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 total assets of the University are valued over $190 million dollars. The campus is comprised of 131 buildings and has a current operating budget of over $210,000,000.

Florida A&M University student enrollment population consists primarily of undergraduates (students enrolled at the lower division). The University offers 62 bachelor’s degrees in 103 majors/tracks. 36 master’s degrees with 56 majors/tracks are offered within eleven of the University’s 13 schools and colleges. Two professional degrees and eleven PhD degree programs are offered.
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 & 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.

The libraries are under the leadership of Dr. Lauren B. Sapp, Director of Libraries.

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 Libraries seek to reach their mission by accomplishing the following five goals:
1. Services – Forecasting, establishing, promoting, maintaining, and assessing a range of user centered library services that facilitate the highest quality of instructional, research and educational outcomes.
2. Collections and Access - Providing information resources to local and distant users that are appropriate to support the teaching, research, and service mission and vision of the University.
3. Human Resources and Development – Attracting, hiring, and retaining sufficient numbers of experienced and distinctly qualified human resources.
4. Library Environment - Providing user centered environments that enable users to efficiently and effectively meet learning outcomes, research and instructional goals.
5. 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.
The Year in Review
[Unless otherwise noted, this report is based upon departmental 2004-2005 Annual Reports]

During the academic year 2004-2005, the university libraries focused its energies on developing increased customer trust in quality service delivery. From the vantage point of the year’s end, we are now able to share the results of that effort. This document summarizes service milestones, presents our revised vision and mission, states library goals, and demonstrates goal achievements.

Service Milestones
The Libraries’ five year strategic plan was developed
98 percent of our library material purchases are being made online
The Annual Coleman Showcase (Talent Show), a student government activity, raised $2000
CLIO version 5.0 was purchased and installed to enhance the interlibrary loan processes
Aleph/ExLibris, the online catalog and library management system, debuted this year
The catalog card shelf list was discontinued and removed from the library
The Friends of FAMU Libraries Gala; Celebrating a Legacy of Excellence in Service,
    honored Dr. Flossie Byrd, Dr. LaSalle D. LaFall, Dr. George H. Rawls, and
    Mrs. Genevieve Wheeler Thomas
Our library motto was developed, Striking for Excellence in Library and Information Services
Material collections were relocated from the main library to the annex
Off campus storage was discontinued and materials were relocated to the libraries
Policy and Procedures manuals were written or revised for every library unit
Student Library Assistant Handbooks were created or revised
Title III support was received for professional development
Title III support was received for Public Relations Librarian
Title III support was received for undergraduate and graduate library collections

Library Strategic Goal Achievements

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

Customer Feedback - The libraries engaged in regular assessment as a means of anticipating, planning and establishing relevant customer services. Formal surveys were conducted each semester in every service area, comment boxes were placed in strategic areas. All surveys were statistically analyzed and determinations were made on appropriate responses to the surveys. Along with our regular assessment, FAMU for the first time
participated in the nationally adopted web based LibQUAL+ assessment for libraries March 2004. We had good campus participation with 777 usable questionnaires returned. Survey results and concrete plans for addressing each concern raised as a result of the survey were publicized to the library web site. Incentives were advertised as awarded as publicized. An assessment team was created to serve in conjunction with the FAMU Office of Assessment.

Virtual & Distance Reference Services – FAMU Library Customers have the option to receive reference assistance in-house, via the Internet, by e-mail or by phone. Customers may access services by visiting http://www.famu.edu/oldsite/acad/coleman/ask.html from the University Library homepage http:www.famu.edu/library. The following choices are available from that site

- Live Assistance via real time chat services – Available advertised hours
- Live Assistance via telephone – Available advertised hours
- Assistance via e-mail -Available 24/7

