Florida A&M University

Libraries

Annual Report 2005-2006
2005/2006 Library Assessment Team

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Submitted by:
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Florida Agricultural & Mechanical University is a four-year, public, co-educational and fully accredited institution of higher learning.

The main campus is spread over 419 acres located on the highest of seven hills in Tallahassee, the capital of Florida.
The Florida A&M University Libraries

About Us
The University Libraries are made up of the Coleman Memorial Library and branch libraries. Branch libraries are located in the respective academic units they support and include the School of Architecture Library, the School of Journalism, Media, and Graphic Communication Resources Center and the Science Research Center Library. The University Libraries also support the FAMU/FSU College of Engineering Reading Room and the FAMU Developmental Research School.

Vision Statement
The Florida A&M University Libraries will provide information, technology, resources and services to our users whether on campus or across the globe. These services and resources will be provided in such a way that we positively meet and exceed all expectations.

Mission Statement
The Mission of the Florida A&M University Libraries is to provide a user centered information environment that supports inspirational teaching, exemplary research, meaningful service, and life long learning to the local and global university community.

The Year in Review: Library Strategic Achievement Highlights

Achievement Highlights in User Services
Service Goal: Forecasting, establishing, promoting, maintaining, and assessing a range of user centered library services that facilitate the highest quality of instructional, research and educational outcomes.

Facts
- There were a total number of 16,146 service contacts provided to users at the main Library this academic year.
- Open 112 hours a week up from 110 fall 2004
- Gate count in a typical week was 37,320 up from 35,260 fall 2004
- Library use, especially computer use, has steadily increased over the last 5 years.
- Customer service workshops have been held this year. Generally, staff were encouraged to screen all decisions through a customer lens. Newspapers were moved to provide improved customer access, librarians traveled to distance learner classrooms to provide instruction, and the web site was improved. The main library is more friendly in that the rules have been relaxed relating to foods and beverages in the library.
- This academic year, 3,363 students participated in 196 literacy classes or one-on-one Information Literacy class sessions, and 46 faculty attended literacy workshops.

- An Information Literacy office was established to provide an area for uninterrupted one-on-one literacy instruction. This provision is expected to improve the facilitation of this service and decrease the amount of time required to adequately instruct users at the reference desk.

- Joyce Johnson was promoted to Assistant Director Public Services.

- Title III funded two librarian positions this academic year. This additional staffing enabled the libraries to improve and increase services provided to Graduate Studies.

- A new book display featuring new arrivals was maintained by Access Services staff.
- Coleman Library began opening at 7:45 AM rather than at 8:00 AM to meet before-class service needs.
- July 2005, acquisitions switched to production seamlessly after the May 23rd general library migration from Notis to ExLibris Aleph. The Aleph Maintenance Committee was established.
• During this fiscal year the responsibility for loading MARCIVE records was transferred from the Center for Library Automation (FCLA) to our library Government Documents.
• The third floor of the library was designated as a Quiet Floor as a means of supporting diverse customer study and research needs.
• A survey was conducted to determine the pattern of journal use. Summary findings were that most respondents (67%) mainly access online rather than print periodicals.
• The library strategic plan, a total library effort, was created and departments created or updated departmental policies.
• LibQUAL+ was administered in the spring. Townhall meetings were held afterwards and results compared with the previous survey results.
• The University Libraries participated for the first time in the FAMU Career Fair.

A recruitment fair in conjunction with Florida State University was held to engage potential library students.

