Florida A&M University

Libraries

Annual Report 2006-2007
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 and Director of Libraries

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

About Florida A&M University .................................................................................................................. 5
The Florida A&M University Libraries ................................................................................................. 6
  About Us ........................................................................................................................................... 6
  Vision Statement ............................................................................................................................... 6
  Mission Statement ............................................................................................................................. 6
The Year in Review: Library Strategic Achievement Highlights ...................................................... 6
  Achievement Highlights in User Services ......................................................................................... 6
  Achievement Highlights in Collection Management and Technical Services .......................... 10
  Achievement Highlights in Human Resources and Development ............................................. 14
  Achievement Highlights in Library Environment ....................................................................... 17
  Achievement Highlights in Administrative Processes and Accountability .......................... 17
Projected Objectives for 2006/2007 ................................................................................................. 20
Index .................................................................................................................................................. 21

Charts

Table 1 .............................................................................................................................. Error! Bookmark not defined.
Table 2 Monthly Service Counts ............................................................................................ 10
Table 3 Program Review ............................................................................................................. 11
Table 4 Volumes Acquired and Available Funding ..................................................................... 11
Table 5 Library Materials Budget Expenditures ........................................................................... 11
Table 6 Materials Inventory .......................................................................................................... 12
Table 7 Table 6 Volume Counts by Location ............................................................................... 13

Figures

Figure 1 Former Reference Desk ................................................................................................. 7
Figure 2 Former Reference Area and Reference Desk ................................................................. 7
Figure 3 Information Commons desk including Reference Services ......................................... 8
Figure 4 LibQUAL+ participants waiting on award announcement ............................................ 18
Figure 5 Top LibQUAL+ prize winners for an iPod and computer ............................................... 18
Figure 6 Library Assessment Team ............................................................................................... 19
Figure 7 Polling customers where we find them ....................................................................... 19
Figure 8 Polling customers where we find them ....................................................................... 20
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
- Dr. Russell Bailey, library director and author, served as consultant on development of the Information Commons concept.
- As part of the Information Commons concept, the traditional reference desk was removed, along with shelving to make room for additional computer workstations and sitting areas. Reference offices and public spaces were upgraded including new carpeting, computer tables, and new seating.
Figure 1 Former Reference Desk

Figure 2 Former Reference Area and Reference Desk
Third floor seating was rearranged to support quiet and independent study
Open 110 hours a week down from 112 hours the previous year
Interlibrary Loan services and Micro Media services were blended this year
The libraries were represented at Graduate Student and International Students Orientation
This academic year, 2941 students participated in 126 literacy classes or one-on-one Information Literacy class sessions
Library Systems maintained over 300 computers along with peripherals during the year
Library systems continued to provide help desk services for all hours that the libraries were open
Computers (68) in Scholars I and II were replaced in keeping with our 3-4 year replacement cycle
Provided scanners for public use for the first time and placed computers in all group study rooms
Library use, especially computer use, has steadily increased over the last 5 years
The libraries’ Gallery of Distinction was installed in the main library
The Coleman Library Gallery of Distinction was installed by the Friends of the Library on July 21, 2006
An Aleph One Year at FAMU Luncheon was held to celebrate our adoption of ALEPH and progress during the year
Participated in the National Science Digital Library project. Conclusions included the following: The Libraries should
1. Provide increased self-help online resources
2. Discover faculty’s preferred learning styles; do they prefer to teach themselves or have they only resorted to teaching themselves?
3. Provide increased information literacy to faculty especially on the most effective uses of web search engines and online databases
4. The libraries should digitize historical materials and make them available to faculty
5. The libraries should be sure that faculty are aware of library digital resources holdings

- Held a focus survey of students as it relates to Information Literacy. Conclusions included the following: The Libraries should
  1. Have information literacy instructions offered during forum and colloquium courses
  2. Increase publicity efforts
  3. Make information literacy mandatory
  4. Have a floater (library personnel) to help students.
  5. Provide more flyers/posters advertising resources i.e. tutorials, classes, and types of references.
  6. Provide in-class announcements about resources available to students.
  7. Use the school paper (the FAMUAN) to advertise tutorials
  8. Provide more up to date books

- The libraries participated in the call for proposals for the FAMU Quality Enhancement Plan (QEP). This proposal represented one of the 3 finalist proposals of all those submitted.
Monthly Service Counts
Main and Branch Libraries FY 2006/2007