<table>
<thead>
<tr>
<th>Interlibrary Loan</th>
<th>13,591</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Provided to other libraries</td>
<td></td>
</tr>
<tr>
<td>*Received from other libraries</td>
<td>3,535</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Computer Users</th>
<th>67,911</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counts</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circulation</th>
<th>44,109</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Reserve Circulations</td>
<td></td>
</tr>
<tr>
<td>Course Reserves</td>
<td>4,740</td>
</tr>
<tr>
<td>*General Circulations</td>
<td>39,348</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gate Counts Main Library</th>
<th>35,260</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Typical week</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Library Instruction</th>
<th>100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sessions</td>
<td></td>
</tr>
<tr>
<td>*Attendance</td>
<td>2,931</td>
</tr>
<tr>
<td>Informal assistance</td>
<td>5,783</td>
</tr>
<tr>
<td>*Presentations</td>
<td>130</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reference transactions</th>
<th>1,644</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Typical week</td>
<td></td>
</tr>
</tbody>
</table>

*Source: 2004 NCES Academic Library Survey

Achievements in Collections and Access - Providing information resources to local and distant users that are appropriate to support the teaching, research, and service mission and vision of the University.

The libraries have steadily provided increased resources to customers. The chart below graphs our five year growth.
2004-2005 Resource Funding for Collections and Access

<table>
<thead>
<tr>
<th>Resource Budget Allocation</th>
<th>$ 1,957,365.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title III funding</td>
<td>241,852.00</td>
</tr>
<tr>
<td>Student Government Association (SGA)</td>
<td>2,000.00</td>
</tr>
<tr>
<td>Total Funding</td>
<td>$ 2,201,217.00</td>
</tr>
</tbody>
</table>

2004-2005 Major Expenditures

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic resource license fees</td>
<td>$ 681,859.82</td>
</tr>
<tr>
<td>Books</td>
<td>$ 629,432.39</td>
</tr>
<tr>
<td>Subscriptions</td>
<td>$ 579,083.51</td>
</tr>
<tr>
<td>Binding and preservation</td>
<td>$ 26,922.85</td>
</tr>
<tr>
<td>Developmental Research School</td>
<td>$ 12,996.11</td>
</tr>
<tr>
<td>Audiovisual resources</td>
<td>$ 12,069.67</td>
</tr>
<tr>
<td>Microfilm</td>
<td>$ 10,624.67</td>
</tr>
<tr>
<td>Continuations</td>
<td>$ 9,320.40</td>
</tr>
</tbody>
</table>

Collection Highlights

- **Program reviews and/or Site Visits 2004-2005**
  - Public Health
  - English
  - Foreign Languages French and Spanish
  - Rehabilitation Counseling
  - School Psychology
  - Landscape Architecture
  - Allied Health (health Sciences); occupational therapy
  - CESTA (agricultural sciences, civil engineering, electrical engineering, industrial engineering, mechanical engineering

- **Special Purchase - The GOAT: A Tribute to Muhammad Ali.**

A significant addition to the University Libraries’ collections for the 2004-2005 year was purchased with the $2,000.00 in proceeds from the SGA’s annual Showcase for the University Libraries. This year’s funds were used to purchase The GOAT: A Tribute to Muhammad Ali. The most comprehensive look at Muhammad Ali to date, the GOAT contains 800 pages of archival and original photographs, graphic artwork, articles, and
essays - many of them previously unpublished - chronicling six decades of Muhammad Ali’s life.

- Collection Developments for electronic resources
  22 additional databases were added this year
  7,659 e-books were added to the collection via NetLibrary IV
  Some of the most frequently used electronic data bases are as follows:
    Gale
    ProQuest
    JSTOR
    Education Journals
    ScienceDirect
    EBSCOhost EJS
    Ovid
    Micromedex

Access to Resources (Services)

Hours of Service - The main library was open 110 hours in an average week making resources available for an optimal period of time. Services such as those that follow made resources available independently of library operating hours:

EZproxy - Provides authentication to FAMU students, staff and faculty for off campus access to 99% of the Libraries’ electronic databases. Switched to production July 30, 2004

Metalib - Switch to production expected January 2006. To date, 56 databases added to the knowledge base.

E-journal portal http://www.famu.edu/library/A-Z.html - Provides search capability by journal title or subject category to find the most suitable journal title or database and use software to determine the number of unique journal titles (16,794) accessible to FAMU.

SFX is an electronic collections linking service. It enables the FAMU libraries to integrate electronic information resources regardless of database provider, including both licensed and public access resources for seamless access to our users. Debuted January 5, 2004 (However, still in development).