• The following represent some of the publications for this year:
  Brochure - Electronic Journals
  Webpage – Florida A&M University Libraries Electronic Journals & Newspapers
  Webpage – Annotated List of Business and Economics Databases
Summary of Library Services 2005/2006

Access Services, Architecture, Government Documents, Journalism, Micro Media, Periodicals, Reference, Science Research Center and Special Collections

<table>
<thead>
<tr>
<th>MONTH</th>
<th>SC</th>
<th>FC</th>
<th>UA</th>
<th>UD</th>
<th>UI</th>
<th>RR</th>
<th>INQ</th>
<th>COMP</th>
<th>INF LIT CLASS</th>
<th>INF LIT STUDENTS</th>
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<td>FEBRUARY</td>
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<td>567</td>
<td>594</td>
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<td>1935</td>
<td>9483</td>
<td>17</td>
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<td>MARCH</td>
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<td>543</td>
<td>496</td>
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<td>2065</td>
<td>8161</td>
<td>22</td>
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<td>APRIL</td>
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<td>462</td>
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<td>MAY</td>
<td>648</td>
<td>107</td>
<td>278</td>
<td>137</td>
<td>72</td>
<td>195</td>
<td>963</td>
<td>2094</td>
<td>3</td>
<td>65</td>
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<tr>
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<td>131</td>
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<td>352</td>
<td>218</td>
<td>478</td>
<td>1500</td>
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<td>80833</td>
<td>196</td>
<td>3337</td>
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SC - Student Circulation  RR – Ready Reference
FC – Faculty Circulation  INQ – Inquiries
UA – Users Assisted  COMP – Computer Usage
UD – Users Directed  CLASS – Information Literacy Classes
UI – Users Instructed  STU – Information Literacy Students

Note: Library use, especially computer use has steadily increased over the last 5 years.
Achievement Highlights in Collection Management

Service Goal: Providing information resources to local and distant users that are appropriate to support the teaching, research, and service mission and vision of the University.

Facts

- The WorldCat Collection Analysis pilot project was completed this year.
- The Collection Development policy was revised and a policy created for the African American Collection.
- Crafted a strategic plan for Collection Management
- Held approximately 22 collection development meetings
- Held 13 train-the-trainer sessions
- Journals ten years or older were relocated from the SRC Library to the Coleman Library remote storage yielding needed shelving for the collection.
- In the Science Research Center Library, CD ROM based products were phased out in favor of web-based databases.
- The SRC Library supported the 2005-2006 College of Pharmacy ACPE Self Study Accreditation Review
- New Databases - 7 databases added
- Student Government Association Limited Edition Purchases – Everything that Rises Must Converge by Flannery O’Connor with etchings by Benny Andrews, Freedom in the Family: A mother/daughter memoir of the fight for civil right by Patricia Stepens Due (Autographed copy)
- Most popular databases – (of those reporting usage)
  - Gale,
  - ProQuest
  - JSTOR
  - Education Journals
  - Science Direct
  - EBSCOhost
  - EJS

Collection Resources Funding

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<td>Resource Budget Allocation</td>
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<td>SGA</td>
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<td>Total Funding</td>
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<td>$2,236,855.00</td>
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<table>
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<td>Books</td>
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<td>Category</td>
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<td>Amount 2</td>
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<td>-------------------------------</td>
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<td>-------------------</td>
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<td>Electronic resource license fees</td>
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<td>Developmental Research School</td>
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<td>Binding and preservation</td>
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<td>Audiovisual resources</td>
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<td>Microfilm</td>
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<td>Continuations</td>
<td>$ 9,320.40</td>
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## Materials Inventory FY 2005-2006

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<tr>
<th>MONOGRAPHS &amp; SERIALS</th>
<th>06/30/05 BEGINNING INVENTORY</th>
<th>HOLDINGS ADDED</th>
<th>DISCARDED WITHDRAWAL</th>
<th>06/30/06 ENDING INVENTORY</th>
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<td>516,524</td>
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<tr>
<td>Architecture</td>
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<td>189</td>
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<td>30,371</td>
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<td>Curriculum Laboratory</td>
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<td>0</td>
<td>0</td>
<td>10,768</td>
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<tr>
<td>FAMU/FSU Engineering</td>
<td>955</td>
<td>35</td>
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<td>990</td>
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<td>Government Documents</td>
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<td>156,449</td>
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<tr>
<td>Laboratory Schools</td>
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<td>8,780</td>
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<td>1,971</td>
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<td>24,495</td>
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<td>University Attorney’s</td>
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<td>1,655</td>
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<td>Bound Periodicals</td>
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<td>2,072</td>
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<td>76,871</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>900,558</strong></td>
<td><strong>26,898</strong></td>
<td><strong>-44</strong></td>
<td><strong>927,412</strong></td>
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</tbody>
</table>

