

Section 5.1: Library and Learning Resources

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5.1.1 Purpose and Scope

Because adequate library and other learning resources and services are essential to teaching and learning, each institution must ensure that they are available to all faculty members and enrolled students wherever the programs or courses are located and however they are delivered.

The University is in compliance.

The Porter Henderson Library of Angelo State University offers users multiple modes of access to information in all formats. In addition to weekday mornings and afternoons, the Library is open evenings and weekends, giving students direct access to all library services and resources. Professional librarians staff the reference desk sixty-four hours each week; a professional librarian is available in the building, by phone, or by appointment during all other operating hours. The Dr. Ralph R. Chase West Texas Collection (WTC) provides professional assistance. A large majority of library users concur that the Library's hours meet their needs (Self-Study Student, Faculty, & Staff Surveys 2000). Moreover, professional librarians assist students via e-mail. Consequently, every person in the ASU community, regardless of course location or delivery method, can obtain assistance from a librarian.

Other options for obtaining materials include interlibrary loan, online databases, and a TexShare borrower card. The Library participates in interlibrary loan programs with other institutions as a member of Online Computer Library Center, Incorporated (OCLC). Additional access to other interlibrary loan services is offered by the Library through reciprocal agreements with Amigos, TexShare, Libraries Very Interested in Sharing (LVIS), and other libraries. Interlibrary loan, which users can request online, gives the ASU community access to materials not owned by the Library. The Library provides access to an extensive list of electronic databases via providers such as TexShare, FirstSearch, and Lexis-Nexis Academic Universe, as well as other online article databases. Indeed, the Library's successful adoption of information technology has resulted in unprecedented user access to information and services.

The Library provides database access through RamNet, the Library's gateway to web-based information services subscriptions, located on the Library's web page. RamCOPS, also accessible via the Library's web page, lists all print and electronic formats of the current journals, magazines, and newspapers to which the Library subscribes. All of the Library's electronic databases, including RamCat, the online catalog, are available on-campus from faculty and staff offices, public access computers in the Library, and campus computer laboratories. More than 50% of ASU campus residence hall rooms have a direct network connection. Residence hall students, using a personal computer equipped with a network card, have access to library resources through Internet and e-mail services. Off-campus users may access electronic library resources through ASU's dialup services or through a different Internet service provider, by using a campus proxy server with individual accounts

provided by ASU. A TexShare card may be issued to students and faculty allowing them to borrow materials on-site, directly from other participating TexShare libraries. This service is particularly helpful to users participating in distance learning programs.

In a survey administered by the self-study and given to approximately 200 undergraduate students, “convenient access to electronic databases” was rated 3.99 on a five-point scale, while 170 master’s level students rated it 4.07 (Self-Study Student Survey 2000). The self-study’s faculty survey, which was completed by 199 faculty members, rated “convenient access to electronic databases and other non-print sources” 3.99 using the same five-point scale (Self-Study Faculty Survey 2000).

Each institution must develop a purpose statement for its library and other learning resources services.

The University is in compliance.

The Porter Henderson Library has a purposeful, clear mission statement that serves to guide its operations:

The mission of the Porter Henderson Library is to provide the Angelo State University community with access to information in all formats. In consultation with the University community, the Library builds and maintains collections and services to meet the University’s curriculum and research needs. The Library does this by acquiring and organizing resources, providing direct as well as mediated access to information, participating in cooperative programs with other libraries, and teaching users to locate, obtain, and evaluate information. The Library works with the University administration and faculty in the development of information policy for the campus. As a service unit within a regional, state-supported university, the Library offers the surrounding community access to needed informational resources and services. (<http://www.angelo.edu/services/library/aboutphl.htm>)

The statement is easily accessible to library personnel, as well as the entire ASU community, on the library web site. The mission statement is general enough to allow the Library to expand services and accommodate the developing needs of ASU; it is specific enough to guide the library toward operations that best serve the needs of its current users.

The library and other learning resources must be evaluated regularly and systematically to ensure that they are meeting the needs of their users and are supporting the programs and purposes of the institution.

The University is in compliance.

The Library systematically reviews evaluations of library resources and services from a wide variety of sources. The Library conducts selected student and faculty surveys for each year’s Institutional

Effectiveness report. Of particular interest are user awareness and appraisal of library services and resources. Library staff review survey results and accommodate library services to meet user needs. For example, the Library collaborated with Information Technology to provide proxy server service so that off campus users could access the Library's electronic resources. In response to user input, the Library developed RamCOPS, accessible via the Library's web site, which lists all print and electronic formats of the current journals, magazines, and newspapers to which the Library has access. The Library also increased the number of public access terminals to twenty-two (from five) in response to user suggestions.

The Library also maintains a suggestion box located inside the Library to solicit user feedback. Alternatively, users may request information, give feedback, offer suggestions, or provide comments via e-mail to the library staff (library@angelo.edu). Librarians record requests for materials and use these data in library materials purchase decisions. Other user comments are evaluated on an ad hoc basis.

In addition to soliciting user feedback, the Library has recorded activity levels of library services and materials used since 1996 (Activity Level Reports). These activity level data are summarized yearly and analyzed to assess user trends.

The Texas State Library compiles data on academic library quality in Texas (Texas Academic Library Statistics for Four-Year Public Institutions, 1998). Data include number of students, faculty, and library staff at each institution; collection size and use; and library expenditures. The Library Director collects this information for ASU about other universities in The Texas State University System (TSUS) as well as about peer institutions around Texas. Peer institutions are those similar in size, scope, degrees conferred, and mission. Thus, relevant comparative data are available for the Library to assess its relative ranking among Texas institutions on selected criteria such as staffing (see section 5.1.6), hours (see section 5.1.2), holdings (see sections 5.1.1, 5.1.3), information access (see sections 5.1.1, 5.1.3, 5.1.4).

Learning resources and services must be adequate to support the needs of users. The size of collections and the amount of money spent on resources and services do not ensure adequacy. Of more importance are the quality, relevance, accessibility, availability and delivery of resources and services, and their actual use by students, regardless of location.

These considerations must be taken into account in evaluating the effectiveness of library and learning resource support.

The University is in compliance.

A wide variety of library resources and strategic library services is available to support the ASU community. Total library holdings surpass 1,400,000 items, of which approximately 450,000 are paper volumes. Library holdings include numerous materials received through the Library's designation as a depository for United States government documents and Texas State government documents. The Library maintains a substantial reference collection in a designated section within the main physical building. A large collection of journals and periodicals comprises over 1,753 paper subscriptions and more than 7,000 electronic periodicals. The Library also maintains significant quantities of microform materials, along with appropriate support services and equipment. Of particular relevance to ASU's recently instituted supporting concentration in Southwest Studies is the West Texas Collection. This major holding includes papers, manuscripts, ledgers, and microfilm material to support research in several areas: the history of West Texas, genealogy, area businesses, area churches, Fort Concho, the military on the Southwestern United States frontier, Texas industries, Hispanic and African-American history, Pancho Villa and the Border Revolution, Texas outlaws, Texas county history, and Texas families.

The University archives, comprising theses, University publications, and other University documents, is housed within the WTC. The media collection contains non-print, audio-visual resources such as music CDs, videos, tapes, as well as other audio-visual materials. The Library maintains a juvenile literature collection containing books for pre-school to high school students. The law reference collection contains Texas and federal case reports, digests, statutes, codes and supreme court cases which support ASU curricular objectives. Through Lexis-Nexis Academic Universe, students can access legal print materials from other states and federal courts. Other material holdings include, *inter alia*, maps, newspapers, faculty publications, standard encyclopedias, and dictionaries.

In addition to these extensive holdings, the Library has dramatically increased its electronic resources to support targeted user needs. Currently, the Library subscribes to over 130 databases accessible through RamNet, the Library's gateway to web-based information services subscriptions. Major database suppliers include TexShare, Lexis-Nexis Academic Universe, and FirstSearch. Many of the databases provide full-text, full-image documents. Online services include interlibrary loan, RamCat (the online catalog), RamNet, e-mail reference assistance, and RamCOPS. The Library's web site provides users access to further resources through links to numerous, varied sites, including links to state and local government information.

