

Unit Effectiveness Plan for 2001-2002
Department(Unit): Library
College (Division): Director of Libraries

Unit Mission or Purpose:						
The UTA Libraries bring together knowledgeable staff, scholarly information, welcoming spaces, and leading-edge technology to promote learning and enable research. First and foremost we serve UTA students and faculty. We also serve as a valuable resource for University staff and for the community beyond the campus.						
Articulation of how unit mission/purpose relates to University mission:						
The UTA Libraries supports the quest for knowledge, truth and excellence by providing the information and access to information the university community needs to pursue its academic and research programs; by providing instruction on how to access and use the information available; and by providing the systems to access that information.						
Intended outcome	Related Institutional Goal/Objective/Strategy	Action Steps	Method of Assessment (Who, What, When)	Results of Assessment	Proposed Changes and Recommendations for Improvement	Resources Needed for Proposed Changes
Users will satisfied with the timeliness and quality of information assistance they receive.	A.1.1.f	Subject Librarians will work with the Coordinator for Digital Library Services to provide content for Frequently Asked Questions via a newly constructed web page and will monitor user satisfaction with the service.	The Digital Library Services Coordinator will provide use statistics for the Frequently Asked Questions web page. A survey link will also be provided via the web page to solicit comments concerning user satisfaction with the information provided. The survey goal is to elicit positive responses concerning the assistance provided from at least 75% of the respondents.	Of 2955 user sessions visiting the web site, 26 online surveys were completed, for a response rate of less than one percent. Of the 26 surveys, 11.5% indicated their question was answered. The response rate to the remainder of the survey was 19.2%, or five respondents. Data was	The Coordinator, Digital Library Services and the Information Architect recommended developing better controlled vocabulary and taxonomy for the search engine and providing better instructions based on searches with null results.	No additional resources needed.

				gathered concerning search strategies. The outcome was not achieved.		
Users will have access to new information resources in a more timely fashion.	A.1.1.i	Staff involved with processing new books will work in a new team based setting allowing efficiencies in workflow and materials handling.	The Information Organization and Processing Coordinator, in conjunction with the Monographs copy cataloging group leader, will record the information necessary to determine if items are being cataloged expediently. Data will be reviewed each quarter. Baseline data shows that new books left the Information Organization and Processing area in an average of 7 days during the two month period May-June 2001.	Tracking of materials resulted in an average processing time of 9 days. An increase in received materials resulted in a longer processing time. The outcome was not achieved.	The Coordinator, Information Organization & Preparation evaluated the collected data and recommended a student worker be hired and trained to assist in processing materials.	No additional resources needed.
UTA Libraries staff will be better prepared to serve our clientele by acquiring a more in-depth understanding of the technical environment in which the libraries operate.	A.1.1.i	Information Technologies staff will develop and conduct a training program for Libraries staff which will cover the basics of computer networking and the Internet, as they apply to the services being offered by the Libraries.	Information Technologies staff will compare service requests before and after a network training program is offered to Libraries Staff. Service requests will be monitored during October 2001 prior to training. Targeted training will be offered in December 2001. A post-training analysis of service requests will be conducted in February 2002. Program success will	This action step was not implemented due to staff vacancies and an extended staff illness.	N/A	N/A

			be measured by an overall drop in the number of network support requests generated by library staff.			
Users who have received library instruction in Geographic Information Systems will be able to effectively utilize GIS technology to complete their assigned coursework.	A.1.1.e	A librarian assigned to work with Geographic Information Systems will offer instructional sessions to students utilizing GIS in their coursework. Instruction will be provided within the appropriate classroom, by individual consultation, and within the Ransom Hall computing facility.	The GIS Librarian will survey students enrolled in GIS coursework in April 2002 to ascertain user satisfaction with the research assistance provided. Specifically, the survey will query students to determine if GIS instruction services provided by the library increased their understanding in the use of GIS tools.	Students in two classes with GIS assignments all responded positively to GIS instruction. The outcome was achieved.	The Coordinator, Information Literacy and the GIS Librarian recommended the development of a workbook and CD-ROM to enhance basic instruction to ArcGIS software.	No additional resources needed.
UTA Library patrons will have access to course reserve materials for research and study in a timely manner.	A.1.1.i	Access Services staff will collaborate with the Digital Library Services staff to assist in the processing of materials to achieve more timely access to electronic reserves.	Employees in both Access Services and Digital Library Services will record the date and time of receipt for materials to compare to the date/time materials are made available to users in order to achieve a maximum 48 hours processing interval during peak request periods. Processing data will be collected from March 2001 through August 2002. Processing interval averages will be calculated before Digital Library Services becomes involved	Transferring the scanning activity to Digital Library Services did not result in a shorter turnaround time for electronic reserves posting. Scanning work was found to be a small step in a complicated process. The outcome was not achieved.	The Acting Coordinator, Access Services recommended changes in other aspects of the posting process. A 72 hour turnaround time has been set as an acceptable and attainable standard because of the 264% increase in volume of postings.	No additional resources needed.

			in the workflow, and calculated once again after Digital Library Services begins assisting in the processing of materials to measure if materials are made available more quickly once Digital Library Services lends their expertise to the material processing.			
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