<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>CLASS</th>
<th>STU</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>JULY</td>
<td>1074</td>
<td>133</td>
<td>280</td>
<td>2066</td>
<td>145</td>
<td>1086</td>
<td>371</td>
<td>3732</td>
<td>13</td>
<td>324</td>
<td>9224</td>
</tr>
<tr>
<td>AUG</td>
<td>564</td>
<td>114</td>
<td>342</td>
<td>3280</td>
<td>144</td>
<td>435</td>
<td>387</td>
<td>4026</td>
<td>4</td>
<td>63</td>
<td>9359</td>
</tr>
<tr>
<td>SEPT</td>
<td>2692</td>
<td>155</td>
<td>923</td>
<td>4064</td>
<td>550</td>
<td>2103</td>
<td>928</td>
<td>11878</td>
<td>26</td>
<td>575</td>
<td>23894</td>
</tr>
<tr>
<td>OCT</td>
<td>3316</td>
<td>123</td>
<td>809</td>
<td>2171</td>
<td>450</td>
<td>1560</td>
<td>654</td>
<td>12661</td>
<td>29</td>
<td>726</td>
<td>22499</td>
</tr>
<tr>
<td>NOV</td>
<td>4281</td>
<td>161</td>
<td>726</td>
<td>1629</td>
<td>469</td>
<td>1694</td>
<td>722</td>
<td>11535</td>
<td>10</td>
<td>273</td>
<td>21500</td>
</tr>
<tr>
<td>DEC</td>
<td>1648</td>
<td>104</td>
<td>363</td>
<td>1127</td>
<td>220</td>
<td>1647</td>
<td>346</td>
<td>4176</td>
<td>1</td>
<td>7</td>
<td>9639</td>
</tr>
<tr>
<td>JAN</td>
<td>2057</td>
<td>168</td>
<td>515</td>
<td>1047</td>
<td>264</td>
<td>1482</td>
<td>547</td>
<td>8093</td>
<td>15</td>
<td>330</td>
<td>14518</td>
</tr>
<tr>
<td>FEB</td>
<td>2596</td>
<td>184</td>
<td>589</td>
<td>974</td>
<td>262</td>
<td>2634</td>
<td>528</td>
<td>9399</td>
<td>17</td>
<td>398</td>
<td>17581</td>
</tr>
<tr>
<td>MAR</td>
<td>3072</td>
<td>94</td>
<td>675</td>
<td>1285</td>
<td>417</td>
<td>2866</td>
<td>510</td>
<td>7517</td>
<td>7</td>
<td>126</td>
<td>16569</td>
</tr>
<tr>
<td>APRIL</td>
<td>3460</td>
<td>94</td>
<td>638</td>
<td>1675</td>
<td>438</td>
<td>1524</td>
<td>615</td>
<td>9385</td>
<td>4</td>
<td>100</td>
<td>17933</td>
</tr>
<tr>
<td>MAY</td>
<td>773</td>
<td>161</td>
<td>311</td>
<td>374</td>
<td>117</td>
<td>167</td>
<td>302</td>
<td>1966</td>
<td>1</td>
<td>19</td>
<td>4191</td>
</tr>
<tr>
<td>JUNE</td>
<td>975</td>
<td>182</td>
<td>279</td>
<td>391</td>
<td>128</td>
<td>317</td>
<td>454</td>
<td>3324</td>
<td>1</td>
<td>0</td>
<td>6051</td>
</tr>
<tr>
<td>TOTAL</td>
<td>26508</td>
<td>1673</td>
<td>6450</td>
<td>20083</td>
<td>3604</td>
<td>17515</td>
<td>6364</td>
<td>87692</td>
<td>128</td>
<td>2941</td>
<td>172958</td>
</tr>
</tbody>
</table>

Table 1 Monthly Service Counts

SC – Student Circulation  RR – Ready Reference
FC – Faculty Circulation  INQ – Inquiries
UA – Users Assisted  COMP – Computer Usage
UD – Users Directed  CLAS – Information Literacy Classes
UI – Users Instructed  STU – Information Literacy Students

Achievement Highlights in Collection Management and Technical Services

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

- Held approximately 14 collection development meetings and 9 train-the-trainer sessions
- Funded $1,941,418 for library resources and awarded $219,457 in Title III funding for graduate resources
- Due to budget shortfalls, very little was acquired through firm orders
- Acquired approximately 7,166 new monographs
- No funds were available to acquire materials for the Development Research School, microfilm and audiovisual resources, binding monographs, or to draw down the book deficit of 20,000 volumes per year
- Student Government Association gift – *Everything that rises must converge* by Flannery O’Connor with etchings by Benny Andrews.
• Subscribed to the Chemical Society e-journals
• There were 59,113 journal e-searches this year
• A majority (98%) of all materials were ordered online this year
• A Program Review for Environmental Services revealed the following:

<table>
<thead>
<tr>
<th>Library Resources</th>
<th>General</th>
<th>Environmental Sciences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volumes (Print)</td>
<td>927,412</td>
<td>269</td>
</tr>
<tr>
<td>Microforms</td>
<td>425,941</td>
<td>21</td>
</tr>
<tr>
<td>Electronic books</td>
<td>55,411</td>
<td>110</td>
</tr>
<tr>
<td>Serial/Periodical Titles</td>
<td>26,917</td>
<td>246</td>
</tr>
<tr>
<td>Electronic Journals (full-text)</td>
<td>81,090</td>
<td>218</td>
</tr>
<tr>
<td>Electronic databases</td>
<td>312</td>
<td>64</td>
</tr>
</tbody>
</table>

Table 2 Program Review

**Volumes Acquired and Available Funding**

<table>
<thead>
<tr>
<th>Year</th>
<th>Funding</th>
<th>Volumes Acquired</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004/2005</td>
<td>$629,432.39</td>
<td>18,400</td>
</tr>
<tr>
<td>2005/2006</td>
<td>$384,248.01</td>
<td>25,476</td>
</tr>
<tr>
<td>2006/2007</td>
<td>$258,594.27</td>
<td>13,831</td>
</tr>
</tbody>
</table>

Table 3 Volumes Acquired and Available Funding

**Library Materials Budget Expenditures**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>$ 629,432.39</td>
<td>$ 384,248.01</td>
<td>$ 258,594.27</td>
</tr>
<tr>
<td>Subscriptions</td>
<td>$ 579,083.51</td>
<td>$ 611,004.98</td>
<td>$ 659,821.55</td>
</tr>
<tr>
<td>eResources</td>
<td>$ 681,859.82</td>
<td>$ 741,734.38</td>
<td>$ 864,186.45</td>
</tr>
<tr>
<td>DRS</td>
<td>$ 12,996.11</td>
<td>$ -</td>
<td>$ -</td>
</tr>
<tr>
<td>Binding</td>
<td>$ 26,922.85</td>
<td>$ 23,137.36</td>
<td>$ 13,174.64</td>
</tr>
<tr>
<td>AV</td>
<td>$ 12,069.67</td>
<td>$ 9,225.95</td>
<td>$ -</td>
</tr>
<tr>
<td>Microfilm</td>
<td>$ 10,624.67</td>
<td>$ 10,036.34</td>
<td>$ 4,774.05</td>
</tr>
<tr>
<td>Continuations</td>
<td>$ 9,320.40</td>
<td>$ 152,087.21</td>
<td>$ 141,633.50</td>
</tr>
<tr>
<td>Total</td>
<td>$ 1,962,309.42</td>
<td>$ 1,931,474.23</td>
<td>$ 1,942,184.46</td>
</tr>
</tbody>
</table>

Table 4 Library Materials Budget Expenditures
### Materials Inventory FY 2006-2007

#### MONOGRAPHS & SERIALS

<table>
<thead>
<tr>
<th>Library</th>
<th>06/30/2006</th>
<th>HOLDINGS</th>
<th>DISCARDED</th>
<th>06/30/2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Library</td>
<td>516,524</td>
<td>11,457</td>
<td>0</td>
<td>527,981</td>
</tr>
<tr>
<td>Architecture</td>
<td>30,371</td>
<td>316</td>
<td>0</td>
<td>30,687</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>990</td>
<td>36</td>
<td>0</td>
<td>1,026</td>
</tr>
<tr>
<td>Government Documents</td>
<td>156,449</td>
<td>1,430</td>
<td>0</td>
<td>157,879</td>
</tr>
<tr>
<td>Laboratory Schools</td>
<td>8,780</td>
<td>2</td>
<td>0</td>
<td>8,782</td>
</tr>
<tr>
<td>School of Journalism</td>
<td>1,971</td>
<td>27</td>
<td>0</td>
<td>1,998</td>
</tr>
<tr>
<td>Science Research Center</td>
<td>24,495</td>
<td>156</td>
<td>0</td>
<td>24,651</td>
</tr>
<tr>
<td>University Attorney's</td>
<td>1,655</td>
<td>0</td>
<td>0</td>
<td>1,655</td>
</tr>
<tr>
<td>Bound Periodicals</td>
<td>98,538</td>
<td>407</td>
<td>0</td>
<td>98,945</td>
</tr>
<tr>
<td>Law Library</td>
<td>76,871</td>
<td>11,181</td>
<td>439</td>
<td>87,613</td>
</tr>
<tr>
<td><strong>TOTALS:</strong></td>
<td><strong>927,412</strong></td>
<td><strong>25,012</strong></td>
<td><strong>439</strong></td>
<td><strong>951,985</strong></td>
</tr>
</tbody>
</table>