Attesting to the extensive use of electronic resources and online services, on-site library use diminishes each year. Furthermore, undergraduate (80.2%) and graduate (85.6%) students agree or strongly agree that the Library provides convenient access to electronic databases (Self-Study Student Survey, 2000). Likewise, in the most recent annual Student Opinion Survey, 2216 students rated "library facilities and services" 4.14 on a similar five-point scale (2001 Student Opinion Survey Results). Faculty respondents expressed a similar level of satisfaction (81.7%) with convenient access to electronic databases and other non-print sources (Self-Study Faculty Survey, 2000).

Other library services include regularly scheduled library orientation and instruction sessions to assist patrons in using resource materials effectively. To further assist the ASU community, the Library provides point-of-use instruction and personal assistance by librarians seven days per week. Moreover, the Library actively promotes information literacy initiatives. These services and on-going initiatives greatly enhance the quality of user experiences with library resources by teaching patrons how to become more effective information seekers and users.

In short, the library collections and services compare favorably with the national average for library holdings and services at comprehensive masters level universities. Angelo State University ranks seventeenth among the thirty-four public Texas universities in information expenditures (\$127.97) per FTE student (Texas Academic Library Statistics for Four-year Public Institutions, 1998). Moreover, respondents to the self-study student and faculty surveys indicate that they are satisfied with the quality and availability of learning resources and services (Self-study Student & Faculty Survey, 2000). Clearly, the Library has allocated its limited financial resources very effectively to further its mission. The quality and relevance of library holdings is ensured by the successful collaborative efforts of faculty and librarians regarding collection development as well as materials selection and elimination (See also section 5.1.3 for a more detailed discussion of the adequacy and relevance of library collections.)

Priorities for acquiring materials and establishing services must be determined with the needs of the users in mind.

The University is in compliance.

The Library is strongly committed to acquire, preserve, and provide access to all types of information sources (e.g., books, pamphlets, documents, periodicals, manuscripts, maps, microforms, non-print media, electronic resources, *inter alia*) needed to meet its obligations to users. Acquisition obligations for the Library are prioritized (*Policy and Procedure Memorandum #6: Collection Development Policy*). The Library's primary obligation is to support the University's curriculum. Thus, the Library maintains a basic monographic strength and reasonable journal representation to provide a balance for both undergraduate and graduate courses offered by the University. These resources are accessible in a variety of physical formats to better support the needs of all users, including those involved in distance learning initiatives. Moreover, non-print media in all formats are acquired when appropriate. Secondly, the Library supports research programs related to the curriculum along with other professional research. Resource sharing and alternative means of acquiring resources are encouraged for many research projects. A third Library priority is to build resources to support anticipated instructional programs. Such programs include the recently instituted degree program in physical therapy, online delivery of all BSN program nursing courses, and distance learning courses offered by the School of Education.

These priorities were established based on the input from the University Library Committee (with faculty and student representation) and periodic evaluations of subject areas. The University Library Committee, in cooperation with librarians, approves all acquisition policies.

5.1.2 Services

Each institution must ensure that all students and faculty have access to a broad range of learning resources to support its purpose and programs at both primary and distance learning sites.

The University is in compliance.

The Library provides better than adequate access to learning resources amassed to support ASU's curriculum, research needs, and anticipated instructional programs. The Library offers multiple modes of availability and accessibility of collections to student and faculty users at the main library building, the WTC in the Houston Harte University Center, distance learning sites, and through computer access. The Library has established clear, well-publicized policies governing collections access and use. Highly qualified and trained professional and support staff render exemplary service for all collections, functions, and services. Library users have prompt access to a broad range of materials not directly owned by the Library through interlibrary loan, as well as cooperative programs such as TexShare, Amigos, Llano Estacado Information Access Network (LEIAN), OCLC, and LVIS.

Moreover, the Library provides access to catalogs, indices, and bibliographic guides consistent with its mission. The reference collection is designed to be a working collection of important, frequently consulted publications. Preference is given to materials that provide up-to-date information and directly support the current instructional program. Materials recognized as standard within their field are included in this collection. The Library has significantly enhanced the ASU community's access to library learning resources through a wide variety of online catalogs, databases, and other electronic resources. All of these resources are easily accessible from computer terminals in the Library, from computers on campus, and from computers located off-campus via the proxy server service. Thus, all library users, including those participating in distance and other online learning programs, have broad access to extensive library resources and services.

Basic library services must include an orientation program designed to teach new users how to access bibliographic information and other learning resources.

The University is in compliance.

A systematic library orientation program targets primarily beginning students and new faculty users. All English Composition (English 1301) and Writing Across the Curriculum (English 1302) students

are scheduled for library orientation. New faculty are encouraged to attend a library orientation. In addition, faculty can request a library orientation for individual classes. Because the English 1301 and 1302 courses are core courses required for graduation, virtually all students receive library orientation. English 1301 students are scheduled for a general library orientation. These students are given a tour of the campus library facilities that includes information about the location of library resource materials (e.g., special collections, electronic resources, microforms, print and non-print media, indexes, abstracts, maps, newspapers, periodicals, reference items) and how they can be accessed. English 1302 students and new faculty are scheduled for more in-depth library use instruction. This session consists of further instruction on how to use print and online resources. Topics of particular interest include how to conduct an advanced online database search, how to use online database thesauruses, how to conduct searches using Boolean logic, and how to use print reference materials. Library use instruction sessions include an interactive online presentation administered by a librarian. This interactive online presentation covers the online catalog, electronic databases, the library web site, as well as Internet resources. Furthermore, library guides to resources and services are readily available in a variety of print and online formats.

During the 2000-2001 fiscal year, 169 library orientation sessions were attended by 3,462 participants (Library Activity Levels Report, FY 2001). A mean of 14.1 library orientations per month were conducted; a mean of 288.5 users per month participated in library orientations. To assess the effectiveness of the Library's resource materials and information literacy initiatives, students and faculty library orientation participants complete a library instruction assessment survey (Student & Faculty Library Instruction Assessment Survey). The survey measures pre- and post-orientation knowledge on all topics covered during the library orientation; library orientation content and delivery are revised based on user feedback.

Currently, some transfer students who do not enroll in English 1301 or English 1302 might not be scheduled for formal group library orientation. Library staff are aware of this and in spring 2001, added a Texas Information Literacy Tutorial (TILT) to the Library's web site to address adequately the needs of transfer and distance learning students for basic library use instruction.

Libraries and learning resource centers must provide students with opportunities to learn how to access information in different formats so that they can continue life-long learning.

The University is in compliance.

The Library is committed to providing users with instruction on how to access information in different formats. It offers systematic library use instruction sessions, an impressive number of hours that librarians are available to aid users, and e-mail library reference assistance, as well as an extensive number of readily available print and online guides to library resources and services.

In addition to providing factual information about how to locate and use library resource materials and services, the Library actively promotes information literacy. Librarians or other professional staff conduct all library materials and modes of learning resource orientation and instruction sessions. Moreover, individual library users may readily obtain point-of-use assistance with library resources and services from the professional staff, because a minimum of one librarian is on duty (physically present or on call) during Library operating hours. E-mail library assistance with library resources and services by a librarian is continuously available. Since librarians or professional staff conduct library orientation, provide point-of-use instruction, and field e-mail inquiries regarding library resources and services, commentary and analysis of information issues, such as adequacy and veracity of the information source, are an integral part of library resource material instruction. The Library's recent hiring of a head reference librarian with academic teaching experience in information literacy highlights the Library's commitment to promoting information literacy. Clearly, the library staff enhances the quality of users' experiences with library resources by teaching its patrons to become more effective information seekers and users.

Librarians must work cooperatively with faculty members and other information providers in assisting students to use resource materials effectively.

The University is in compliance.