### ELECTRONIC RESOURCES

| E-book (i.e. NetLibrary)            | 54,502                       | 407            | 0                    | 54,909                    |
| E-Journals                          | 16,794                       | 5,245          | 0                    | 22,039                    |
| E-books (Gov. Docs.)                | 502                          | 0              | 0                    | 502                       |
| **TOTAL**                            | **71,798**                   | **5,652**      | 0                    | **77,450**                |

### MICROFORMS

| Microfilms                           | 46,663                       | 0              | 0                    | 46,663                    |
| Microfiches                          | 114,254                      | 2,163          | 0                    | 116,417                   |
| Microcards                           | 2,309                        | 0              | 0                    | 2,309                     |
| Microfiches (Gov. Docs.)             | 28,756                       | 5,570          | 0                    | 34,326                    |
| Law Lib. Microforms (vol.eqv.)       | 224,181                      | 2,045          | 0                    | 226,226                   |
| **TOTAL**                            | **416,163**                  | **9,778**      | 0                    | **425,941**               |

### NONPRINT RESOURCES

| Audio Tapes                          | 5,981                        | 0              | 0                    | 5,981                     |
| Charts                               | 0                            | 0              | 0                    | 0                         |
| Computer Disks                       | 342                          | 0              | 0                    | 342                       |
| CD ROM                               | 197                          | 118            | 0                    | 315                       |
| Films (Reels) 16mm                   | 385                          | 0              | 0                    | 385                       |
| Filmstrips                           | 3,639                        | 0              | 0                    | 3,639                     |
| Globes                               | 1                            | 0              | 0                    | 1                         |
| Kits                                 | 70                           | 0              | 0                    | 70                        |
| Manuals/Guides                       | 1,108                        | 10             | 0                    | 1,118                     |
| Phono Records                        | 5,512                        | 0              | 0                    | 5,512                     |
| Slides                               | 57,297                       | 0              | 0                    | 57,297                    |
| Transparencies                       | 272                          | 0              | 0                    | 272                       |
| Videos (Cassettes & DVDs)            | 1,228                        | 148            | 0                    | 1,376                     |
| Pictures                             | 65                           | 0              | 0                    | 65                        |
| Maps                                 | 18                           | 0              | 0                    | 18                        |
| **TOTALS**                           | **76,115**                   | **276**        | **0**                | **76,391**                |
Five Year Comparison of Volumes per FTE 2001-2006

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<th>Number of FTE</th>
<th>Number of Volumes</th>
<th>Volumes Per FTE</th>
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## Five-Year Volume Counts by Location 2001-2006

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<td>Coleman Library</td>
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<td>Architecture</td>
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<td>29,799</td>
<td>30,182</td>
<td>30,371</td>
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<td>Curriculum Laboratory (in compact storage)</td>
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<td>10,768</td>
<td>10,768</td>
<td>10,768</td>
<td>10,768</td>
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<td>Government Documents</td>
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<td>7,674</td>
<td>8,780</td>
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<td>FAMU/FSU Engineering</td>
<td>718</td>
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<td><strong>Totals:</strong></td>
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<td><strong>1,056,498</strong></td>
<td><strong>1,097,828</strong></td>
<td><strong>899,558</strong></td>
<td><strong>927,456</strong></td>
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Achievement Highlights in Human Resources and Development

Service Goal: Attracting, hiring, and retaining sufficient numbers of experienced and distinctly qualified human resources

Staff Resources

Librarians  30
Other Professional Staff  4
Other Paid Staff  51
Student assistants from all funding sources  23
Total full-time equivalent (FTE) staff  108