#### ELECTRONIC RESOURCES

<table>
<thead>
<tr>
<th>Type</th>
<th>06/30/2006</th>
<th>HOLDINGS</th>
<th>DISCARDED</th>
<th>06/30/2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-book (i.e. Netlibrary &amp; GVRL)</td>
<td>54,909</td>
<td>73</td>
<td></td>
<td>54,982</td>
</tr>
<tr>
<td>e-Journals</td>
<td>22,039</td>
<td>11,760</td>
<td></td>
<td>33,799</td>
</tr>
<tr>
<td>e-Journals (LAW)</td>
<td>24,692</td>
<td>5,187</td>
<td></td>
<td>29,879</td>
</tr>
<tr>
<td>e-books (Gov. Docs.)</td>
<td>502</td>
<td>1,035</td>
<td></td>
<td>1,537</td>
</tr>
<tr>
<td><strong>TOTALS:</strong></td>
<td><strong>102,142</strong></td>
<td><strong>18,055</strong></td>
<td></td>
<td><strong>120,197</strong></td>
</tr>
</tbody>
</table>

#### MICROFORMS

<table>
<thead>
<tr>
<th>Type</th>
<th>06/30/2006</th>
<th>HOLDINGS</th>
<th>DISCARDED</th>
<th>06/30/2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microfilms</td>
<td>46,663</td>
<td>18</td>
<td></td>
<td>46,681</td>
</tr>
<tr>
<td>Microfiches</td>
<td>116,417</td>
<td>1,082</td>
<td></td>
<td>117,499</td>
</tr>
<tr>
<td>Microcards</td>
<td>2,309</td>
<td>0</td>
<td></td>
<td>2,309</td>
</tr>
<tr>
<td>Microfiches (Gov. Docs.)</td>
<td>34,326</td>
<td>8,423</td>
<td></td>
<td>42,749</td>
</tr>
<tr>
<td>Law Lib. Microforms (vol.eqv.)</td>
<td>226,226</td>
<td>4,254</td>
<td></td>
<td>230,480</td>
</tr>
<tr>
<td><strong>TOTALS:</strong></td>
<td><strong>425,941</strong></td>
<td><strong>13,777</strong></td>
<td></td>
<td><strong>439,718</strong></td>
</tr>
</tbody>
</table>

#### NONPRINT RESOURCES

<table>
<thead>
<tr>
<th>Type</th>
<th>06/30/2006</th>
<th>HOLDINGS</th>
<th>DISCARDED</th>
<th>06/30/2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Tapes</td>
<td>5,981</td>
<td>117</td>
<td></td>
<td>6,098</td>
</tr>
<tr>
<td>Charts</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Computer Disks</td>
<td>342</td>
<td>0</td>
<td></td>
<td>342</td>
</tr>
<tr>
<td>CD ROM</td>
<td>315</td>
<td>41</td>
<td></td>
<td>356</td>
</tr>
<tr>
<td>Films (Reels) 16mm</td>
<td>385</td>
<td>0</td>
<td></td>
<td>385</td>
</tr>
<tr>
<td>Filmstrips</td>
<td>3,639</td>
<td>0</td>
<td></td>
<td>3,639</td>
</tr>
<tr>
<td>Globes</td>
<td>1</td>
<td>0</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Kits</td>
<td>70</td>
<td>0</td>
<td></td>
<td>70</td>
</tr>
<tr>
<td>Manuals/Guides</td>
<td>1,118</td>
<td>9</td>
<td></td>
<td>1,127</td>
</tr>
<tr>
<td>Phono Records</td>
<td>5,512</td>
<td>0</td>
<td></td>
<td>5,512</td>
</tr>
<tr>
<td>Slides</td>
<td>57,297</td>
<td>0</td>
<td></td>
<td>57,297</td>
</tr>
<tr>
<td>Transparencies</td>
<td>272</td>
<td>0</td>
<td></td>
<td>272</td>
</tr>
<tr>
<td>Videos (Cassettes &amp; DvDs)</td>
<td>1,376</td>
<td>15</td>
<td></td>
<td>1,391</td>
</tr>
<tr>
<td>Pictures</td>
<td>65</td>
<td>0</td>
<td></td>
<td>65</td>
</tr>
<tr>
<td>Maps</td>
<td>18</td>
<td>0</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td><strong>TOTALS:</strong></td>
<td><strong>76,391</strong></td>
<td><strong>182</strong></td>
<td></td>
<td><strong>76,573</strong></td>
</tr>
</tbody>
</table>