Librarians collaborate with faculty to institute a variety of regularly scheduled library orientation and instruction sessions to assist students in using resource materials (viz., periodicals, book collection, reference materials, online databases) effectively. Faculty and information providers are also encouraged to schedule resource material instruction sessions for individual classes of students. For instance, a research seminar in behavioral science research could receive instruction in using specific online behavioral science indexes, how to locate online full text articles, or how to conduct advanced searches. The Library has also established a regularly scheduled library resource and services orientation for new faculty. The new faculty orientation seminar has been particularly effective in establishing rapport between faculty and the library staff and in facilitating collaborative efforts.

Adequate hours must be maintained to ensure accessibility to users.

The University is in compliance.

Normally, the Library is open 93.25 hours per week during the fall and spring semesters, and 85.25 hours per week during each of two summer sessions. Fall and spring library hours are: 7:45 a.m. to 12:00 a.m., Monday through Thursday; 7:45 a.m. to 6:00 p.m. on Friday; 9:00 a.m. to 6:00 p.m. on Saturday; and 1:00 p.m. to 10:00 p.m. on Sunday. Summer hours are identical except that the Library closes at 10:00 p.m., Monday through Thursday. The Library maintains the median hours of operation compared with state peer comprehensive master's level institutions (Texas Academic Library Statistics, 1998). Given the less than optimal number of library staff, the numerous hours of operation

are remarkable. Undergraduate students (76.5%), master's level graduate student (81%), and faculty (86.3%) agree or strongly agree that the Library's hours meet their needs (Self-Study Student, Faculty, & Staff Survey, 2000).

Systematic observations made over the past several years reveal that the Library's busiest times of on-site use occur during weekday mornings and afternoons. With the addition and continued expansion of the Library's online services, on-site use diminishes each year. Through University computer laboratories, as well as off-site access via proxy server and dial-up access, library patrons have 24 hour access every day to the Library's online databases, full-text publications, and quick links to many other sites. Moreover, interlibrary loan requests can be made online; reference questions are accepted and answered via e-mail. Undergraduate (80.2%) and graduate (85.6%) students agree or strongly agree that the Library provides convenient access to electronic databases (Self-Study Student Survey, 2000). Faculty (81.7%) respondents expressed a similar level of satisfaction with convenient access to electronic databases and other non-print sources (Self-Study Faculty Survey, 2000).

Professional librarians staff the reference desk sixty-four hours each week; a librarian is available in the building, by phone, or by appointment during all other hours that the Library is open. Professional assistance is available in the media collection. The WTC provides professional assistance during all operational hours except Thursday evening. Professional assistance may also be obtained via e-mail. Undergraduate (74.6%), graduate (78.7%), and faculty (86.3%) patrons agreed or strongly agreed that professional library assistance was conveniently available (Self-Study Student & Faculty Survey, 2000).

Library collections must be cataloged and organized in an orderly, easily accessible arrangement following national bibliographical standards and conventions.

The University is in compliance.

Most library materials are cataloged according to the Library of Congress standards and are classified by the Library of Congress classification system or by accession number. The Library is a member of OCLC and follows their guidelines for Library of Congress cataloging. The Library also follows Anglo-American Cataloging Rules standards. Materials cataloged by accession number include the microfilm collection, the media collection, and photographs. Angelo State University is an official depository for Texas and United States government documents. Texas government documents are classified by the Texas State Documents Classification Scheme; federal government documents are classified according to the Federal Depository Library Program, Superintendent of Documents, U.S. Government Printing Office. Periodicals are shelved in alphabetical order.

Navigating the collection is done primarily through the online catalog, RamCat, accessible via the Library's web site. Call numbers for all cataloged materials are available from RamCat.

Students and faculty must be provided convenient, effective access to library resources needed in their program.

The University is in compliance.

Students and faculty may check out materials from the Library's collection by presenting their ASU identification card at the circulation desk. The Library guarantees any borrower at least twenty-one days of access to regular circulating items (*Policy & Procedure Memorandum #4: Circulation, 2000*). Borrowing periods and privileges vary by user category. Undergraduate students have a twenty-one day loan period with three renewals, no limit on the number of items, and a maximum of five overdue items before privileges are blocked. Graduate students have a forty-two day loan period with one renewal, no limit on number of items, and a maximum of five overdue items before privileges are blocked. Faculty have a semester loan period with five renewals, no limit on number of items, and a maximum of five overdue items before privileges are blocked.

Closed Reserve items must be used within the library building and returned within two hours. Other reserve items may be borrowed for use outside of the Library for one to three days. Reference and government document materials can not generally be checked out. Faculty may request permission for a special loan of these items; the default loan period is for three days. Periodicals cannot generally be checked out, but special permission may be requested from the reference librarian on duty.

Patrons may initiate a "hold" or "recall" for temporarily unavailable materials (*Policy & Procedure Memorandum #4: Circulation, 2000*). A "hold" placed on an item checked out prevents it from being renewed. The person who placed the hold is guaranteed access to the item when it is returned to the library. After the initial twenty-one day check-out period, items may be recalled by any user. A recalled item must be returned to the Library within seven days of the recall request. Recall service is offered exclusively to ASU students, faculty, and staff.

Other options for obtaining materials include interlibrary loan, TexShare, and online databases. Interlibrary loan refers to lending of materials among cooperating libraries. Sharing resources allows users access to materials not owned by the Porter Henderson Library (*Policy & Procedure Memorandum #5: Interlibrary Loan, 2000*). Requested materials typically arrive within seven to ten days, and normally, there are no ILL charges. Items may be requested online, from on or off-campus, or in person at the reference desk. TexShare cards may be issued to students and faculty allowing them to borrow materials on-site at other participating TexShare libraries. The library catalog and other databases can be accessed online at all times.

In a survey given to approximately two hundred undergraduate students, "circulation and check-out of books" was rated 4.08 on a five-point scale, while 170 master's level students rated it at 4.05 and 199 faculty members rated it at 4.20 (Self-Study Student & Faculty Survey, 2000).

Convenient, effective access to electronic bibliographic databases, whether on-site or remote, must be provided when necessary to support the academic programs.

The University is in compliance.

The Library provides access to an extensive list of electronic bibliographic databases through RamNet, accessible from the Library's web site. RamNet comprises all of the database services to which the Library subscribes. Included in this list of electronic services providers are TexShare, FirstSearch, Lexis-Nexis Academic Universe, ScienceDirect, EBSCO Online, MathSciNet, Physical Review Online Archive, Encyclopedia Americana, and others. FirstSearch provides access to fifty-eight databases including WorldCat, ArticleFirst (an index of articles from nearly 12,500 journals) ContentsFirst (a table of contents of nearly 12,500 journals), and NetFirst. Lexis-Nexis Academic Universe contains business, government, legal, medical and academic research and reference information.

Access to all databases is available on-campus from faculty and staff offices, public access computers in the Library, and campus computer laboratories. Residence hall and off-campus students may access these databases through ASU's dialup services, or through a different Internet service provider and then through a campus proxy server, using individual accounts provided by ASU. Each of the online databases is available twenty-four hours a day, seven days a week, except during scheduled service periods. Some additional databases are available in CD-ROM format and may be used in the Library or in designated computer labs.

To assist the search for retrievable articles and documents (current online and print subscriptions), the library staff has created an online index called RamCOPS. RamCOPS allows users to search for a specific title and locate all of the sites where the document is available. If the document is available online through an online service to which ASU subscribes, RamCOPS posts web links to the service.

Patrons are not charged for database access, nor are users charged for printing any of the online material in the Library (even though the Library is not subsidized by student fees), with two exceptions. For Chemical Abstracts Service and Dialog, both of which are librarian-mediated online services, patrons are charged for connect time and retrieval of materials. Though most of the databases are limited to a maximum number of simultaneous users, virtually no complaints have been received regarding timely access of materials.

