

## Actual Outcomes & Implications

### Library Services

Library Services supports the education mission of the College by providing access to information resources and instruction in information-seeking skills to the people of Hidalgo and Starr Counties.

#### Intended Outcome:

01 Include the STCC community in the planning of Library Services

#### Performance Indicator:

01A Student involvement

#### Performance Standard:

completion of a student opinion campaign by 1 August 2001

#### Actual Outcome:

Student opinion was gathered using the Supplemental Survey to the ACT Student Opinion Survey.

#### Implication for Next Year:

Survey results revealed several areas of service needing improvement. Library Services will address these areas and continue to use the ACT Survey to track progress.

DISTANCE LEARNING, MEDIA SERVICES AND LEARNING RESOURCES (LIBRARY) IE PLANS WILL BE COMBINED AS ONE PLAN, CALLED "INSTRUCTIONAL RESOURCES," REFLECTING ORGANIZATIONAL AND ADMINISTRATIVE RESTRUCTURING BEGINNING 2001-02.

See 3A and 3F in 2001-02 Instructional Resources IE Plan.

#### Performance Indicator:

01B Faculty involvement

#### Performance Standard:

completion of a faculty opinion campaign by 1 August 2001

#### Actual Outcome:

A faculty opinion campaign was not conducted. A Library Services Advisory Committee made up of faculty and community members met monthly to advise Library Services on procedures, programs, and new initiatives. Not met as planned.

#### Implication for Next Year:

The Advisory Committee provided valuable input, but a broad based opinion campaign still needs to be completed.

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See 3F in 2001-02 Instructional Resources IE Plan.

## Actual Outcomes & Implications

### Intended Outcome:

02 Provide quality service

#### Performance Indicator:

02A Adequate number of staff

##### Performance Standard:

Fill open positions in the staffing plan by 1 February 2001

##### Actual Outcome:

All classified staff positions were filled. Despite many efforts to recruit applicants, no professional positions were filled. Standard not met.

##### Implication for Next Year:

The staffing plan has been reconsidered and new non-professional positions created. These positions will need to be filled as soon as possible.

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See 2A and 2E in 2001-02 Instructional Resources IE Plan.

#### Performance Indicator:

02B Standard procedures manual

##### Performance Standard:

A completed, approved, and published manual covering general and specific procedures by 1 June 2001

##### Actual Outcome:

A Procedures Manual was published on the Library Services website in November 2000.

##### Implication for Next Year:

Manual must be kept current to reflect new procedures.

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See 3F in 2001-02 Instructional Resources IE Plan.

## Actual Outcomes & Implications

### Performance Indicator:

02C Well trained staff

#### Performance Standard:

Each full-time staff member will attend at least one off-campus professional training seminar or conference by 1 September 2001

#### Actual Outcome:

All but one Library Services staff member attended a professional training seminar or conference during the year. Standard not fully met.

#### Implication for Next Year:

Library Services will continue to provide training opportunities to its staff.

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See Activities in 1A and 1B, and 2D in 2001-02 Instructional Resources IE Plan.

### Intended Outcome:

03 Provide access to quality information resources

### Performance Indicator:

03A Appropriate number of quality monographs

#### Performance Standard:

Add 20,000 books to the catalog by 1 September 2001

#### Actual Outcome:

As of 1 August 2001, 19,882 books had been added to the collection. The goal of 20,000 new books should be reached by 1 September 2001.

#### Implication for Next Year:

Library Services needs to maintain its efforts to build a quality collection.

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See 2A in 2001-02 Instructional Resources IE Plan.

## Actual Outcomes & Implications

### Performance Indicator:

03B Appropriate number of quality videos

#### Performance Standard:

Add 1,000 videos to the catalog by 1 September 2001

#### Actual Outcome:

As of 1 August 2001, 3,418 videos had been added to the collection, greatly exceeding the standard.

#### Implication for Next Year:

Library Services needs to maintain its efforts to build a quality collection.

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See 2A in 2001-02 Instructional Resources IE Plan.