Table 5 Materials Inventory
## Five Year Comparison of Volumes per FTE 2002-2007

<table>
<thead>
<tr>
<th></th>
<th>Number of FTE</th>
<th>Number of Volumes</th>
<th>Volumes Per FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002-03</td>
<td>8249</td>
<td>1,056,498</td>
<td>128.08</td>
</tr>
<tr>
<td>2003-04</td>
<td>8756</td>
<td>1,097,828</td>
<td>125.38</td>
</tr>
<tr>
<td>2004-05</td>
<td>9083</td>
<td>899,558</td>
<td>99.04</td>
</tr>
<tr>
<td>2005-06</td>
<td>8304</td>
<td>927,412</td>
<td>111.69</td>
</tr>
<tr>
<td>2006-07</td>
<td>8436</td>
<td>951,985</td>
<td>112.84</td>
</tr>
</tbody>
</table>

## Five-Year Volume Counts by Location 2001-2006

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Coleman Library</td>
<td>461,212</td>
<td>475,860</td>
<td>492,347</td>
<td>503,977</td>
<td>516,524</td>
</tr>
<tr>
<td>Architecture</td>
<td>27,154</td>
<td>28,500</td>
<td>29,799</td>
<td>30,182</td>
<td>30,371</td>
</tr>
<tr>
<td>Curriculum Laboratory (in compact storage)</td>
<td>10,768</td>
<td>10,768</td>
<td>10,768</td>
<td>10,768</td>
<td>10,768</td>
</tr>
<tr>
<td>Government Documents</td>
<td>134,382</td>
<td>140,762</td>
<td>144,861</td>
<td>147,916</td>
<td>156,449</td>
</tr>
<tr>
<td>Laboratory School</td>
<td>5,511</td>
<td>5,876</td>
<td>7,237</td>
<td>7,674</td>
<td>8,780</td>
</tr>
<tr>
<td>FAMU/FSU Engineering</td>
<td>718</td>
<td>882</td>
<td>917</td>
<td>955</td>
<td>990</td>
</tr>
<tr>
<td>Journalism</td>
<td>1,486</td>
<td>1,709</td>
<td>1,728</td>
<td>1,817</td>
<td>1,971</td>
</tr>
<tr>
<td>Law</td>
<td>0</td>
<td>275,090</td>
<td>290,520</td>
<td>75,493</td>
<td>76,915</td>
</tr>
<tr>
<td>Science Research Center</td>
<td>22,326</td>
<td>23,340</td>
<td>23,863</td>
<td>23,102</td>
<td>24,495</td>
</tr>
<tr>
<td>General Counsel</td>
<td>776</td>
<td>776</td>
<td>776</td>
<td>1,208</td>
<td>1,655</td>
</tr>
<tr>
<td>Archives</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Bound Periodicals</td>
<td>90,487</td>
<td>92,935</td>
<td>95,012</td>
<td>96,466</td>
<td>98,538</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>754,820</strong></td>
<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>
</tr>
</tbody>
</table>

*Table 6 Table 6 Volume Counts by Location*
Achievement Highlights in Human Resources and Development

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

Positions advertised 9

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
Faculty Planning 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
Faculty Senate Retreat
Library QEP Committee
University Assessment Roundtable

Service to the Libraries
ALEPH Maintenance Committee
Library Assessment Committee
Collection Development Committee
Friends of the Library Annual Awards Gala
Commons Group
Serials Inventory Project Committee
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
Florida Library Association Membership Committee
Screen Committee for various positions
PLAN Annual Meeting
CAGER Subcommittee
TSPC – Technical Services Planning Committee
CAGER/DDAC Metadata Summit

Service to the Community
American Heart Association Fund Drive
Homecoming Committee

