library has been successful in providing equipment and other forms of technology to its customers, but additional funds are needed to migrate services to alternate forms of technology including cellular telephones and MP3 players. Portions of McDermott Library have been renovated and have improved study space. Additional group and quiet study spaces are required and additional stacks space is essential within the next 5 years.

The Library staffing infrastructure is not keeping pace with the demands for the depth of services required by a growing university. The salary structure of the Library is no longer competitive.

6.2 Program / Unit Weaknesses:

6.2.1 Objectives / Outcomes Partially or Not Met: While many of the assessments show improvements in the Library and its services, most assessments showed that the Library needs additional resources to remain integral to the needs of the faculty, students, and staff.

7. Report:

7.1 Executive Summary:

The librarians and staff of the University of Texas at Dallas Libraries implemented several projects to enhance the collections, services, and facilities during 2003/2004 through 2005/2006.

Facilities

Reference Desk. The Library installed a new reference desk during 2004 to provide a more personal experience for our customers. The former desk was an intimidating, fortress-like piece of furniture and was not conducive to handling in-depth reference questions.

Our usage patterns indicate that our customers ask longer questions and the new desk allows them to sit down and browse electronic resources with the librarian. This atmosphere provides a one-on-one encounter with the customer where they can learn to search the various collections available through the Library or receive directions on any stage of library research. The arrangement of the desk allows the librarians to oversee students using our Information Commons while providing assistance to walk-up customers.

Community Access. The license agreements for electronic resources were rewritten to provide support for the research efforts of the University's community members. A special workstation provides a means for community members (including alumni and retirees) to use the growing collection of databases, ejournals, and ebooks.

Updated Instruction Facility. The librarians updated the information literacy facility used to teach research skills to students and faculty. In addition to purchasing new, faster equipment, it is now easier for the students to see the instructor. The arrangement makes the facility more user friendly.

Study Seating. The Library installed two new types of furniture during 2004 after receiving numerous requests from our customers. We purchased comfortable seating with tables to facilitate reading or study. We also installed booth-type seating for students to study in groups. The furniture was well received and is normally the first seats taken when the Library opens each morning. The Library needs to install additional types of seating as students continue to demand alternatives to our present configurations.

Scanning Microform Printer. The Library is experiencing a greater demand to make digital copies from microfilm or microfiche. Equipment was purchased that can take frames from the microform and digitize the content. A digital file is created that can be taken by the customer and used for research purposes.

Collections

Expanded Access to Collections. The Library expanded access to electronic materials including ejournals and ebooks. After completing two user surveys concerning electronic books and reviewing usage statistics, we increased our ebook collection to correspond with the demand by our customers. We continually work to determine what formats are preferred by our students and faculty members.

Juvenile Collection. In an effort to support our teacher's education program and a number of children's literature courses taught through the School of Arts and Humanities, the Library established a juvenile collection. An analysis of the type of materials being requested was conducted. Additional funds were allocated to purchase award winning titles and to expand the resources available to support the program in science education.

Approval Profile/Plan. Because the University is rapidly expanding its programs, the Library conducted a comprehensive review of its approval plan. A review had not been conducted for 5 years. The plan is designed to provide scholarly materials in support of our curriculum. The reworking of the plan now provides more materials for all programs and improves the support for faculty research interests.

Electronic Reserves. The Library purchased eRes, a software package from Docutek. The software provides a portal to make copyrighted materials available electronically through the Library. The availability of electronic access to copyrighted materials provides greater flexibility for all students. The usage statistics of this system show wide acceptance by faculty and students.

Library Catalog. After receiving student comments concerning their ability to search for materials in the Library's catalog, a task force conducted two focus groups. The librarians tested how our undergraduates search for items in the catalog and how it could be made easier to use. The second round of testing showed that many positive changes were made in the student's ability to find and use the catalog. The task force plans to use focus groups as one way to test the usefulness of the catalog system.