Total salaries and wages  $2,781,370


Staff Achievement

Service to the University
University Curriculum Committee
Faculty Senate
Faculty Senate Steering Committee
LibQUAL + 2006 Campus Presentation
Library SACs Committee
Faculty and Staff Endowment Committee
1st FAMU Cancer Congress
National Architectural Accrediting Board (NAAB) review
2005-2006 College of Pharmacy Self Study for the American College of Pharmaceutical Education (ACPE) accreditation review
2005 Faculty Planning Conference, “Continuing Excellence through Southern Association of Colleges and Schools (SACS) Reaffirmation

Service to the Profession
NFLA (North Florida Library Association) Board, Vice President
NFLA (North Florida Library Association) Membership Committee
Counsel for State and University Libraries (CSUL) – FAMU Representative
Florida Center for Library Automation – various committees

Service to the Community
American Heart Association Fund Drive
Homecoming Committee

Association Meeting Attendance
SOLINET Annual Meeting
2006 Annual Conference of the American Library Association
Annual face-to-face meetings of the Collection Planning Committee (CPC)
Annual face-to-face meetings of the Electronic Resources Committee (ERS)
State University Libraries Annual Joint Meeting
Florida Library Association Annual Conference
2006 Ex Libris Users of North America (ELUNA)

Education/ Training Participation
HBCU Library Initiative’s Leadership Institute II
GenLoad Training
Management Skills for Supervisors
Microsoft Excel I and II
Discrimination/Harassment in the Workforce
Fire Drill Safety and Disaster Preparedness
Microsoft Access I and II
ALEPH Training (series)
Welcome New Hire Orientation
Web Base Design Training
FAMmail Workshop (E-mail Training)
Workshop on Avian Influenza
Microsoft Outlook Web Access
Serials Solutions
Mentoring/ Professional Development Meetings Interactive PowerPoint
Basic Computer
Management Skills for Supervisors
Ethics Workshop
Cultural Competency
Conflict in the Peaceful Library
Customer Service

Library Committee Achievements
ALEPH Implementation Team
ALEPH Maintenance Committee
Library Assessment Committee
Collection Development Committee
Subject Guide Committee
Ad Hoc Committee on Workspace Configuration in Technical Services Division
Birthday and Holiday Planning Committees
Serials Inventory Project Committee
Screening Committee
Technical Services Planning Committee
Coleman Library Gallery of Distinction Committee

Staffing Changes
LaTrika Quinn, Program Assistant - Collection Management
Brenda Wright, Assistant Director for Collection Management
Sharon Bee, Senior Library Technical Assistant
Sammia Morris, Library Technical Assistant
Veltrellico Perry, Clerk
Marilyn C. Williams promoted to Senior Library Technical Assistant
Sheila Bryant, Instructor Librarian
Carla Harrison, promoted to Senior Library Technical Assistant
Gloria Singleton, promoted to Senior Library Technical Assistant
Joyce Johnson, Interim Assistant Director for Public and Information Services
Mary Love Bennett, Special Collections
Dale Thomas, 2005 Library Support Staff Award of the year

Retirements
Mary Ferrell, Senior Library Technical Assistant
Thelma Thompson, Senior Library Technical Assistant
Carolyn Bivens, Interim Assistant Director for Public and Information Services

Achievement Highlights in Library Environment
Providing user centered environments that enable users to efficiently and effectively meet learning outcomes, research and instructional goals.

Facts
• The SJGC Resources Center moved into new facilities this academic year, providing an additional 24-station PC and Mac facility and a full sweep of software useful to Journalism and graphic communication majors for production. Ten addition computers are provided for research purposes.

• The National Library of Medicine (NLM) donated 2 workstations to the SRC Library as part of their national drive to provide free public access to Medline databases.

Achievement Highlights in Administrative Processes and Accountability
Researching, implementing, communicating, and assessing best administrative and management practices that support the vision and mission of the University Libraries and that meet the standards and regulations of the University, professional, governing and accrediting bodies.