In the survey mentioned above given to approximately two hundred undergraduate students, "convenient access to electronic databases" was rated 3.99 on a five-point scale, while 170 master's level students rated it at 4.07 (Self-Study Study Survey, 2000). The faculty survey mentioned above, which was completed by 199 faculty members, rated "convenient access to electronic databases and other non-print sources" at 3.99 using the same five-point scale (Self-Study Faculty Survey, 2000).

Libraries and other learning resource centers must have adequate physical facilities to house, service and make the library collections easily available; modern equipment in good condition for using print and non-print materials; provisions for interlibrary loan services designed to ensure timely delivery of materials; and an efficient and appropriate circulation system.

The University is in compliance.

The library building, encompassing 78,926 square feet with an assigned area of 64,392 square feet, is conveniently located on the ASU campus. The building boasts 725 seats for patrons, seven study rooms, and six collection areas (Higher Education Facilities Inventory, 2000). Books and periodicals are shelved in easily accessible open stacks. Infrequently used books, periodicals, and delicate items are stored in closed stacks or in remote storage rooms in the basement. These items are available on call at the circulation desk. Materials are retrieved three times a day, Monday through Thursday, twice on Friday, and once a day on weekends. Material requested by noon Monday through Friday is available by 2 p.m. Materials requested by 5 p.m. Monday through Thursday are available by 7 p.m. Materials requested one hour before closing are available the next day by opening. All materials are held at the circulation desk for forty-eight hours.

The West Texas Collection, now housed on the second floor of the newly renovated University Center, is also part of the Library. The WTC comprises nearly 13,817 square feet. The collection facilities include a gallery for art exhibits, the Eva Camunez Tucker Center for the Study of Southwestern History and Culture (a reception area which can seat forty-fifty people), a seminar room with state-of-the-art technology equipment capable of accommodating thirty people, the resident scholar office, and the reading room with seats for twenty-eight patrons plus six carrels in which patrons can study or consult materials. Carrels and reading room tables are equipped with electricity outlets to facilitate laptop use. Nine additional seats are available in the microform room. The WTC also houses the University Archives.

Circulation at the Library has declined over the last five years because of increased web access to electronic resources. However, book circulation has remained constant, largely because the Library continuously updates its collections. Media circulation has increased primarily because students now enjoy three day checkout of videos, a service previously available to faculty only. Media circulation of cassette tapes has declined because the Modern Languages Department now operates its own language learning laboratory, which students tend to use more than the Library's media collection. Fall, 2000 undergraduate, graduate, and faculty self-study surveys indicate the vast majority of respondents agree or strongly agree that the check out and circulation system meets their needs.

As a member of OCLC, the Library participates in interlibrary loan programs with other member institutions. Through reciprocal agreements (e.g., TexShare, Amigos, LEIAN, LVIS), the Library provides users with access to further interlibrary loan services. Library users have access to TExpress,

a two-day delivery system throughout Texas and surrounding states. TExpress has dramatically decreased turnaround times and costs of materials delivery for users. Users may also obtain a TexShare card that allows them to borrow materials on site from participating TexShare libraries. Distance learning students, in particular, find the TexShare card helpful in obtaining library resources.

An overwhelming majority of graduate student and faculty users concur that the Library's interlibrary loan services meet their needs (Self-Study Student & Faculty Survey, 2000). In contrast, only 43.9% of undergraduate student users surveyed expressed satisfaction with the Library's interlibrary loan services. Unmediated interlibrary loan services have only recently been instituted for undergraduate student users. Previously, undergraduate students were required to ask faculty to initiate an interlibrary loan on their behalf. Currently, undergraduate students may directly initiate an interlibrary loan online. Perhaps the unprecedented ease in requesting interlibrary loan services online has led some users to believe that their requested interlibrary loan materials can be delivered with similar alacrity.

The Self-Study Steering Committee finds that the Library gives adequate guidance concerning ILL materials delivery. Moreover, the Library has recently hired a Reference/Document Delivery Librarian to process ILL requests. Nonetheless, the Library *may* wish to further address users' ILL expectations concerning materials delivery.

RamNet, the Library's gateway to web-based information services subscriptions, and RamCat, the Library's online catalogue, are easily accessible from an adequate number of computer terminals in the Library. Similarly, the Library provides an adequate number of readers and reader printers for microform materials. Moreover, maintenance contracts covering all major pieces of equipment, including public access computers as well as microform readers and reader printers, ensure the equipment's day-to-day serviceability. To further enhance users' access to library materials information, a new web-based interface (Voyager), allowing users to browse the library catalog via the web, was installed in Spring, 2001. Undergraduate students (80.2%), graduate students (85.6%), and faculty (81.7%) agree or strongly agree that the Library provides convenient access to electronic databases and other non-print materials (Self-Study Student & Faculty Surveys, 2000).

A significant portion of the Library's maintenance budget has been directed to upgrading its physical facilities. The Library's commitment to maintaining adequate physical facilities is shown by a recent lighting system upgrade and the installation of a new fire detection system. In addition, looking ahead, the Library has procured \$100,000 in HEAF funds to purchase additional furniture and equipment. Particularly noteworthy is the addition of a third floor to the Library. This project will be funded with tuition revenue bonds, approved by the Texas State Legislature in Spring, 2001.

According to current plans, this new construction will be shared with other entities on campus. The Self-Study Steering Committee suggests that the sharing of space be limited and that the Library be assigned a significant portion of the entire third floor addition to meet its users' needs. Nevertheless,

it should be noted finally that undergraduate (77.2%), graduate (92.1%), and faculty (89.8%) users expressed satisfaction with the Library's current physical facilities (Self-Study Student & Faculty Surveys, 2000).

5.1.3 Library Collections

Institutions must provide access to essential references and special program resources for each instructional location.

The University is in compliance.

Students on campus have direct access to essential references and special program resources at different locations: the Porter Henderson Library building, the WTC (housed in the University Center), and any microcomputer laboratory on campus. At Goodfellow Air Force Base (GAFB) no physical on-site library facilities of Angelo State University are available; however, GAFB students have access to online databases from their classroom computers on base and to the library facilities on the ASU campus, which is only four miles from GAFB. For online courses, faculty provide special resource material to online students either through additions to these online courses, following copyright permission as applicable, or through special mailings to the students involved. The Library's online databases provide additional reference materials for the students participating in distance learning or other online learning initiatives.

Access to the library collection must be sufficient to support the educational, research, and public service programs of the institution.

The University is in compliance.

Access to library collections through the physical library facilities and the available electronic databases is more than adequate to support educational, research, and public service programs at Angelo State University. As discussed earlier, the total number of cataloged books, bound periodicals, and additional materials exceed 1,400,000. The Library currently maintains 1,753 print subscriptions, and library users have access to 7,000+ full text journals through online databases. The Library maintains a complete listing of online and CD-ROM databases available through the Library ("List of Online and CD-ROM Databases Accessible to ASU Community") and offers Interlibrary loan services to faculty and students as needed.

The collections of print and non-print materials must be well organized.

The University is in compliance.

Library books and non-print media are classified according to the Library of Congress classification to show their location in the Library. Exceptions to this are government documents. Texas State government documents are classified by the Texas State Documents Classification Scheme. Federal government documents are classified according to the Federal Depository Library Program, Superintendent of Documents, U.S. Government Printing Office. Periodicals are shelved in alphabetical order by title. Other types of materials or collections are arranged according to locally developed accession numbers or classifications.

Over the last three years, the Library has extensively weeded, replaced, and updated items from its collections in nursing, education, finance, management, political science, and law. This is an ongoing Library initiative, and library materials in other subject areas will be similarly weeded and updated.

Institutions offering graduate work must provide library resources substantially beyond those required for baccalaureate programs.

The University is in compliance.