Migration to DVD. As many degree programs find film an effective teaching tool, the Libraries have improved the quantity and quality of the media available. With the addition of new technology, the Library began migrating the videotape collection to DVD as the disks are not as susceptible to damage. In addition, the widescreen version can provide additional information such as director's cuts and outtakes and allows the viewer to see the entire film rather than a version modified to fit a television screen. The purchase of additional media equipment provided support for the growing demand for non-classroom viewing.

Leisure Reading/Audiobooks. The Library received comments from students that bestsellers were not available for recreational reading. The Library is experimenting with leasing bestsellers and audiobooks. To date, the collections are widely used by all types of customers.

Services

Outreach. The Library implemented an outreach program to provide reference service at remote locations on campus through the use of wireless technology. The program is called "Librarians on the Loose." The librarians help non-traditional library users who are not aware of the services and collections available in the Library.

In addition, the Library participates in a chat reference service for students and faculty within the University of Texas System. The UT librarians work as a team to assist customers with their research. In addition, the UT Dallas librarians provide email reference directly to the students and faculty. The librarians wanted to incorporate these outreach services into our programs as the gate count of the building is gradually declining as scholarly information migrates to electronic format. Statistics are kept on the initiatives which indicate a strong level of success.

Additional marketing of Library services and resources is provided by two special products. "Since You're Here", a one-page, monthly newsletter taped to the inside of bathroom stalls, promotes new resources and other timely information. In addition, the Library created a BLOG called Orbit. Orbit provides up to the minute information on library news and information.

The Library opened a satellite facility in the new School of Management building to increase the support for those programs. As the Library provides access to an extensive collection of datasets on corporate finance, a Data Librarian position was added. This librarian works directly with students and faculty to ensure that they are aware of the data resources we have available.

Management of Citations. The Library implemented RefWorks software to facilitate the need to organize bibliographic citations for any research project. Our librarians are asked about how to manage a list of citations and this software makes quick work of building a database of relevant scholarly materials. We teach the use of the software and it has been well received.

Interlibrary Loan Services. The Library installed a new program to improve service to our Interlibrary Loan customers. The software program is focused on our customer and allows them to check on the status of their requests, to link to delivered articles, to renew online, and to look at their request history. Our customers migrated with ease and have been extremely complimentary of the additional features the new program provides.

Laptops. The Library acquired 32 laptop computers for customer use within the building. The laptop program extends the equipment provided to our students for using our electronic materials. The program allows for greater flexibility in using this type of equipment other than a computer lab and facilitates group study. The demand for laptops continues to increase each semester.

Link Resolver—SFX. The Library implemented a system to make articles easier to find. When using an electronic database, the system connects the customer to all available electronic versions of an article or makes it easy for them to connect to Interlibrary Loan and request something we do not own.

7.2 Top 3 Program/Unit Accomplishments: Highlights for McDermott Library 2005-2006

- Implementation of electronic reserves using Docutek's eRes
- Digitization of UTD's theses

- Improvements in the Library telephone system
- Creation of ORBIT, the Library BLOG
- Implemented first LibQual survey
- Improvements for community access to electronic resources
- Updated all job descriptions
- Implementation of RefWorks
- Implementation of ILLIAD
- Implementation of link resolver software, SFX
- Focus group testing of library catalog
- Implementation of laptop acquisition for student use

7.3 Research Activities or Publications:

Librarians and other Library professionals are encouraged to participate in regional, national, and international conferences in ways that will promote the University and will develop their expertise. The Library provides travel funds to support their career development which aides the University in improving the Library and its services. As librarians are not faculty members, these professionals do not receive release time to undertake research or other scholarly activities. However, many individuals have been tapped to present at conferences and write research articles on many of the services provided by the Libraries.

7.4 Instructional/Training Activities (presented or received): The Libraries support the curriculum and research efforts of the University of Texas at Dallas by providing one-on-one instruction on the use of its collections through reference services and electronic resources and through a coordinated Information Literacy Program. The reference librarians use a number of activities to reach students needing assistance in the use of the Library. The services include assisting students at a service desk, providing help through chat services, and other outreach activities.

