# Library and Other Learning Resources: Qualified staff

The institution provides a sufficient number of qualified staff "with appropriate education or experiences in library and/or other learning/information resources "to accomplish the mission of the institution.

٠.	1					•
JI	Jd	g	m	ıe	n	τ

V	Compliant	$\Box$	Non-Compliant	J	Not Applicable
---	-----------	--------	---------------	---	----------------

# **Narrative**

Note: Text for all linked documents below can be increased/decreased for ease of reading by pressing your keyboard's Ctrl key while rotating the mouse wheel.

Angelo State University provides a sufficient number of qualified staff-with appropriate education and experiences in library and other information learning/information resources to accomplish the mission of the institution.

#### NUMBER AND QUALIFICATIONS OF THE LIBRARY STAFF

The Porter Henderson Library employs professional staff members, support staff members, and student workers to carry out the mission of the library.

#### **Professional Staff**

ASU employs eight librarians and two professional staff members. The librarians staff the library, and the professional staff members work in the West Texas Collection. To be appointed a librarian at ASU, an individual must possess an American Library Association (ALA) accredited master's degree in librarianship, information science, or the equivalent. For the professional staff in the West Texas Collection, individuals must possess either an ALA accredited master's degree or a master's degree in history, museum studies, or a related field, such as archival administration. Applicants for library staff positions are screened and chosen through selective hiring procedures designed to match the best candidate with the available position. Additionally, library personnel are periodically evaluated to ensure quality and effectiveness. This evaluation includes an annual self-assessment, a supervisor assessment, and a scheduled interview. See Comprehensive Standard 3.2.9, Personnel appointment, for details regarding institutional policies on staff appointment and evaluation. The Roster of Library/Learning Resources Professional Staff lists the name, title, responsibilities, educational qualifications, and professional qualifications for all key personnel.

The professional staff members are active on campus through participation in university committee work. They also are active in state and regional professional associations with particular emphasis on work within the Texas Library Association and regional historical associations. In the last six years, the library provided an average of \$6,207 per year to support staff participation in conferences, workshops, seminars, webinars, and other professional and continuing education opportunities. These professional-development funds are used to pay for registration fees, travel, lodging, and per diem expenses. Several

professional staff members are active in professional associations. Their service includes holding offices and giving presentations at conferences. Most of the professional staff members are also active on campus and serve on university and college committees. Three of the professional staff members—the Executive Director, Head of Special Collections, and the University Archivist—are also active in presenting to community groups.

In fall 2011, there was a ratio of 1.55 professional staff members per 1,000 full-time equivalent (FTE) students and 3.6 professional staff members per 100 FTE faculty members. The most recent available comparative data is from the 2010 Academic Libraries Survey administered by the National Center for Education Statistics. At the time of that survey, ASU had 1.8 professional staff members for each 1,000 FTE students. The peer institutions had 2.2 and the stretch peers had 2.1.

## **Support Staff and Student Workers**

The library has 14 support staff positions. Each staff member meets the minimum hiring standards outlined in the relevant position descriptions. As of spring 2012, 8 members of the support staff have undergraduate degrees, 1 has a master's degree in library science, and 2 are working on master's degrees in library science. They have an average of 14.4 years of library related experience. The library also employs 23 student assistants who provide the equivalent of 8.6 FTE positions. The student assistants make it possible to keep the library open 137 hours per week in the fall and spring semesters. Supervisors work with support staff and student assistants to accommodate class schedules, and all full-time staff members have access to a tuition exemption plan to aid in completion of degree work or additional course work on campus.

In fall 2011, there was a ratio of 5.04 total staff members per 1,000 FTE students and 11.9 total staff members per 100 FTE faculty members. The most current available comparative data is from the 2010 Academic Libraries Survey administered by the National Center for Education Statistics. At the time of that survey, ASU had 6.1 staff members for each 1,000 FTE students. The peer institutions had 6.6 and the stretch peers had 7.2.

### **EFFECTIVENESS OF THE LIBRARY STAFF**

In 2011, the library conducted a student satisfaction survey. The responses to this survey indicate that the library has a sufficient number of qualified staff, as measured by student satisfaction with the effectiveness of library services. In the survey, students rated library services in five areas—tangibility, reliability, responsiveness, assurance, and empathy. The overall mean for customer satisfaction in these five areas was 5.53 on a 7-point scale (Library Customer Satisfaction and Renovation Perception Survey and Results, 2011, p. 20).

In 2012, the Library conducted a faculty satisfaction survey. The responses to the survey indicated faculty members were also satisfied with the number of qualified staff, as measured by their satisfaction with the effectiveness of library services. In the survey, faculty members rated library services in five areas—tangibility, reliability, responsiveness, assurance, and empathy. The overall mean for customer satisfaction in these five areas was 6.07 on a 7-point scale (Faculty Satisfaction Survey and Results, 2012, p. 12).