

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
Actual Outcome	Library Services purchased 23,642 new items and increased the number of cataloged titles to 35,019 on 1 September 2000.
Implications for Next Year's Plan	This indicator will continue to be included in the plan for several years. The standard may have been set too high for existing staff to accomplish. The standard needs to be more clearly defined in terms of titles, items, and location.

Performance Indicator: B	Number of periodical subscriptions
Performance Standard	Increase number of subscriptions from 300 to 500
Actual Outcome	Library services subscribed to over 330 titles and 600 issues (multiple copies of each subscription individually distributed to the various campus libraries).
Implications for Next Year's Plan	Library services needs to improve the receiving, claiming, and distribution process, and work with faculty to ensure the proper titles are available at each campus.

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

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
Actual Outcome		Classified staff positions were filled during the Spring semester. Only 2 of the 4 professional positions were filled due to lack of applicants. One position remains unfilled and the other has been funded at \$0.01 for the 2001 fiscal year.
Implications for Next Year's Plan		The new staffing plan calls for additional professional staff. Library Services will need to find a way to attract or recruit qualified applicants.

Performance Indicator:	B	Create a staffing plan for FY2001 that accounts for anticipated staffing needs
Performance Standard		An approved staffing plan
Actual Outcome		Plan was developed and approved.
Implications for Next Year's Plan		see indicator A

Performance Indicator:	C	
Performance Standard		
Actual Outcome		
Implications for Next Year's Plan		

Performance Indicator:	D	
Performance Standard		
Actual Outcome		
Implications for Next Year's Plan		

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
Actual Outcome		A service between Pecan and Starr began in January 2000.
Implications for Next Year's Plan		Service needs to be extended to Mid-Valley in September 2000.

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.
Actual Outcome		Delivery time is usually within two working days. This is acceptable though not perfect.
Implications for Next Year's Plan		Monitor the quality of service with the addition of the Mid-Valley campus. Evaluate service and possibly explore options in Spring.

Performance Indicator:	C	
Performance Standard		
Actual Outcome		
Implications for Next Year's Plan		

Performance Indicator:	D	
Performance Standard		
Actual Outcome		
Implications for Next Year's Plan		

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.
Actual Outcome	Building F expansion completed in April 2000, with full utilization in May.
Impicatons for Next Year's Plan	Use experience to better plan second expansion.

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.
Actual Outcome	Mid-Valley Library open the first day of classes, Fall 2000.
Impicatons for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Impicatons for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Impicatons for Next Year's Plan	