The Information Literacy Program provides faculty and students with opportunities to gain expertise in identifying important resources, in locating those items within the Libraries or ordering them through Interlibrary Loan Services, and in evaluating the information with respect to research or class assignment.

The Information Literacy Program works with the Rhetoric 1101 and 1302 courses for all beginning students and teaches basic skills in using the Library catalog, finding scholarly articles and other resources, using a number of different Internet-based collections, and locating items geographically within the Library. Other sessions are provided at the upper undergraduate level and familiarize students with important resources within their chosen major. These sessions build on the skills acquired at the beginning levels. In addition, special sessions for individual classes are provided for specific assignments such as completing a legislative history or conducting a literature review. The sessions are provided at the request of the faculty and are customized for a specific assignment.

7.5 Public Service:

The Library provides support to the community through a number of initiatives. Through the use of TexShare, a state-wide program administered by the Texas State Library and Archives Commission, members of the community can borrow items from the collection. The Library also enables walk-in customers access to nearly all electronic resources.

As a government depository, McDermott Library selects and organizes resources produced by the federal and state agencies. These resources are selected to support the interests of the campus and the community.

The Libraries provide outreach to the community by making all local librarians aware of the resources available and initiate tours of the collections for those individuals. In addition, the Library provides tours of its collections and an introduction to its services for campus visitors.

Finally, the Libraries provide a number of special programs including lectures and exhibits as related to collections or events held on campus. These programs include presentations by librarians and noted scholars.

7.6 Other External Activities:

The Library is involved with International Activities by providing resources to library users in other countries. Currently, requests from universities outside the United States involve providing electronic copies of articles to libraries located in Canada, Mexico, and Europe. Books are sent to Canada and Mexico on a more limited basis.

7.7 Contributions to UTD:

The Libraries provide a variety of services for the students, faculty, and staff of the University of Texas at Dallas. The Library and its staff

- Purchase and organize over 1.3 million items including books, journals, bibliographic and statistical databases, e-journals, e-books, microforms, maps, audio and video recordings, federal and state government documents, and archival materials.
- Provide a facility conducive for research and study on an individual and group basis.

- Make available different types of equipment that facilitates the use of resources including paper and microform copiers and scanners, desktop and laptop computers, microform readers, and media equipment for viewing VHS and DVD titles.
- Request and make available other materials not owned by the Libraries through Interlibrary Loan Services.
- Teach the use of Library resources to classes and helps customers one-on-one at several services desks. The instruction supports the curriculum by enabling students to find and evaluate information.
- Provide programs and events on topics of interest to the University, Library, and community.

7.8 Top 3 Program / Unit Challenges:

The Libraries are challenged in three ways: providing expertise to the campus, by space and an adequate study environment, and by providing the funds needed to expand the collections available to a rapidly growing university.

The professional staff of the Libraries remains smaller than the peers groups of the campus. In addition, professional salaries have not kept pace with inflation. In the supporting documents created from the Association of Colleges and Research Libraries statistics, the University of Texas at Dallas librarians are paid less on average than other academic institutions within Texas.

As the campus continues to grow, McDermott Library loses stacks and seating capacity within this multi-purpose facility. At present, the Library retains only 650 seats and can sit less than 5% of the student body. In addition, students demand different types of seating than in the past. Their need for group study and quiet study surpasses the Library's ability to provide this type of seating. The overall noise level of the Library space is not conducive to study. Library customers regularly complain of inadequate lighting and poor climate controls. The Library suffers from a lack of regular custodial care on the weekends and general maintenance of the facility.

Finally, the Library is unable to provide the collections and resources demanded by its faculty and students. Inflation in the cost of resources and the growth of the student body work to lower the quantity of resources provided while the demand for new resources continues. During the last year, the rise in student FTEs and the upgrade in the campus Carnegie rank has resulted in double-digit increases to resources. These costs resulted in a reduction in the overall quantity of resources available.