Association Meeting Attendance
2007 Annual Conference of the American Library Association (ALA)
2006 ExLibris Users of North American (ELUNA) Conference
Computers in Libraries Conference
Building Partnerships for Practical Fundraising – Solinet Workshop
Solinet Annual Meeting
Library Assessment and Accreditation: Using the ACRL Standards for Higher Education – PLAN sponsored workshop
Florida Governor’s Technology Training
Computers in Libraries 2007
PLAN Navigating New Technologies
American Association of Colleges of Pharmacy Conference Annual Meeting
Medical Library Association Annual Conference
Electronic Resources & Libraries Conference
UFF Activist Workshop
Florida Library Association Annual Conference
International Federation of Library Associations

Education/ Training Participation
Macromedia Captivate training
NetOP School and School Vue training
Florida Center for Library Automation (FCLA) Joint Meetings
RefWorks training
Workers Compensation Procedures workshop
Fire Safety & Disaster Preparedness workshop
Customer Service workshop
Server 1 software Training; Parts 1-3 - Computer Tutors
Ghost software Training - Computer Tutors
The Information Commons – Dr. Russell Bailey
Metadata Summit
Aleph 18 workshop – FCLA
ADA Training
Webmaster Certification Course – PLAN
Telephone Etiquette
Payroll Certification Training (People Soft)
Worker’s Compensation Workshop
Records Retention Workshop
Library Endeca Training
Library Train the Trainer workshops
PLAN Electronic Serials Cataloging Workshop
PLAN Library Assessment Workshop
SOLINET Basic MARC Tagging for Serials Webinar
Unlocking the Secrets of Streamlining the Serials Process Webinar
Next Generation Librarian Webinar
Meta Lib 4.0 – Online
Access Information Webinar
Microsoft Office Suite Training
Dreamweaver Training

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

Publications
The following represent some of the publications for this year:
Article: Strategic enhancement of nursing students information literacy skills: interdisciplinary perspectives: Pauline Hicks and others. ABNF Journal, spring 2007

Staffing Changes
Gabriel Torres (de la Pena), hired as Computer Support Specialist in Library Systems
Dwight Allen, hired as Library Technical Assistant in Access Services
Veltrellico Perry, hired as Library Technical Assistant in Acquisitions
Allison Battle, hired as Senior Clerk in Cataloging

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 additional 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.
- FCLA funding in the amount of $99,337.81 supported the replacement of 65 public use computers in Coleman Library as well as other supporting other networking projects.
- Conference Room (Coleman A415) Reservations - 75

---

**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 from the University were as follows:

<table>
<thead>
<tr>
<th>Expense</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.
- The University’s spring 2007 Exit Survey revealed that 86% of respondents were somewhat to very satisfied with library services; the highest ratings of University services surveyed.
- The libraries submitted the first formal draft of the SACS narrative in Live Text.
Figure 4 LibQUAL+ participants waiting on award announcement

Figure 5 Top LibQUAL+ prize winners for an iPod and computer
Figure 6 Library Assessment Team

Figure 7 Polling customers where we find them
Projected Objectives for 2006/2007

Develop electronic and print resources guides and online tutorials
Develop learning outcomes for the Information Literacy program
Implement a vibrant information Literacy program
Investigate new technologies to improve information delivery to users
Decrease the response time for Interlibrary Loan services
Renew the subscription to the OCLC WorldCat Collection Analysis (WCA) group
Evaluate collections for retention, storage, and discarding
Encourage gifts and donations
Evaluate databases for possible deselection and swapping
Brand and customize database home pages
Attain remote access to 100% of the databases via EZproxy
Provide access to the e-journals via the OPAC
Continue collection development and faculty liaison activity
Increase access to journal and microform collections
Increase marketing available resources and signage
Increase access to tutorials and guides
Continue provision of library quiet, noisy, group and collaborative study spaces
Continue development of the information commons
Practice the ABC’s of customer service (attitudes/behaviors/connections)
Continue to encourage faculty and staff development
Continue to provide sufficient staffing, resources and facilities
Index
Assessment, 16
Center and the Science Research Center Library, 6
Coleman Memorial Library, 6
Computer use, 8
Customer, 17
Databases, 9
FAMU Developmental Research School, 6
FAMU/FSU College of Engineering Reading Room, 6
Government Documents, 13
Inventory, 12, 16
LibQUAL, 14, 17
Literacy, 8
Literacy classes, 8
Mission Statement, 6
National Library of Medicine, 17
Publications, 16
Resources, 6, 10, 14, 17
School of Architecture Library, 6
User Services, 6
Vision Statement, 6
Volumes, 13