To accommodate graduate programs' focus on research, the Library has significantly increased its research-oriented resources. The greatest increase has been in the electronic database holdings. Currently, the Library subscribes to over 130 databases accessible through RamNet, the Library's gateway to web based information services subscriptions. Major database service providers include TexShare, Lexis-Nexis Academic Universe, FirstSearch, EBSCO, Science Direct, and MathSciNet. Many of the databases provide full-text articles. There is now more than one database per four graduate students providing more than adequate resources for research. Indeed, library users have access to nearly 9,000 periodicals, including 1,753 paper subscriptions and 7,000+ electronic periodicals. Further library resources that support research initiatives include library reference via e-mail, interlibrary loan, document delivery, electronic indexes and references, along with RamCat (the online catalog). RamCOPS, also accessible via the Library's web site, lists all print and electronic formats of the current journals, magazines, and newspapers to which the Library has access.

As previously discussed, the major holdings of the WTC (papers, manuscripts, ledgers, and microfilm material to support research on the history of West Texas, genealogy, area businesses, area churches, Fort Concho, the military on the Southwestern United States frontier, Texas industries, Hispanic and African-American history, Pancho Villa and the Border Revolution, Texas outlaws, Texas county history, and Texas families) are assets to graduate-level research. The collection consists of approximately 2,300 microfilm reels, 7,800 volumes, and approximately 2,900 linear feet of archives.

In 1998, the Library held approximately 900,000 microfilm units. This compared favorably to other similar Texas universities. The Library was eighth in the ranking of thirty-four state-supported universities in terms of microfilms units per FTE student, eleventh in ranking of electronic titles per FTE student, and ninth in terms of electronic titles per FTE faculty.

Librarians, teaching faculty and researchers must share in the development of collections, and the institution must establish policies defining their involvement.

The University is in compliance.

Faculty and librarians are guided by policies and procedures regarding their collaborative effort in collections development (e.g., *Policy & Procedure Memorandum #6, Section III: Responsibility for Selection*; *Policy & Procedure Memorandum #6, Section IV: Fund Allocations*). Librarians are guided by policies describing their obligations to acquire, preserve, or provide access to all types of information in order to support the University curriculum, current research programs, and anticipated instructional programs (e.g., *Policy & Procedure memorandum #6: Collection Development Policy*). Faculty members are responsible for recommending library materials to be acquired and other forms of information in their area of expertise. The University Library Committee meets quarterly to discuss issues such as departmental fund allocations, database updates, policies, initiatives, and new library employee searches. Faculty and students are appointed to this committee on a rotating basis.

A Library policy document specifically addresses the collaborative role of librarians and faculty concerning the development of collections (*Policy & Procedure Memorandum #6, Section III: Responsibility for Selection*). This document clearly states that the primary responsibility for selection of materials and collections development lies with the Library and the faculty. Furthermore, librarians are required to aid faculty through selection assistance and purchase suggestions (*Policy & Procedure Memorandum #6, Section IV: Fund Allocations*).

Faculty and librarians collaborated on the development of a revised materials budget allocation procedure. Collaboration resulted in the creation of an elegant formula that ensures an equitable allocation of funds for library collections to the University's academic departments (Materials Budget Allocation Formula). In short, the formula determines the relative proportion of the total University materials budget that each department may spend. It does so by assigning percentage weights to a base amount (10%), an internal component (45%), and an external component (45%) for each department. The allocation formula's component weighting scheme is subtle enough to ensure that a department that spends its entire allocation on serials is affected (in future allocations) only by the value of the available serials in the discipline, and not by the relative value of the available periodicals. Unspent departmental materials acquisition funds are reallocated to the Library's *Excellence Fund*. The *Excellence Fund* is administered by the University Library Committee according to procedures published on the Library's web site (<http://www.angelo.edu/services/library/acq/AcqFAQ.htm>)

Among a minority of faculty, a perceived inequity regarding library materials fund allocation procedures, or dissatisfaction with the library's provision of direct and mediated access to information, persists (*Departmental Inventories 2000-2001*). The Self-Study Steering Committee

believes that these negative perceptions are misplaced and unfounded. Indeed, the Library's direct and mediated access to information fulfills its mission to support the University's curriculum and research needs. Moreover, the *Excellence Fund* has routinely been used to purchase prohibitively expensive materials, or access to information that would otherwise be beyond a department's ability to afford with allocated funds. The Committee further believes that individual faculty are responsible for learning about materials and information policies and procedures, which are clearly written, well established, and readily accessible.

Each library or learning resource must have a policy governing resource material selection and elimination, and should have a procedure providing for the preservation, replacement or removal of deteriorating materials in the collection.

The University is in compliance.

The Library has established policies concerning materials selection, elimination, preservation, replacement, or removal. Ultimate responsibility for the development and maintenance of the collection rests with the Library Director. Nonetheless, primary responsibility for selection lies with the librarians and the faculty. Members of the faculty are largely responsible for recommending the acquisition of library materials and other information resources within their areas of expertise. Librarians are largely responsible for cross-disciplinary and other subject areas not covered by existing academic departments, for coordinating the collection as a whole, and for aiding the faculty through selection expertise and purchase suggestions (*Policy & Procedure Memorandum #6, Section III: Responsibility for Selection*). Other written directives cover appropriate materials format, duplicate copies, requests for serials, exclusions, appropriate sites for access, allocations for special purchases, and unspent academic departmental funds (*Policy & Procedure Memorandum #6, Section IV: Fund Allocations*).

Library materials are withdrawn or replaced regularly, typically when materials have deteriorated beyond physical repair, are outdated or superseded, are needless duplications of existing materials, or are declared missing and replacements are unobtainable. (*Policy & Procedure Memorandum #6, Section VI: Collection Maintenance*). Faculty help in weeding materials within their areas of expertise, which ensures that the whole collection remains up-to-date and that important volumes are retained. Materials selected for removal by librarians and faculty are processed according to a detailed set of procedures to guard against inadvertent, inappropriate, or ill advised removal.

Specific library collections are not subject to the normal criteria for withdrawal. The following collections are not weeded or are weeded sparingly: local history, University history, the WTC; and subject areas such as art, history, music, and literature. Moreover, weeding in the U.S. government publications and Texas State document collections is done in accordance with procedures provided by the Federal Depository Library Program, the Superintendent of Documents, the U.S. Government Printing Office, and the Texas State Publications Clearinghouse.

The Library has established clear procedures governing the preservation of materials, including binding, book repair, and materials replacement (*Policy & Procedure Memorandum #6, Section VI: Collection Maintenance*). Some circumstances preclude replacement of library materials: when there is a copy of the title in the collection, and circulation is insufficient to justify duplication; when there is a subsequent edition of the title, and the previous edition is not important to the collection; when the material in the title is contained in collected works or some other form in the collection; and when the material is no longer relevant to the curriculum.

5.1.4 Information Technology

The institution must provide evidence that it is incorporating technological advances into its library and other learning resource operations.

The University is in compliance.

As discussed above, the Library has successfully incorporated state-of-the-art technology to accomplish its mission. Indeed, in the spring of 2001 the Library installed a new web-based interface (Voyager) that allows users to browse the library catalog via the web. Moreover, access to information about the Library's mission, hours of operation, and services is posted and regularly updated on the Library's web site. Professional librarians are readily accessible via e-mail. Furthermore, users may access online databases from off-campus through dial-up services provided by the University at no additional charge. Patrons may dial in to a local number using their personal computer equipped with a modem, and by using their ASU computer access account and password, users gain access to the Internet and e-mail. Through the dial-up service, users have direct access to all online library resources. Electronic access to library online databases is more than adequate (Self-Study Student, Faculty, and Staff Surveys, 2000).

Over 50% of residence hall rooms have a direct network 10-megabyte connection. By using their personal computer equipped with a network card, students access Internet and e-mail services. A pre-application proposal for a TIF grant to equip all remaining residence hall rooms with network connections has been submitted and awarded.

Students may also access online database services from any of the seven general access computer laboratories, which contain approximately three hundred computers. The largest of the seven computer laboratories is available virtually twenty-four hours per day (144 hours per week). All students, faculty and staff using ASU services including dial-up, residence hall network access, or any of the computers on campus enjoy the benefits of a 4.5 megabyte connection (equivalent to three T1's) to off-campus sites.