Library Homepage - The Web Site Support Team was appointed and the page was updated.

Digitization – Resources are being digitized to make them more accessible to customers. This year FAMU Bulletins spanning 1892 through 1960 were digitized through the SUL/PALMM Project.

ADA Services – A closed caption Television (CCTV) unit was installed in MicroMedia to provide better access to those with physical limitations.
The Materials Inventory

<table>
<thead>
<tr>
<th>MONOGRAPHS &amp; SERIALS</th>
<th>6/30/2004 BEGINNING INVENTORY</th>
<th>HOLDINGS</th>
<th>DISCARDED WITHDRAWALS</th>
<th>6/30/2005 ENDING INVENTORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Library</td>
<td>492,347</td>
<td>11,632</td>
<td>2</td>
<td>503,977</td>
</tr>
<tr>
<td>Architecture</td>
<td>29,799</td>
<td>383</td>
<td>0</td>
<td>30,182</td>
</tr>
<tr>
<td>Curriculum Laboratory</td>
<td>10,768</td>
<td>0</td>
<td>0</td>
<td>10,768</td>
</tr>
<tr>
<td>FAMU/FSU Engineering</td>
<td>917</td>
<td>38</td>
<td>0</td>
<td>955</td>
</tr>
<tr>
<td>Government Documents</td>
<td>144,861</td>
<td>3,696</td>
<td>641</td>
<td>147,916</td>
</tr>
<tr>
<td>Laboratory Schools</td>
<td>7,237</td>
<td>437</td>
<td>0</td>
<td>7,674</td>
</tr>
<tr>
<td>School of Journalism</td>
<td>1,728</td>
<td>89</td>
<td>0</td>
<td>1,817</td>
</tr>
<tr>
<td>Science Research Center</td>
<td>23,863</td>
<td>239</td>
<td>0</td>
<td>24,102</td>
</tr>
<tr>
<td>University Attorney's</td>
<td>776</td>
<td>432</td>
<td>0</td>
<td>1,208</td>
</tr>
<tr>
<td>Bound Periodicals</td>
<td>95,012</td>
<td>1,454</td>
<td>0</td>
<td>96,466</td>
</tr>
<tr>
<td>LAW LIBRARY</td>
<td>70,671</td>
<td>4,822</td>
<td>0</td>
<td>75,493</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>877,979</strong></td>
<td><strong>23,222</strong></td>
<td></td>
<td><strong>901,201</strong></td>
</tr>
<tr>
<td>Total Excluding Law Library:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>807,308</strong></td>
<td><strong>18,400</strong></td>
<td><strong>643</strong></td>
<td></td>
<td><strong>825,065</strong></td>
</tr>
</tbody>
</table>

**ELECTRONIC RESOURCES**

| e-books (i.e. NetLibrary)            | 46,843                        | 7,659    | 0                     | 54,502                     |
| e-Journals                           | 15,320                        | 1,474    | 0                     | 16,794                     |
| e-books (Gov. Docs.)                 | 502                           | 0        | 0                     | 502                        |
| **TOTAL:**                           | **62,665**                    | **9,133**| 0                     | **71,798**                 |

**MICROFORMS**

| Microfilms                           | 46,622                        | 41       | 0                     | 46,663                     |
| Microfiches                          | 112,347                       | 1,907    | 0                     | 114,254                    |
| Microcards                           | 2,309                         | 0        | 0                     | 2,309                      |
| Microfiches (Gov. Docs.)             | 21,965                        | 6,791    | 0                     | 28,756                     |
| Law Lib. Microforms (vol.eqv.)       | 220,477                       | 3,704    | 0                     | 224,181                    |
| **TOTAL:**                           | **403,720**                   | **12,443**| 0                     | **416,163**                |
| Total Excluding Law Library:         |                               |          |                       |                            |
| **183,243**                          | **8,739**                     |          |                       | **191,982**                |

