

**South Texas College
2005-2008 2nd Mid-Cycle
IE Report and Update of IE Plan for Year 3
Library Services**

Guiding Principle **1. South Texas College will be a premier learning-centered higher education institution where student and community success are paramount.**

Strategic Outcome *1.3 Promote shared responsibility among faculty, staff, and students to set and achieve high expectations*

Performance Indicator 1.3.4:	To improve the quality of the educational experience, Bibliographic Instruction (BI) for students will be tailored to the needs of instructors and students. On demand and scheduled BI will be developed. A web-enhanced, self-paced BI program will be developed to assist staff and students in information gathering and research efforts.	Comments: Librarians and Specialists have been able to complete the first two action plans and will continue working on the others.
Action Plan: 1	Schedule regular BI courses.	Status: y This was tried but was not popular with the students so it will not be continued.
Action Plan: 2	Develop and schedule specialized BI courses (for example: finding health information using databases and the web).	Status: y
Action Plan: 3	Publicize BI courses.	Status: y Librarians and Specialists have been contacting instructors and will start to publicize the courses through email. Other methods of publicizing the courses will also be considered.
Action Plan: 4	Adapt BI courses for the web.	Status: n Librarians and Specialists are researching options for adapting BI courses for the web.
Action Plan: 5	Evaluate BI courses using class and instructor feedback (see 3.2.2 and 4.1.7 below)	Status: y Librarians and Specialists are collecting feedback and starting to analyze it.
Action Plan: 6	Train librarians and specialists to use Wimba to develop online BI courses. Bruce Jensen, Joshua Wallace, Tamara Remhof, Kristina Wilson, Mecca Willman, Jose Noriega, Aissa Martinez	Resources: Maricela Garcia, Distance Education
Action Plan: 7	Evaluate and revise student and instructor evaluation forms. Arnold Becho, Joshua Wallace, Aissa Martinez, Angelica Maria Garcia	Resources:
Action Plan: 8	Allow instructors to schedule BI courses online for each campus. Bruce Jensen	Resources:

Strategic Outcome *1.5 Exceed community and SACS expectations of a Level II baccalaureate degree granting institution*

Performance Indicator 1.5.2:	To preclude SACS findings/recommendations all librarians will review policies and procedures to assure consistency among all of the libraries.		Comments: Because this is an ongoing activity, the library staff is continuing with all the action plans.
Action Plan: 1	Develop schedule for review of procedures at monthly meetings	Status: y	Library staff is working on a procedures manual that describes all the required duties for each position in the library.
Action Plan: 2	Notify librarians of specific procedures scheduled for review at upcoming meeting	Status: y	Librarians and Specialists are looking at the various procedures to be sure they are written in a consistent manner.
Action Plan: 3	Review procedures in practice during monthly meeting	Status: y	Librarians and Specialists are reviewing procedures in practice and bringing up suggested changes at the monthly meetings.
Action Plan: 4	Revise procedures as needed	Status: y	Procedures are being revised when required.
Action Plan: 5	A team made up of representatives from each library will meet monthly to develop the procedures manual. Elizabeth Parra, Arnold Becho, Aissa Martinez, Maria Luzdivina Vela, Donnie Wacasey, Lillian Carillo, John Ferris	Resources:	
Performance Indicator 1.5.3:	To assure a comprehensive collection, to support both new and existing programs including the new and proposed baccalaureate degrees, input will be solicited from all divisions. Librarians will review current collection suggestions and make recommendation for acquisition. Existing collection will be reviewed for currency, accuracy and applicability.		Comments: Both action plans have been met. However, there is still the need for faculty contact to support the collection so this Performance Indicator will continue with the addition of the involvement of all the librarians.
Action Plan: 1	Have monthly meetings with Faculty Advisory Library Collection Development Committee to review books available for ordering and discuss any concerns or suggestions they have to improve the collection.	Status: y	It was difficult for all to meet at the monthly meeting so the committee has agreed to meet once each semester.
Action Plan: 2	Librarians will contact Collections Development Librarian with suggestions and requests for building and improving collections.	Status: y	Librarians will now become responsible for contacting faculty and selecting books in specific subject areas.
Action Plan: 3	Librarians will contact Faculty members to ensure department needs are being met to support the students and faculty.	Resources: Minutes of Committee Meetings, Email records	
Performance Indicator 1.5.4:	The SACS expectations related to Library Services for Level II accredited colleges will be exceeded through implementation of strategies developed in the Library Services IE Plan.		Comments: Because new degrees are being planned, Library Services will continue to do all three action plans. Library Services is in the