Angelo State University students, faculty, and staff members using an Internet service provider other than ASU's can still access the online library databases from off-campus via the proxy server (http://www.angelo.edu/services/technology/proxy_services.htm). License agreements for many of the online databases permit only ASU faculty, staff, and students to access the material. The proxy server serves as a checkpoint by requiring users to login with an ASU account and password verifying that they are approved to use the services.

5.1.5 Cooperative Agreements

Cooperative agreements with other libraries and agencies should be considered to enhance the resources and services available to an institution's students and faculty members. However, these agreements must not be used by institutions to avoid responsibility for providing adequate and readily accessible library resources and services.

The University is in compliance.

The Library maintains readily accessible resources and provides services adequate to meet users' needs. Additionally, the Library has entered into numerous cooperative agreements which support ASU's commitment to enhance faculty and student research. As a member of OCLC, the Library loans and receives materials nationwide. As a member of Amigos, the Library loans to and receives materials from mainly southwestern states: Texas, Arizona, New Mexico, Oklahoma, and Louisiana. Other loan and resource sharing services available include: LEIAN, TexShare (with TExpress two-day delivery), Texas State University System Libraries for Science Direct Access, Heart of Texas Literature Center (review and examination of children's and young adult literature—membership in this association enables the Library to receive books free of charge for the Juvenile Literature Collection), and Lexis-Nexis Academic Universe. The Library is also a depository for United States and Texas State documents, making the documents readily accessible to users.

Initially, only faculty and graduate students enjoyed direct access to interlibrary loan services. Direct, unmediated interlibrary loan services have recently been instituted (Fall, 2000) for undergraduate student users. Previously, undergraduate students were required to ask faculty to initiate an interlibrary loan on their behalf, but students and faculty may now directly initiate an interlibrary loan request online or in-person at the reference desk. The time needed to receive interlibrary loan materials from other institutions varies according to availability. However, most users' needs for timely (generally seven-ten working days) delivery of requested materials are met.

Thus, the Library meets users' specialized research needs through interlibrary loan service and access to electronic databases, including many full-text article databases. Cooperative agreements which provide online access to databases meet the requirement for adequacy and ready access. Cooperative resource sharing is necessary for a regional university with a predominantly undergraduate student

population. The Library complies with the resource sharing and interlibrary loan guidelines of the National Interlibrary Loan Code (1993) and other reciprocal agreements.

Cooperative agreements must be formalized and regularly evaluated.

The University is in compliance.

Copies of formal cooperative agreements, most of which are reevaluated annually, are filed in the Self-Study Office. The Library Director works to reduce costs for access to various databases and to enhance resources and services available to meet user's needs. The Library is using cooperative agreements to support the University's curriculum and research programs related to the curriculum along with other professional research. Cooperative agreements also help build resources to support anticipated instructional programs such as the recently instituted degree program in physical therapy and online delivery of courses in nursing and education.

5.1.6 Staff

Libraries and other learning resources must be adequately staffed by professionals who hold graduate degrees in library science or in related fields like learning resources or information technology.

The University is in compliance.

The Library employs eight full-time librarians plus two other professional staff members. Each of the librarians has a master's degree in library science or its equivalent from an ALA accredited program. The head of the WTC and the University archivist have master's degrees in history, befitting their positions. One librarian has two masters' level degrees in library science; another librarian has a JD degree. The Library Director has a master's degree in history, another master's degree in library science, and a Ph.D. in higher education administration. Undergraduate degrees held by the professional staff cover a variety of disciplines including business, mathematics, art, speech, psychology, English, history, and education. In short, the professional staff meets or exceeds the requisite educational qualifications and has the training to accomplish the Library's mission. Their résumés are on file with the documentation for Section 5.1.

Although the professional staff is well trained and renders exemplary service, additional professional staff should be hired if the Library is to continue to fulfill its mission. Table 5.1.6.a shows the number of FTE library staff by personnel position (viz., professional, support, and student) and by Texas peer institutions. Data shown in this table are for 1998, the most recent year for which there are comparable descriptive statistics. Compared to Texas peer institutions, the number of ASU FTE professional staff appears insufficient. Indeed, Table 5.1.6.b shows the rank order, among Texas peer

institutions, of FTE professional staff per one thousand FTE students and per one hundred FTE faculty, by Texas peer institutions in 1998. The rank ordering in Table 5.1.6.b is for thirty-four state supported universities, where one is the highest ranking and thirty-four the lowest ranking. The rank order of ASU FTE professional staff is thirty and twenty-six per one thousand FTE students and per one hundred FTE faculty, respectively. The data shown in Table 5.1.6.b are consistent with this suggestion to hire additional professional staff.

In exceptional cases, outstanding professional experience and demonstrated competence may substitute for this academic preparation; however, in such cases, the institution must justify the exceptions on an individual basis.

All professional staff members meet the requisite academic criteria.

The number of library support staff must be adequate.

The University is in compliance.

The Library employs eleven FTE support staff and 7.9 FTE student workers. Total staff (viz., professional librarians, non-professional support, and student) is 28.9 (Nov, 2000). Job descriptions have been developed for every budgeted FTE library position, then filed in the ASU personnel office and the library director's office. All eleven FTE support positions are filled by individuals who meet the qualifications and possess the requisite skills. Furthermore, the library assistant II (LAI) who works with acquisitions' accounts has a B.B.A. degree. Individual support staffers have from ten to twenty-five years of library experience. The quality of the service rendered by technical support staff is excellent.

Comparative FTE statistics for the libraries of other Texas "peer" institutions as of 1998 (the most recent year for which such statistics have been posted) may be found in the table of FTE Staffing Levels located at the end of this section.

Compared to Texas peer institutions, ASU total FTE library staff appears insufficient. Additional staff will be needed for the Library to fulfill its mission. Table 5.1.6.a shows the number of FTE library staff by personnel position (viz., professional, support, and student) and by Texas peer institutions. Among peer intuitions, ASU has the lowest number of total FTE staff. Moreover, the mean number of total FTE staff at ASU was 5.0 per 1,000 FTE students, and 11.0 staff per 100 FTE faculty. The mean number of total FTE library staff at thirty-four state supported institutions was 9.42 per 1,000 FTE students, and 17.91 per 100 FTE faculty. All of these data are for 1998, the most recent year for which there are comparable descriptive statistics.

Table 5.1.6.b shows the number of total FTE library staff per one thousand FTE students and per one hundred FTE faculty, by Texas peer institutions in 1998. The rank ordering in Table 5.1.6.b is for

thirty-four state supported universities, where one is the highest ranking and thirty-four the lowest ranking. Among thirty-four state supported universities, ASU total FTE library staff ranked thirty-first (of thirty-four), per one thousand FTE students, and twenty-eighth (of thirty-four), per one hundred FTE faculty. The data shown in Tables 5.1.6.a and 5.1.6.c are consistent with the suggestion to hire additional library staff.

Table 5.1.6.a: Number of Full-Time Library Employees by Personnel Category, and by Texas Peer University, for 1998.

University	Librarians	Support	Student	Total FTE Staff
Angelo State University	8	11.75	6.2	25.95
Midwestern State University	15	DNR*	25.75	40
Tarleton State University	10	11	10	31
Texas A & M University - Kingsville	14	17	15	46
West Texas A & M University	10.88	18	11.01	39.89

*DNR: Did not report.

Table 5.1.6.b: Rank Order (out of 34) of FTE Librarians per 1,000 FTE Students, and per 100 FTE Faculty, by Texas Peer Institutions in 1998.

University	Per 1,000 FTE Students	Per 100 FTE Faculty
Angelo State University	30	26
Midwestern State University	*DNR	*DNR
Tarleton State University	23	28
Texas A & M University - Kingsville	10	19
West Texas A & M University	28	16

*DNR: Did not report data.

Table 5.1.6.c: Rank Order (out of 34) of FTE Total FTE Library Staff per 1,000 FTE Students and per 100 FTE Faculty, by Texas Peer Institutions in 1998.