**NONPRINT RESOURCES**

| Audio Tapes                          | 5,981                         | 0        | 0                     | 5,981                      |
| Charts                               | 0                             | 0        | 0                     | 0                          |
| Computer Data Tapes                  | 340                           | 2        | 0                     | 342                        |
| CD ROM                               | 197                           | 0        | 0                     | 197                        |
| Films (Reels) 16mm                   | 385                           | 0        | 0                     | 385                        |
| Filmstrips                           | 3,639                         | 0        | 0                     | 3,639                      |
Achievements in Human Resources and Development – Attracting, hiring, and retaining sufficient numbers of experienced and distinctly qualified human resources

Staffing
As of fall 2004 staff numbers were as follows: (calculated in full time equivalents)

<table>
<thead>
<tr>
<th>Category</th>
<th>Full Time Equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Librarians</td>
<td>29.25 FTE</td>
</tr>
<tr>
<td>Other professional staff</td>
<td>5.00</td>
</tr>
<tr>
<td>Other staff</td>
<td>54.19</td>
</tr>
<tr>
<td>Student Assistants</td>
<td>19.00</td>
</tr>
<tr>
<td>Total full-time equivalent staff</td>
<td>107.44</td>
</tr>
</tbody>
</table>

Total salaries and wages $2,650,342.00
[Figures taken from the 2004 NCES Academic Library Survey and include the FAMU Law Library]

Staff Highlights

Service to the University

- Appeal Panel – Parking Services – Carolyn Bivens
- Campus Technology Committee – James Shaw
- Commencement Volunteers – Carolyn Graham, Cornelia Taylor, Pauline Hicks
- Council of Academic Dean and Directors – Lauren B. Sapp
- Faculty Planning Week Committee – Ruth M. Swan, Jeannette Cox
- Faculty Senate – Library Committee – Pauline Hicks, Ernestine Holmes, Cornelia Taylor, Lauren Sapp, Ex-Officio
- Faculty Senate Representative for University Libraries – Ernestine Holmes, Cornelia Taylor
- Faculty Senate Constitution Committee for Faculty Governance – Cornelia Taylor
- Faculty Senate Steering Committee – Ernestine Holmes
- Faculty Senate Steering Committee, Cornelia Taylor
- Faculty Staff Scholarship Endowment Committee – Carolyn Graham, Joyce Johnson
Service to the Profession

1890 Library Deans/Director’s Association - Lauren B. Sapp, Treasurer
ALA Joint Conf. of Librarians of Color Award Committee – M. Jean Adams Williams
ALA/GODORT –Government Documents Roundtable – Jeannette Cox
Council of State University Library (CSUL) Directors - Lauren B. Sapp
FCLA Liaison - Ruth M. Swan
FCLA LMS Project Coordinator - Ruth M. Swan
Florida Center for Library Automation (FCLA) Advisory Board - Lauren B. Sapp
Friends of FAMU Libraries - Priscilla Henry; Treasurer, & Staff
HBCU Library Alliance - Lauren Sapp (Mentor); Brenda Wright (Mentee)
NFLA North Florida Library Association– Ernestine Holmes ,Board Member
OPAC Subcommittee – M. Jean Adams Williams
Panhandle Library Access Network — Ruth M. Swan, BOD
Southeast Library Association (Conference Site Committee)– Jacqueline Shuler
Southeast Library Association (Public Relations Committee)– Jacqueline Shuler
SUL Collections Planning Committee - Brenda Wright
SUL Digitization Group – Cornelia Taylor
SUL Education Subcommittee - Carolyn Graham
SUL Electronic Collections Periodicals Subcommittee - Phyllis Broomfield
SUL Electronic Resources Committee - Brenda Wright
SUL Florida Heritage Project – Cornelia Taylor
SUL Science and Health Subcommittee - Pauline Hicks
SUL Special Collections Task Force - Cornelia Taylor
SUL Systems and Networking Committee - M. Jean Williams Adams
SUL Technical Services Committee - Emmett Denny
SUL/ECC Social Sciences – Jeannette Cox
SUL/FCLA Interlibrary Loan Subcommittee – Carolyn Bivens
SUL/FCLA Public Services Committee – Carolyn Bivens
SUL/FCLA SFX/Metalib Task Force - Brenda Wright, M. Jean Williams Adams
SUL/Florida Digital Reference – Joyce Johnson
Urban 13 Library Directors - Lauren B. Sapp