Action Plan: 1	Conduct peer comparison to determine if STC library resources are comparable to similar Level II colleges	Status: y	process of conducting peer comparisons to support the additional Bachelor of Applied Technology - Computer and Information Technology degree that is being developed.
Action Plan: 2	Librarians will regularly attend Instructional meetings to identify faculty needs for research and service	Status: y	Librarians are attending Instructional and Departmental meetings to identify faculty needs.
Action Plan: 3	Revise IE plan and procedures to incorporate findings	Status: y	Library staff is continuing to review the findings to ensure they are following the IE plan.

Guiding Principle

2. South Texas College will serve as the cornerstone for the economic vitality of South Texas.

Strategic Outcome

2.3 Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers

Performance Indicator 2.3.5:	Security awareness and procedures will be implemented, emphasized and reviewed monthly to protect college assets.		Comments: There is an ongoing effort to have the security and disaster preparedness procedures updated so these action plans are still valid.
Action Plan: 1	Develop schedule for review of security procedures at monthly meetings	Status: y	The plan has been developed and will be distributed to all. Carmela Gutierrez
Action Plan: 2	Notify librarians of specific procedures scheduled for review at upcoming meeting	Status: na	
Action Plan: 3	Review procedures in practice during monthly meeting	Status: n	A regular review has not occurred but library staff is notifying responsible parties of any procedures that may need to be amended.
Action Plan: 4	Revise procedures as needed	Status: y	Although not regularly reviewing procedures, they are being revised when an issue is identified.
Action Plan: 5	Have all staff attend fire extinguisher training.	Resources: McAllen Fire Department	

Guiding Principle

3. South Texas College will foster an environment for the students and community to achieve a better quality of life.

Strategic Outcome

3.2 Develop and implement quality services in prompt response to student and community needs

Performance Indicator 3.2.2:	Students will be empowered and encouraged to shape their own educational experience through access to open computer labs and the implementation of student self-service, 24/7 anytime, anywhere web-based applications.		Comments: The action plans have been met or are being addressed elsewhere in the IE Plan. However, there are additional action plans that will help Library Services meet the needs of the Faculty, Students, and Staff.
Action Plan: 1	Schedule regular BI courses.	Status: y	This has been addressed in section 1.3.4.
Action Plan: 2	Develop and schedule specialized BI courses (for example: finding health information using databases and the web).	Status: y	See above (#1)
Action Plan: 3	Publicize BI courses.	Status: y	This has been addressed in section 1.3.4 as an ongoing plan.
Action Plan: 4	Adapt BI courses for the web.	Status: y	See above (#3)
Action Plan: 5	Evaluate BI courses using class and instructor feedback	Status: y	See above (#3)
Action Plan: 6	Develop procedures to allow patrons to access their library accounts from outside the library.	Resources: WorkFlows (Number of renewals and holds placed online)	
Action Plan: 7	Develop procedures to allow patrons to place holds on materials that have been checked out.	Resources: WorkFlows (Number of renewals and holds placed online)	
Action Plan: 8	Offer online chat reference service. Mid-Valley - Sunday, Tech Campus - 8-12 Monday-Friday, Starr - 12-6 Tuesday, Wednesday, Pecan - the rest of the time. Arnold Becho	Resources:	

