



## Intended Outcomes

Department: Library Services

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Intended Outcome: 1

Include the STCC community in the planning of Library Services

Intended Outcome: 2

Provide quality service

Intended Outcome: 3

Provide access to quality information resources

## Performance Indicators

Department: Library Services

Outcome: 1 Include the STCC community in the planning of Library Services

<b>Performance Indicator:</b>	<b>A</b>	Student involvement
<b>Performance Standard</b>		completion of a student opinion campaign by 1 August 2001
<b>Fall Activity Plan</b>		plan the campaign
<b>Resources Required to Support Fall Activities</b>		
<b>Spring Activity Plan</b>		activities could include bulletin borads, surveys, suggestion boxes, and focus groups
<b>Resources Required to Support Spring Activities</b>		
<b>Summer Activity Plan</b>		activities could include bulletin borads, surveys, suggestion boxes, and focus groups
<b>Resources Required to Support Summer Activities</b>		
<b>Data Sources: (Most recent available unless otherwise noted)</b>		campaign activities will generate data
<b>Supporting Units:</b>		OIRE, TSS, Student government

<b>Performance Indicator:</b>	<b>B</b>	Faculty involvement
<b>Performance Standard</b>		completion of a faculty opinion campaign by 1 August 2001
<b>Fall Activity Plan</b>		plan the campaign
<b>Resources Required to Support Fall Activities</b>		
<b>Spring Activity Plan</b>		activities could include bulletin borads, surveys, suggestion boxes, and focus groups
<b>Resources Required to Support Spring Activities</b>		
<b>Summer Activity Plan</b>		activities could include bulletin borads, surveys, suggestion boxes, and focus groups
<b>Resources Required to Support Summer Activities</b>		
<b>Data Sources: (Most recent available unless otherwise noted)</b>		campaign activities will generate data
<b>Supporting Units:</b>		OIRE, TSS, Department Chairs

<b>Performance Indicator:</b>	<b>C</b>	
<b>Performance Standard</b>		
<b>Fall Activity Plan</b>		
<b>Resources Required to Support Fall Activities</b>		
<b>Spring Activity Plan</b>		
<b>Resources Required to Support Spring Activities</b>		
<b>Summer Activity Plan</b>		
<b>Resources Required to Support Summer Activities</b>		

## Performance Indicators

**Department:** Library Services

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**Outcome: 1** Include the STCC community in the planning of Library Services

<b>Data Sources:</b> (Most recent available unless otherwise noted)	
<b>Supporting Units:</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Resources Required to Support Fall Activities</b>	
<b>Spring Activity Plan</b>	
<b>Resources Required to Support Spring Activities</b>	
<b>Summer Activity Plan</b>	
<b>Resources Required to Support Summer Activities</b>	
<b>Data Sources:</b> (Most recent available unless otherwise noted)	
<b>Supporting Units:</b>	

## Performance Indicators

Department: Library Services

Outcome: 3 Provide access to quality information resources

<b>Performance Indicator:</b>	<b>A</b>	Appropriate number of quality monographs
<b>Performance Standard</b>		Add 20,000 books to the catalog by 1 September 2001
<b>Fall Activity Plan</b>		Solicit faculty input. Send purchase orders. Process received materials.
<b>Resources Required to Support Fall Activities</b>		Acquisitions budget
<b>Spring Activity Plan</b>		Solicit faculty input. Send purchase orders. Process received materials.
<b>Resources Required to Support Spring Activities</b>		Acquisitions budget
<b>Summer Activity Plan</b>		Solicit faculty input. Send purchase orders. Process received materials.
<b>Resources Required to Support Summer Activities</b>		Acquisitions budget
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Faculty requests, vendor catalogs, library catalog.
<b>Supporting Units:</b>		Faculty, Purchasing, Receiving

<b>Performance Indicator:</b>	<b>B</b>	Appropriate number of quality videos
<b>Performance Standard</b>		Add 1,000 videos to the catalog by 1 September 2001
<b>Fall Activity Plan</b>		Solicit faculty input. Send purchase orders. Process received materials.
<b>Resources Required to Support Fall Activities</b>		Acquisitions budget
<b>Spring Activity Plan</b>		Solicit faculty input. Send purchase orders. Process received materials.
<b>Resources Required to Support Spring Activities</b>		Acquisitions budget
<b>Summer Activity Plan</b>		Solicit faculty input. Send purchase orders. Process received materials.
<b>Resources Required to Support Summer Activities</b>		Acquisitions budget
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Faculty requests, vendor catalogs, library catalog.
<b>Supporting Units:</b>		Faculty, Purchasing, Receiving