**Service to the Community**
March of Dimes – Jacqueline Shuler
Operation Warm Blanket – Jacqueline Shuler
Library Staff hosted North Florida Library Association Dine and Discover Brown Bag Meeting, April 27, 2005
Literacy Volunteers of Leon County (LVLC) - Lauren B. Sapp, Secretary
LVLC Tutor - Lauren B. Sapp

**Association Meeting Attendance**
American Library Association Annual Meeting
Association of Adventist Librarians Annual Meeting
Computers in Libraries
Florida Health Sciences Library Association
Medical library Association

**Continued Education/Training Participation**
A+ Certification
Aleph Functional Training
Bookeye Training
Brochures for departments and branches created and updated
Collection Development
Customer Service Workshops
Ebrary
ER for PR
FAMU course credit hours – individual staff
Focus on Assessment
Fundamentals of Network Security
GenLoad Training
GOBI 2 Workshops
Implementing a Microsoft Windows Server 2003 Network Infrastructure
Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network
Ingenta
Institute of Electrics and Electronic Engineers
Introduction to the MARC Format
Library as Place: Where People Want to be
Library Newsletter renamed @famulibraries.edu – and published
Managing a Microsoft Windows Server 2003 Environment
Marketing; Tips and Techniques
Metalib Webinar
MetaSearching: Metalib V3 for Users and Non-Users
Microsoft Excel
Network +
PeopleSoft Training
Publications
Reference Tools for the Information Age: Consumer Medical Resources
Rubrics
Soaring to Excellence: Library Hot topics
Soaring to Excellence; Dealing with difficult people
Symantec Ghost V.8.0 training
Train the Trainer sessions for collection development
Windows 2003 Active Directory Boot Camp

Library Committee Achievements

• Aleph Maintenance Committee – Provides oversight to the maintenance of the library management system, Aleph.
• Aleph Migration Committee – Under the leadership of the FCLA, successfully migrated library records and processes from the legacy online catalog Web-Luis to the ExLibris Aleph platform by the scheduled date, May 23, 2005. Provided training for all staff.

• Library Assessment Committee – Provides leadership to the assessment initiatives for the year, including finalizing the library five year strategic plan and completing the ADESU plan from the Office of Assessment and led the revision of the mission and vision for the University Libraries.
• Library Employee Screening Committees – Reviews employee job applications as presented, conducted interviews, and made hiring recommendations to the Director of Libraries.
• Library Hospitality Committee – Recognizes significant events and holidays during the year
• Library Moving Committee – Organized the placement of materials and furnishings for the newly constructed Library Annex facility;
• Library Strategic Planning – Guided development of the strategic planning draft
• Library Web Team – Reviewed, updated and monitored library web page development

Honors and Awards
LaTonya Bowens  Degree awarded -Associate of Applied Technology in Computer Information Systems
Marilyn Colston  Honored as Support Staff Member of the Year by the Friends of FAMU Libraries
M. Jean Adams Williams  Promotion from Instructor Librarian to Assistant Librarian
Gloria Woody  Knight Faculty Professional Development Grant Award Honored as Librarian of the Year by the Friends of FAMU Libraries

Staff Changes
Staff transitioning out
Altonio Blair - Library Technical Assistant, Reference
Crystal Collins – LTA Technical Services
Mary Hall – Sr. LTA Circulation (retirement)
Anthony Madison - Senior Library Technical Assistant, Periodicals
HaYoung Park- Instructor Librarian, Technical Services
Otha Smith - Library Technical Assistant, Science Research Center Library

New Staff and Changes in Appointments
Saiyed Ahmad – Cataloging (Returning)
Barrie Ashcroft - Senior Library Technical Assistant - assigned to Architecture Library
Carolyn Bivens - Interim Assistant Director for Public and Information Services
Emmett Denny - Interim Assistant Director for Technical Services
Priscilla Henry - Head of Access Services
Ernestine Holmes - Head of Acquisitions
George Johnson - Library Technical Assistant
Joyce Johnson - Head of Reference Services
Robert Visk - Public Relations/Publications Coordinator (New Hire)
Brenda Wright - Interim Assistant Director for Collection Management