Strategic Outcome

3.3 Strengthen the personalized, student-centered environment

Performance Indicator 3.3.3:	The quality and accessibility of student information throughout the College will be improved by developing and implementing a mandatory cross-training module for staff at all levels and across all divisions.		Comments: The library staff have been crossed trained and continue to provide service in those areas to the students. There is however, a need to rearrange the facilities to help patrons access the information is required so there will be new action plans to address this.
Action Plan: 1	The library will cross-train staff in library procedures.	Status: y	
Action Plan: 2	Library staff will receive basic training in a variety of student services areas including; WebCT, IA / Banner, media equipment troubleshooting, financial aid, and registration.	Status: ip	All full time staff need to have Banner access.
	The circulating collection and the periodical section		

Action Plan: 3	on the second floor will be moved to the first floor to ensure easy access to information.	Resources: Gate counts, WorkFlows (Circulation statistics)
Action Plan: 4	The reference collection on the first floor will be moved to the second floor to ensure access to knowledgeable staff.	Resources: Gate counts, WorkFlows (Circulation statistics)
Action Plan: 5	Identify a place in each library to place discarded books for sale to allow for future growth of the collection.	Resources: Gate counts, WorkFlows (Circulation statistics)
Action Plan: 6	The audio/visual materials will be shelved with the circulating collection so patrons can browse the collection.	Resources: Gate counts, WorkFlows (Circulation statistics)
Action Plan: 7	The library furnishings will be rearranged to provide for a more user friendly and inviting environment.	Resources: Gate counts, WorkFlows (Circulation statistics)

Guiding Principle

4. South Texas College will nurture a culture where collaboration is valued and achievement is recognized.

Strategic Outcome

4.1 Pursue improved learning and performance through teamwork and collaboration

Performance Indicator 4.1.7: Information literacy techniques will be advocated to encourage educational pursuits beyond the classroom.

Comments: As in section 1.3.4, the first two action plans have been met. However, there is still the need to continue with the other three because of the growth of the college.

Action Plan: 1	Schedule regular BI courses.	Status: y
Action Plan: 2	Develop and schedule specialized BI courses (for example: finding health information using databases and the web).	Status: y
Action Plan: 3	Publicize BI courses.	Status: y
Action Plan: 4	Adapt BI courses for the web.	Status: y
Action Plan: 5	Evaluate BI courses using class and instructor feedback	Status: y
Action Plan: 6	Change all the Bibliographic Instruction (BI) classrooms to Information Literacy Classrooms (ILC) to reflect current terminology that better supports what students do in a library.	Resources:

Strategic Outcome

4.2 Value one another

Comments: This is an ongoing

Performance Indicator 4.2.1:	Demonstrate appreciation and promote morale for faculty and staff on the basis of performance, contribution and service.		commitment and so will continue to be important for Library Services.
Action Plan: 1	Identify opportunities to celebrate contributions and accomplishments.	Status: y	
Action Plan: 2	Implement a process by which successes and accomplishments are shared during monthly staff meetings by sharing completed projects as well as ongoing projects.	Status: y	
Action Plan: 3	Recognize the contributions in writing through email and/or memo.	Status: y	
Performance Indicator 4.2.3:	Library staff will make an effort to become an increasingly cohesive team by learning about each other's culture, family, social and educational backgrounds and goals.		Comments: This is an ongoing process that continues to be necessary for moral.
Action Plan: 1	Special celebrations will be held through the biennium.	Status: y	
<i>Strategic Outcome</i>	<i>4.3 Encourage and provide up-to-date professional development and skill enablement for faculty and staff</i>		
Performance Indicator 4.3.1:	Individual professional development plans will be encouraged for all library staff and will be an integral part of the yearly evaluation. All venues (distance learning, conferences, face-to-face, hiring consultants, etc.) will be promoted.		Comments: This is an ongoing process that continues to be necessary for staff to keep abreast of current issues.
Action Plan: 1	Director will share with employees information on upcoming conferences, courses, etc. to encourage and facilitate participation in professional growth and development opportunities.	Status: y	