<b>Performance Indicator:</b>	<b>C</b>	
<b>Performance Standard</b>		
<b>Fall Activity Plan</b>		
<b>Resources Required to Support Fall Activities</b>		
<b>Spring Activity Plan</b>		
<b>Resources Required to Support Spring Activities</b>		
<b>Summer Activity Plan</b>		
<b>Resources Required to Support Summer Activities</b>		

## Performance Indicators

**Department:** Library Services

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**Outcome: 3** Provide access to quality information resources

<b>Data Sources:</b> (Most recent available unless otherwise noted)	
<b>Supporting Units:</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Resources Required to Support Fall Activities</b>	
<b>Spring Activity Plan</b>	
<b>Resources Required to Support Spring Activities</b>	
<b>Summer Activity Plan</b>	
<b>Resources Required to Support Summer Activities</b>	
<b>Data Sources:</b> (Most recent available unless otherwise noted)	
<b>Supporting Units:</b>	

## Performance Indicators

**Department:** Library Services

**Outcome: 2** Provide quality service

<b>Performance Indicator:</b>	<b>A</b>	Adequate number of staff
<b>Performance Standard</b>		Fill open positions in the staffing plan by 1 February 2001
<b>Fall Activity Plan</b>		Advertise positions, review applications, interview select candidates, and hire
<b>Resources Required to Support Fall Activities</b>		advertising
<b>Spring Activity Plan</b>		Advertise positions, review applications, interview select candidates, and hire. And fill any newly opened positions.
<b>Resources Required to Support Spring Activities</b>		advertising
<b>Summer Activity Plan</b>		activities could include bulletin boards, surveys, suggestion boxes, and focus groups
<b>Resources Required to Support Summer Activities</b>		
<b>Data Sources: (Most recent available unless otherwise noted)</b>		staffing plan
<b>Supporting Units:</b>		Human Resources, Public Relations

<b>Performance Indicator:</b>	<b>B</b>	Standard procedures manual
<b>Performance Standard</b>		A completed, approved, and published manual covering general and specific procedures by 1 June 2001
<b>Fall Activity Plan</b>		Write, edit and review manual with full staff participation
<b>Resources Required to Support Fall Activities</b>		
<b>Spring Activity Plan</b>		revise and publish manual
<b>Resources Required to Support Spring Activities</b>		web server for portions of manual made available in html format, and printing costs for those portions made available in print format.
<b>Summer Activity Plan</b>		
<b>Resources Required to Support Summer Activities</b>		
<b>Data Sources: (Most recent available unless otherwise noted)</b>		
<b>Supporting Units:</b>		Public Relations, TSS

<b>Performance Indicator:</b>	<b>C</b>	Well trained staff
<b>Performance Standard</b>		Each full-time staff member will attend at least one off-campus professional training seminar or conference by 1 September 2001
<b>Fall Activity Plan</b>		Identify appropriate opportunities, authorize attendance, and send staff to training
<b>Resources Required to Support Fall Activities</b>		travel budget
<b>Spring Activity Plan</b>		Identify appropriate opportunities, authorize attendance, and send staff to training
<b>Resources Required to Support Spring Activities</b>		travel budget
<b>Summer Activity Plan</b>		Identify appropriate opportunities, authorize attendance, and send staff to training

## Performance Indicators

**Department:** Library Services

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**Outcome: 2** Provide quality service

<b>Resources Required to Support Summer Activities</b>	travel budget
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Individual professional development plans. Conference and training advertising.
<b>Supporting Units:</b>	Human Resources, Business Office

<b>Performance Indicator:</b>	<b>D</b>
<b>Performance Standard</b>	
<b>Fall Activity Plan</b>	
<b>Resources Required to Support Fall Activities</b>	
<b>Spring Activity Plan</b>	
<b>Resources Required to Support Spring Activities</b>	
<b>Summer Activity Plan</b>	
<b>Resources Required to Support Summer Activities</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	