

Intended Outcomes

Department: **Library Services**

Intended Outcome: 1

Provide high-quality library services

Intended Outcome: 2

Increase the number of staff to provide quality service to the library's clients

Intended Outcome: 3

Provide next-day inter-campus delivery of client-requested library materials

Intended Outcome: 4

Provide clients with adequate library facilities for study and research

Intended Outcome: 5

Intended Outcome: 6

Intended Outcome: 7

Intended Outcome: 8

Intended Outcome: 9

Intended Outcome: 10

Performance Indicators

Department: Library Services

Outcome: 1 Provide high-quality library services

Performance Indicator: A	Number of titles in library collection
Performance Standard	Double the number of titles from 30,000 to 60,000
Fall Activity Plan	Solicit faculty input. Contact vendors. Send purchase orders. Process received materials.
Spring Activity Plan	Solicit faculty input. Contact vendors. Send purchase orders. Process received materials.
Summer Activity Plan	Solicit faculty input. Contact vendors. Send purchase orders. Process received materials.
Data Sources: (Most recent available unless otherwise noted)	Faculty requests. Vendor catalogs. Library catalog.
Supporting Units:	Faculty. Purchasing. Shipping & Receiving.

Performance Indicator: B	Number of periodical subscriptions
Performance Standard	Increase number of subscriptions from 300 to 500
Fall Activity Plan	Solicit faculty input to develop a core list of periodicals. Create list of periodicals for subscriptions. Send list out to bid. Select most appropriate bid.
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	Faculty input. Vendor bids. Current list of subscriptions.
Supporting Units:	Faculty. Purchasing.

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Library Services

Outcome: 2 Increase the number of staff to provide quality service to the library's clients

Performance Indicator:	A	Fill open positions in current staffing plan
Performance Standard		All positions in current plan filled by the end of Spring Semester 2000
Fall Activity Plan		Perform the search and hiring process for each position.
Spring Activity Plan		Perform the search and hiring process for each position.
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		Staffing plan.
Supporting Units:		Human Resources

Performance Indicator:	B	Create a staffing plan for FY2001 that accounts for anticipated staffing needs
Performance Standard		An approved staffing plan
Fall Activity Plan		
Spring Activity Plan		Evaluate future staffing needs. Create plan. Get plan approved.
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		ACRL standards. College facilities plan.
Supporting Units:		Facilities. ITS. Presidents Office. Board of Trustees.

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicators

Department: Library Services

Outcome: 3 Provide next-day inter-campus delivery of client-requested library materials

Performance Indicator:	A	A delivery service
Performance Standard		A service which visits the primary library locations; Pecan, Mid-Valley, and Starr, daily
Fall Activity Plan		
Spring Activity Plan		Begin service.
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		Business Office. Delivery Services.
Supporting Units:		Business Office. ITS.

Performance Indicator:	B	Next-day delivery
Performance Standard		Materials requested by library patrons will be delivered to the appropriate campus no later than the day after the request is made.
Fall Activity Plan		
Spring Activity Plan		Develop request procedures. Train staff in procedures. Track request and delivery dates.
Summer Activity Plan		Develop request procedures. Train staff in procedures. Track request and delivery dates.
Data Sources: (Most recent available unless otherwise noted)		Patron requests. Delivery statistics.
Supporting Units:		Delivery service.

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicators

Department: Library Services

Outcome: 4 Provide clients with adequate library facilities for study and research

Performance Indicator: A	Meet ACRL standards of 30,000 assignable square-feet of library space for the Pecan Campus
Performance Standard	Full occupation and utilization by the library of the renovated and expanded building F by the end of Spring semester 2000.
Fall Activity Plan	Plan space utilization, furniture needs, and movement of existing materials and furniture.
Spring Activity Plan	Move into completed building
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	Facilities

Performance Indicator: B	Open library at the new Mid-Valley campus
Performance Standard	An open library on the first day of classes in Fall 2000.
Fall Activity Plan	Plan space utilization, furniture needs, and movement of existing materials and furniture.
Spring Activity Plan	Plan space utilization, furniture needs, and movement of existing materials and furniture.
Summer Activity Plan	Move into completed building
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	Facilities

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	