Facts
• The Fiscal office saved the University funds by minimizing the use of paper. It participated in internal customer surveys in order to improve services, improves methods for tracking expenditures, and provided support to all library units. Budget allocations were as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>E&amp;G Expense</td>
<td>$ 140,766.00</td>
</tr>
<tr>
<td>E&amp;G OCO</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>Library Materials</td>
<td>$1,941,418.00</td>
</tr>
<tr>
<td>FCLA</td>
<td>$ 107,958.00</td>
</tr>
</tbody>
</table>
• Administered LibQUAL+ to access customer perceptions of library resources and services as a means of supporting decision making. Closed the loop with after assessment activities.

After Assessment: Response of the University Libraries
The LibQUAL+ survey was conducted spring 2006. It helped us to evaluate library spaces, resources and customer service. The libraries received the survey analysis and organized town hall meetings to share findings and receive feedback from undergraduates, graduates, faculty and staff. Finally, on July 10, 2006 we shared survey findings and townhall discussions with library faculty and staff. Listed below are approaches that the libraries have already taken, or will take to address concerns raised in the LibQUAL + 2006 survey and townhall meetings.

Library as Place
Continue to support the 3rd floor as a Quiet Floor
Increase signage
Ensure that shelf signage is accurate
Provide more ergonomic and collaborative furnishings for public workstations
Develop the Library Information Commons to enable increased collaboration
Create a Presentation/Multipurpose Center to support student productivity
Refurbish the main floor
Provide an outdoor bookdrop for the convenience of patrons

Access to Resources
Better market how to access resources
Provide increased information via LCD information panels in Coleman Library
Better market what resources we have and those we can make access to (ILL)
Acquire within budgetary constraints the resources that we need but do not have
Continue to cross train staff as a means of providing more seamless access to services
Continue to be represented at campus functions as a means of publicizing resources
Revise and maintain the libraries’ website.
Provide Virtual Private Network (VPN) capability to better enable remote access to non-web based library databases
Upgrade services to include access to more productivity software
Provide access to various means of electronic storage devices
Provide improved electronic access to periodical holdings
Keep computer equipment in good working order
Make laptops more accessible for library loan
Increase the number of public computer workstations
Provide increased self-help documents via online tutorials
Create a tracking system for missing and lost materials
Make processed materials available to customers faster
Use online ordering to make new materials available to the customer faster
Upgrade the interface for the library catalog (Endeca)

Customer Service
Provide regular access to customer training for library personnel
Continue to monitor survey results and monthly statistics to gauge customer perception
Practice the ABC’s of Customer Service (Attitudes, Behaviors and Connections)
Be more sensitive to customer needs.

**Projected Objectives for 2006/2007**

Renew the subscription to the OCLC WorldCat Collection Analysis group project  
Identify interdisciplinary areas in need of strengthening  
Continue to promote resources  
Evaluate collections for retentions, storage, and discarding  
Identify how much of the 330,000 collection deficit has been minimized  
Launch the Metalib metadata service  
Attain remote access to 100% of the databases via EZproxy  
Purchas Serials Solutions’ Electronic Resource Management System (ERMS)  
Investigate new technologies to improve information literacy and Interlibrary Loan delivery to users  
Provide adequate space for library users and staff functions  
Continue to produce electronic and print resource guides  
Address the digitization of the slide collection in the Architecture Library  
Revise the draft procedures for loading weekly shipping list records from MARCIVE  
Update policies and procedures for Government Documents  
Partner with faculty to improve learning outcomes  
Provide an environment conducive to study and research in the SJGC Resources Center  
Promote the ADA services in MicroMedia  
Conduct MicroMedia Resources workshops for faculty, staff, and students  
Design a library instruction module for the Health Sciences curricular course requirement  
Expand the Science Research Center Library home page offerings.  
Raise awareness of the holding of Special Collections  
Build a relationship with the African American Studies Program in order to develop mutually beneficial collaboration in acquiring, promoting and using the collection.  
Purchase equipment to establish a digitization program  
Retain qualified staff and encourage their professional development
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