University	Per 1,000 FTE Students	Per 100 FTE Faculty
Angelo State University	31	28
Midwestern State University	*DNR	*DNR
Tarleton State University	29	30
Texas A & M University - Kingsville	12	23
West Texas A & M University	25	17

*DNR: Did not report

Institutional policies concerning faculty status, salary, and contractual security for library personnel must be clearly defined and made known to all personnel at the time of employment.

The University is in compliance.

All professional and support library personnel are “at will” employees, without faculty status. The Director’s salary ranks twenty-fourth among Texas public four year colleges and universities. The average professional salary excluding the Director ranks twentieth, among four year colleges universities. These salary rankings are for FY98, the latest year for which comparative data are available.

The Library Director informs all library staff job candidates about faculty status, salary, and contractual security during their interviews. The ASU Personnel Office provides faculty status, salary, and contractual security information to all candidates for professional positions during their interviews.

5.1.7 Library/Learning Resources for Distance learning Activities

For distance learning activities, an institution must ensure the provision of and ready access to adequate library/learning resources and services to support the courses, programs, and degrees offered.

The University is in compliance.

The Nursing Department offers its entire BSN completion program of study online. The School of Education is the only academic unit at ASU that uses interactive video with a distant site for a course offering. All nursing distance learning students are given a copy of the *Distance Student Handbook*. This handbook is available online and in a printed version. Faculty members are required to provide an online course syllabus. Students can also expect to find study guides and other relevant course information online.

Distance learning students are required to use an online provider compatible with ASU servers. The University provides proxy service. This arrangement ensures that distance learning students will have computer access to all Library and ASU online services. Distance learning students also have e-mail access to librarians for assistance with research or to request that materials be sent to them. Online resources available through the Library’s web site include RamCat (the ASU online catalog), RamNet (the ASU gateway to electronic database searches), RamCOPS (access to 7,000+ electronic and 1753 print periodicals), United States and Texas government documents, among others. Services on RamNet include both full-text databases and indices which students may use in conjunction with interlibrary loan to acquire materials not held in the ASU Library. With Lexis-Nexis Academic Universe, FirstSearch, TexShare, and other online resources, distance students have access to an extraordinary variety of electronic resources.

Distance learning students may request that articles be photocopied. Moreover, nursing faculty obtain copyright release to include articles as materials in the electronic classroom. The TexShare borrowing card enables students (and faculty) to use any participating library, subject to local restrictions. The School of Education ensures that all education distance students have TexShare cards. Nursing students are encouraged to obtain a TexShare card. Beginning in spring, 2001, library users, including distance learning students, can access TILT through the Library's web site to obtain basic library use instruction.

Distance learning students in the Nursing Department are scheduled for an orientation session devoted to library use and access. This face-to-face orientation is given to all students in introductory baccalaureate or graduate nursing courses on the first-day meeting (usually the only meeting time). The School of Education has offered a similar orientation session in an interactive telecommunication session.

The institution must own the library/learning resources, provide access to electronic information available through existing technologies, or provide them through formal agreements.

The University is in compliance.

Angelo State University provides distance learning by multiple modes of access to library/learning resources. The Library is open evening and weekend hours. Thus, users may access information at times other than normal weekday business hours. The Library permits proxy service access to off campus users. The proxy service allows users who subscribe to an online service provider other than the one used by ASU to access the library catalog and periodical databases through the library web site from any computer with online services capabilities. Furthermore, the Library subscribes to TexShare, which is a cooperative agreement with other colleges and universities allowing users to access information at other libraries near distance learning sites. Students may obtain a TexShare card that allows them to access material from any subscribing library resource learning center under that center's policies. Importantly, distance learning classes provide instruction, with the cooperation of the library/learning resource center, to students on how to access information at the physical library facilities, via the proxy server service, and through TexShare.

The institution must assign responsibility for providing library/learning resources and services and for ensuring continued access to them at each site.

The University is in compliance.

The Reference/Document Delivery Librarian is assigned the responsibility for these resources and services.

When formal agreements are established for the provision of library resources and services, they must ensure access to library resources pertinent to the programs offered by the institution and include provision for services and resources which support the institution's specific programs in the field of study and the degree level offered.

The University has no formal agreements of this kind.

Findings

Strengths

1. The Library's greatest asset by far is its highly qualified and well-trained staff who consistently render exemplary, innovative service. The library staff has been particularly successful in incorporating technology in service of the Library's mission.
2. The Library's successful adoption of information technology, along with expanded strategic use of cooperative agreements, has resulted in unprecedented library user access to information and services.

Weaknesses

1. The number of library staff is less than optimal. Continued lack of an optimal number of staff will eventually stall library initiatives and ultimately adversely affect the Library's ability to fulfill its mission.
2. Similarly, library space is barely adequate to house library collections, to deliver services, and to accommodate library personnel. Staff and space shortages are caused by under funding.

Recommendations

After careful examination, the Self-Study Steering Committee has determined that the Library meets or exceeds all library and other learning resources criteria for accreditation. Therefore, the Committee makes no recommendations.

Suggestions

1. Additional professional and support library staff should be hired so that the Library can continue to fulfill its mission.
2. The Library should be assigned a significant portion of the third floor addition, to meet its users' needs.

3. The Library's existing funds and funding sources should not be reduced by future sources of funds. In other words, the Committee proposes that library funding not be viewed as a zero sum game, where gains in one area necessitate losses in another. More concretely, successful implementation of a proposed student library fee should be viewed as a supplement to, rather than a replacement for, existing library funding.

Section 5.1: Library and Other Learning Resources Compliance Grid

Must Statement	Compliance Status	Documentation
5.1.1 Purpose and Scope		
<i>Because adequate library and other learning resources and services are essential to teaching and learning, each institution must ensure that they are available to all faculty members and enrolled students wherever the programs or courses are located and however they are delivered.</i>	In Compliance	<ul style="list-style-type: none"> • Self-Study Undergraduate Student Survey 2000 • Master's Level Student Survey 2000 • Faculty Survey 2000 • Staff Survey 2000
<i>Each institution must develop a purpose statement for its library and other learning resources services.</i>	In Compliance	<ul style="list-style-type: none"> • ASU Library web Page
<i>The library and other learning resources must be evaluated regularly and systematically to ensure that they are meeting the needs of their users and are supporting the programs and purposes of the institution.</i>	In Compliance	<ul style="list-style-type: none"> • Texas Academic Library Statistics for Four-year Public Institutions, 1998 • Self-Study Undergraduate Student Survey, 2000 • Master's Level Student Survey, 2000 • Faculty Survey, 2000 • Staff Survey, 2000 • Library Activity Report, FY 2000
<i>Learning resources and services must be adequate to support the needs of users. The size of collections and the amount of money spent on resources and services do not ensure adequacy. Of more importance are the quality, relevance, accessibility, availability and delivery of resources and services, and their actual use by students, regardless of location. These considerations must be taken into account in evaluating the effectiveness of library and learning resource support.</i>	In Compliance	<ul style="list-style-type: none"> • Texas Academic Library Statistics for Four-year Public Institutions, 1998 • Self-Study Undergraduate Student Survey, 2000 • Master's Level Student Survey, 2000 • 2001 Student Opinion Survey Results and Cumulative 1992-2001 Results, April 2001 • Faculty Survey, 2000
<i>Priorities for acquiring materials and establishing services must be determined</i>	In Compliance	<ul style="list-style-type: none"> • Policy and Procedure Memorandum #6: Collection Development Policy

