

Unit Effectiveness Plan for 2003-2004
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.						
Unit Functions:						
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
Primary function 1 Graduate students will find needed scholarly monographs more frequently owned by the library.	3.G.2	New monographic purchasing criteria will be implemented in four subject areas for FY03/04.	Access Services Coordinator will compare 02/03 and 03/04 monographic ILL requests from graduate students in the four subject areas. The new monographs ordered and processed within the four subject areas will also be tracked for usage.	Interlibrary loan requests from students in the four subject areas were reduced: requests from Accounting majors by 85%, requests from Computer Science majors by 18%, requests from Geology majors by 22.7%, and requests from Psychology	None	None

				<p>majors by 34%. The percentage of newly purchased monographs circulating within one year of purchase decreased between 02/03 and 03/04. Although there are fewer ILL requests, fewer new monographic titles circulated.</p>		
<p>Primary function 2 Researchers will access web-available archival finding aids more frequently.</p>	3.G.2	<p>Identified number of HTML encoded archival finding aids will be marked in Encoded Archival Description.</p>	<p>Digital Library Services Coordinator will provide the January-August 2003 web page hits for the HTML version of the finding aids. Special Projects Librarian will collect the web use statistics of the same finding aids with EAD for the period January-August 2004.</p>	<p>The finding aids were not marked in Encoded Archival Description. Web use of the HTML encoded finding aids increased 15.9% between 02/03 and 03/04. Researchers used the finding aids more frequently even though they were not marked in EAD.</p>	None	None
<p>Primary function 3 More faculty will value the inclusion of library services in classroom assignments.</p>	3.G.4	<p>Information gathered from faculty feedback from instruction sessions during Spring-Summer 2003 will be used to develop</p>	<p>Coordinators for Information Literacy, Special Collections and Information Services will keep statistics on the</p>	<p>Faculty requests for course-related library instruction sessions increased 10.5%</p>	None	None

		strategies encouraging faculty to include library instruction and assignments in class work.	number of faculty who utilize library services in class work September 2003-August 2004. They will compare this number with the same statistic from September 2002-August 2004.	between 02/03 and 03/04. 62.1% of the 03/04 requests were from faculty not requesting library instruction in 02/03. More new faculty included library instruction sessions.		
Primary function 4 Faculty and students will increase their knowledge and skills in the use of information technology in class assignments.	2.A.4	Information Services librarians and Digital Library Services staff will identify faculty members and classes that are most likely candidates to utilize Digital Library Classroom technology. Specific strategies will be developed to involve DLC in library instruction for these faculty members and classes.	Information Services and Information Literacy staff will keep track of the number faculty and classes that are specifically introduced to the Digital Library Classroom. DLS staff will keep track of the number of faculty and student users. DLS staff will also survey DLC users to ascertain if Classroom use increased their technological skills. DLS Coordinator will compare the usage statistics and the survey responses between AY 02/03 and AY03/04.	Faculty and classes specifically introduced to the Digital Media Classroom (formerly the Digital Library Classroom) were not tracked. DMC users were not surveyed. Statistics indicate a 474% increase usage of the DMC. Faculty/staff usage increased 213% and student use increased 533%.	None	None
Primary function 5 More customers are satisfied with the convenience of available	2.B.7	The Libraries will develop a User Survey to be administered Spring 2004 that will include specific	The survey results will compare satisfaction with changes in facilities and library computer access	Survey results indicate that 81.7% of library users are in the	None	None

<p>library facilities and services.</p>		<p>questions on needed and available services in relation to hours and physical facilities.</p>	<p>with data from user surveys, focus groups, and other requests between 2000 and 2003. Head counts will be conducted in public-access library spaces to determine specific facility usage.</p>	<p>libraries for research purposes. Additionally, 72.3% utilize the facilities for study. Satisfaction with available group study areas was 75.7%, and 85.6% for individual study areas. The greatest area of dissatisfaction is 27.3% with the availability of group study rooms in the Central Library. The second greatest area of dissatisfaction is 12.1% with locations to use laptops. Library services were always or usually available 85% of the time they were desired. Increasing the group study rooms by 63% resulted in a 55% decrease in the</p>	
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				observed times all group study rooms were in use. Public use computers in the Libraries have been increased by 321%. All public use computers were in use 7.5% of the 536 observations. Customers are generally satisfied with the availability of services and facilities.		
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