Achievements in Library Environment - Providing user centered environments that enable users to efficiently and effectively meet learning outcomes, research and instructional goals.
The major accomplishment related to the library physical environment is the completion during the academic year of the Coleman Library Annex. The Annex provides 47,100 additional square feet to the main library. This space is primarily devoted to shelving for the collections so that customers do not have to wait for materials to come from off-campus storage. The annex also provides customers 10 additional group study rooms equipped with whiteboards, and 20 graduate and faculty study rooms equipped with seating, and a built-in bookcase and desk. Plentiful windows are conducive to study and provide a pleasing atmosphere. Architects received AIA merit award for this building design.

In addition to the Annex, a café has been installed in a Coleman library study room in cooperation with Auxiliary Services. The Jazzman’s Café & Study Lounge has been very well received and is a favorite spot for collaborative work and relaxing study.

As an HBCU institution serving a population largely made up of ethnic minority groups and first-time in college students, we recognize an increased mandate to provide technological research support. During the year, the libraries received an allotment of $88,075 FCLA LAN funds to support access to the online catalog and to enable access to resources. Most of these funds were used to replace 68 computers in the libraries as a means of insuring that computers are not over 3 years old.

The Libraries provide over 200 public workstations, circulate 20 laptops for student use, and make available a team of systems personnel to provide technology support. As it relates to infrastructure, a wireless network is installed in the main library and three branch libraries. There are convenient outlets to support the use of various kinds of technology. Computer operating systems have largely been updated to Windows XP and 2000.

Achievements 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.

The administrative unit is continually seeking ways to improve services in support of the University Mission and our governing bodies. These are some of the activities engaged in during 2004-2005.
The Interim Assistant Director or Collection Development has been researching best practices in collection development and is revising the collection development policy making sure they best serve the purposes of the University. She is participating in leadership training in support of her current and anticipated role in the University. The Interim Assistant Director for Technical Services was heavily involved in the migration to Aleph during the year. This activity complemented his ongoing productivity study for Technical Services and the need to review polices and practices as it relates to the maintenance of the catalog. The Interim Assistant for Public and Information Services participated in major assessment initiatives, provided leadership to the implementation of associated tasks outcomes, and assisted in the revision of policies and procedures.

The Associate Director of Libraries managed the migration and switch to production from the legacy NOTIS library management system to ExLibris Aleph. This undertaking was a priority for the year. Along with this we have been heavily engaged in assessment activities. Early 2004 LibQUAL+ results were received and analyzed. Extensive study along with town meetings with staff aided the libraries in developing concrete responses to the customer survey. During the year actions were taken and policies implemented to address survey findings. Summary findings were that customers are generally satisfied with library service quality.

Chart Source: January 13, 2005 LibQUAL+™ Report
Summary Projections for 2004-2005

Summary service projections are based upon various assessments. Projections are for the library physical environment, for information resources, and for customer service as follows:

Library as Place
- Make the Coleman Library more conducive to study by creating a cell-free zone
- Utilize the concept of a “quiet floor” and designate a floor for this purpose
- Continue to improve facilities
- Increase the availability of collaborative and individual work spaces

Information Control and Access
- Encourage increased faculty and student participation in collection development
- Place a submissions form on our web site to make it easier to submit a request
- Gather more customer feedback related to resources
- Increase marketing for the collections via various media, publications and mailings
- Improve proxy service to electronic resources
- Increase access to materials in Special Collections possibly by increased digitizing
- Continually increase and update computer resources
- Continue to seek increased funding for resources
- Seek more funding for events such as library fairs
- Continue to seek funding for staffing in these areas: web development, collection development, public relations, and security
- Increase security monitoring capability
- Continue to seek funding for increased equipment

Affect of Service
- Continue to seek additional funding for staff development
- Continue to study and implement strategies for improved customer relations
End

Library Assessment Team
Emmett Denny
Carolyn Graham
Ernestine Holmes
Joyce C. Johnson
Ruth M. Swan (Chair)
M. Jean Williams-Adams
Brenda Wright
Lauren B. Sapp, Ex-Officio

Submitted by:
Ruth M. Swan,
Associate Director of Libraries