Must Statement	Compliance Status	Documentation
<i>with the needs of the users in mind.</i>		
5.1.2 Services		
<i>Each institution must ensure that all students and faculty have access to a broad range of learning resources to support its purpose and programs at both primary and distance learning sites</i>	In Compliance	<ul style="list-style-type: none"> • American Library Association web site
<i>Basic library services must include an orientation program designed to teach new users how to access to bibliographic information and other learning resources.</i>	In Compliance	<ul style="list-style-type: none"> • Library Activity Report, FY 2000 • Student Library Instruction Assessment Survey • Faculty Library Instruction Evaluation Survey
<i>Library and learning resource centers must provide students with opportunities to learn how to access information in different formats so that they can continue life-long learning.</i>	In Compliance	<ul style="list-style-type: none"> • Porter Henderson Library Faculty Newsletter, Aug/Sept, 2000
<i>Librarians must work cooperatively with faculty members and other information providers in assisting students to use resource materials effectively.</i>	In Compliance	<ul style="list-style-type: none"> • Porter Henderson Library Faculty Newsletter, Aug/Sept, 2000
<i>Adequate hours must be maintained to ensure accessibility to users.</i>	In Compliance	<ul style="list-style-type: none"> • Self-Study Undergraduate Student Survey, 2000 • Master's Level Student Survey, 2000 • Faculty Survey, 2000 • ASU Library Door Count Summary Report
<i>Library collections must be cataloged and organized in an orderly, easily accessible arrangement following national bibliographical standards and conventions.</i>	In Compliance	<ul style="list-style-type: none"> • OCLC guidelines for Library of Congress cataloging • Texas State Documents Classification Scheme
<i>Students and faculty must be provided convenient, effective access to library resources needed in their program.</i>	In Compliance	<ul style="list-style-type: none"> • Policy & Procedure Memorandum #4: Circulation, 2000 • Policy & Procedure Memorandum #5: Interlibrary Loan, 2000 • Self-Study Undergraduate Student Survey, 2000 • Master's Level Student Survey,

Must Statement	Compliance Status	Documentation
<i>Convenient, effective access to electronic bibliographic databases, whether on-site or remote, must be provided when necessary to support the academic programs.</i>	In Compliance	<ul style="list-style-type: none"> • 2000 Faculty Survey, 2000 • Self-Study Undergraduate Student Survey, 2000 • Master's Level Student Survey, 2000 • Faculty Survey, 2000
<i>Libraries and other learning resource centers must have adequate physical facilities to house, service and make the library collections easily available; modern equipment in good condition for using print and non-print materials; provisions for interlibrary loan services designed to ensure timely delivery of materials; and an efficient and appropriate circulation system.</i>	In Compliance	<ul style="list-style-type: none"> • Self-Study Undergraduate Student Survey, 2000 • Master's Level Student Survey, 2000 • Faculty Survey, 2000 • Higher Education Facilities Inventory: Angelo State University. Prepared by the Texas Higher Education Coordinating Board (11/28/2000)
5.1.3 Library Collections		
<i>Institutions must provide access to essential references and special program resources for each instructional location.</i>	In Compliance	<ul style="list-style-type: none"> • ASU Library web Page (“Use the Library”)
<i>Access to the library collection must be sufficient to support the educational, research, and public service programs of the institution.</i>	In Compliance	<ul style="list-style-type: none"> • ASU Library web Page
<i>The collections of print and non-print materials must be well organized.</i>	In Compliance	<ul style="list-style-type: none"> • Policy & Procedure Memorandum #6, Section VI: Collection Maintenance
<i>Institutions offering graduate work must provide library resources substantially beyond those required for baccalaureate programs.</i>	In Compliance	<ul style="list-style-type: none"> • Self-Study Master's Level Student Survey, Fall, 2000 • National League of Nurses (NLN) Accreditation for the M.A. Program • Accreditation of the M.B.A. Programs through the Association of Collegiate Business Schools and Programs
<i>Librarians, teaching faculty and researchers must share in the development of collections, and the institution must establish policies defining their involvement.</i>	In Compliance	<ul style="list-style-type: none"> • Policy & Procedure Memorandum #6,, Section III: Responsibility for Selection • Policy & Procedure Memorandum #6,, Section IV: Fund Allocations • Self-Study Departmental

Must Statement	Compliance Status	Documentation
		Inventories <ul style="list-style-type: none"> • http://www.angelo.edu/services/library/acq/AcqFAQ.htm • Materials Budget Allocation Formula
<i>Each library or learning resource must have a policy governing resource material selection and elimination, and should have a procedure providing for the preservation, replacement or removal of deteriorating materials in the collection.</i>	In Compliance	<ul style="list-style-type: none"> • Policy & Procedure Memorandum #6,, Section III: Responsibility for Selection • Policy & Procedure Memorandum #6,, Section V: Guidelines • Policy & Procedure Memorandum #6, Section VI: Collection Maintenance
5.1.4 Information Technology		
<i>5.1.4 The institution must provide evidence that it is incorporating technological advances into its library and other learning resource operations.</i>	In Compliance	<ul style="list-style-type: none"> • Self-Study Undergraduate Student Survey, 2000 • Master's Level Student Survey, 2000 • Faculty Survey, 2000 • ASU Microcomputer Labs web Site • ASUNet Dial-Up Support Page • ASU Proxy Services
5.1.5 Cooperative Agreements		
<i>5.1.5 Cooperative agreements with other libraries and agencies should be considered to enhance the resources and services available to an institution's students and faculty members. However, these agreements must not be used by institutions to avoid responsibility for providing adequate and readily accessible library resources and services.</i>	In Compliance	<ul style="list-style-type: none"> • American Library Association web Site • Self-Study Undergraduate Student Survey, 2000 • Master's Level Student Survey, 2000 • Faculty Survey, 2000 • Cooperative Agreements
<i>5.1.5 Cooperative agreements must be formalized and regularly evaluated.</i>	In Compliance	<ul style="list-style-type: none"> • Cooperative Agreements
5.1.6 Staff		
<i>5.1.6 Libraries and other learning resources must be adequately staffed by professionals who hold graduate degrees in library science or in related fields like learning resources or</i>	In Compliance	<ul style="list-style-type: none"> • List of Library's Professional and Support Staff and their Qualifications • Texas Academic Library Statistics, 1998 • Library Quality Comparisons for 1998 (memo from Library Director

Must Statement	Compliance Status	Documentation
<i>information technology.</i>		<ul style="list-style-type: none"> • to University's President and VPAA • Library Staff Position Descriptions (on file in the Personnel Office)
<i>5.1.6 In exceptional cases, outstanding professional experience and demonstrated competence may substitute for this academic preparation; however, in such cases, the institution must justify the exceptions on an individual basis.</i>	N.A.	
<i>5.1.6 The number of library support staff must be adequate.</i>	In Compliance	<ul style="list-style-type: none"> • List of Library's Professional and Support Staff and their Qualifications • Texas Academic Library Statistics, 1998 • Library Quality Comparisons for 1998 (memo from Library Director to University's President and VPAA) • Library Staff Position Descriptions (on file in the Personnel Office)
<i>5.1.6 Institutional policies concerning faculty status, salary, and contractual security for library personnel must be clearly defined and made known to all personnel at the time of employment.</i>	In Compliance	<ul style="list-style-type: none"> • Library Staff Position Descriptions (on file in the Personnel Office)
5.1.7 Library/Learning Resources for Distance Learning Activities		
<i>5.1.7 For distance learning activities, an institution must ensure the provision of and ready access to adequate library/learning resources and services to support the courses, programs, and degrees offered</i>	In Compliance	<ul style="list-style-type: none"> • http://www.angelo.edu/dept/nursing/bsn/bsnhandbook%20.pdf • ASU Library web Page
<i>5.1.7 The institution must own the library/learning resources, provide access to electronic information available through existing technologies, or provide them through formal agreements.</i>	In Compliance	<ul style="list-style-type: none"> • ASU Library web Page
<i>5.1.7 The institution must assign responsibility for providing</i>	In Compliance	<ul style="list-style-type: none"> • ASU Library web Page

Must Statement	Compliance Status	Documentation
<i>library/learning resources and services and for ensuring continued access to them at each site.</i>		
<i>5.1.7 When formal agreements are established for the provision of library resources and services, they must ensure access to library resources pertinent to the programs offered by the institution and include provision for services and resources which support the institution's specific programs in the field of study and the degree level offered.</i>	N.A.	