

3.8.3 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. (Qualified staff)

Off-site Committee's Response

Texas College appears to provide a qualified staff, but without corresponding job descriptions, the Committee could not make a determination of compliance. Evidence for its staff's effectiveness in accomplishing the College's mission in the delivery of services such as student and faculty surveys, evaluation of the library's instruction sessions, use of its collections, and services is absent.

Institution's Response

The Off-site Committee had no issues with the qualifications of staff for the library; however, mentioned that corresponding job descriptions could assist in making a determination of compliance. The Committee also suggested that completed library surveys would be of assistance.

To address the concerns of the Committee, the College has provided the job descriptions for all positions in the library. Attachment 3.8.3-A includes copies of Job Descriptions of the staffs. Attachment 3.8.3-B includes samples of completed surveys by students and faculty that evaluate the library. The feedback from both groups reveal that they are pleased with instructional supports and services offered.

The institution again reports that the staff is well qualified and has experiences to deliver the mission of the institution. The staff is reported as follows:
The library staff consists of three full-time individuals; two of whom have the Master of Arts in Library Science, all of who have appropriate experiences. They are:

Library Staff

Name	Academic Credentials	Library Area(s) of Responsibility	Qualifications
Mrs. Linda Simmons Henry	MLS – Library Information Science, North Carolina Central University BA – African American History and Sociology, Saint Augustine's University	Library Director, Archivist Acquisitions, Special Collections	Librarian experience: 1998-2013 Director of Special Collections and University Archives, Saint Augustine' University; 1993-1009 Senior Archivist/Library Consultant/ Collection Development, North Carolina Central University; 1995-1977 Senior Library Director, Kings College;

			<p>2010 Harvard University Leadership Institute for Academic Librarians, Boston, Massachusetts; 2007 HBCU Library Alliance Leadership Institute, Atlanta, Georgia; 2003 The Frye Leadership Institute on Higher Education for Librarians, Atlanta, Georgia; 1994 Modern Library Administration and Archives Leadership Institute, Washington, District of Columbia; 1988 Post-Graduate Internship in Archival Management, North Carolina Division of Archives and History, Raleigh, North Carolina</p>
Mr. Otis Alexander	<p>MLS-Library Information Science, Ball State University</p> <p>MS-Media Science, University of the District of Columbia</p> <p>BA- Urban Studies and Music</p>	Library, Archivist, Acquisitions (as needed)	<p>Librarian experience: 2010--2012 Director /Archivist- Russell Memorial Library, St. Paul College, Lawrenceville, VA, 2010-2012; Director Archivist,2002-2005,Southern University Randolph E. Meyers Memorial Library</p> <p>1978-1979 Assistant Librarian-Cuttington University College, West Africa;</p> <p>Certificate for Academic Librarians- Harvard Graduate School of Education, Library Science and Archival Management, Atlanta University School of Library and Information Studies,</p> <p>Library Science, International University for Graduate Studies, St. Kitts-Nevis</p> <p>Oberlin Conservatory of Music</p>
Mrs. Joyce Arps	MLS-East Texas University	Electronic Resources librarian, Access electronic	Librarian experience: Acting Director Texas College,1972-

	BA Texas College	data bases, Circulation and Reference Librarian, Cataloger (as needed)	2003; Circulation/Curriculum Librarian Wiley College, Marshall, TX, 2004-2005; Director of Library Services, Jarvis Christian College, Hawkins, TX 2005-2007
Ms. Julia Smith	BA- Texas College Certificate Tyler Junior College	Cataloger and Acquisitions Librarian	University of North Texas, Denton , TX –Library Information Science courses for the graduate degree along with course for Information Organization and Reference
Tim Ryan	BA- University of Wisconsin AS – Highland Community College	Library Assistant	Centenary College of Louisiana 2011-2013 Lawrence University, 2009-2011 Entry level position in library; Sociology background
Student Workers (8)	Enrolled in at least 12 credit hours at Texas College	Student Library Assistants	Moderate knowledge of MS Office, hard and soft business skills and customer service

As noted the full-time staffs cover the essential operations of the library; on occasion students assigned to college work-study are utilized to carryout duties of the library. More specifically, student workers sort and arrange materials to be shelved; provide office and public area support; assist users with computers, photocopiers, and other equipment; and prepare mailings, create documents, answer telephones, and maintain files.

Documentation:

- Attachment 3.8.3-A: Job Descriptions of the Library Staff
- Attachment 3.8.3- B: Completed Library Surveys (Samples)

Attachment 3.8.3-A: Job Descriptions of the Library Staff

TEXAS COLLEGE JOB DESCRIPTION

TITLE: Director of Library Services

UNIT: Library

DIVISION: Academic Affairs

SUPERVISORY RESPONSIBILITY:

JOB GOAL: The Director is responsible for all aspects of management and planning for the library to ensure quality library services and collection materials are provided to students, faculty, staff, alumni, and local communities. Duties include policy recommendation, departmental planning, and direction and administration of library activities. The work requires that the employee have thorough knowledge, skill and ability in every phase of the college library field. MLS required.

PRIMARY RESPONSIBILITIES:

1. Plan, organize, coordinate, and direct all components of the library operation in keeping with the College's mission.
2. Improve library services through networks that will ultimately impact collection development, catalog, inter-library loans, reference work, and document delivery.
3. Systematically develop the collection in the library to select library materials (both print and non-print) and to develop a balanced book collection to support the instructional and research needs of students and faculty.
4. Formulate and administer library policies and procedures in collaboration with the staff.
5. Prepare a budget in keeping with departmental needs.
6. Help staff participate and increase their capacity for creative involvement.
7. Obtain financial resources for the library through grant proposals.
8. Interpret the library purpose and programs to the academic constituency through workshops, seminars, and forums.
9. Supervise and motivate staff performance.
10. Keep abreast of changes in higher education that will directly impact library services.

Job Description: Director of Library Services

11. Acquire, analyze, and report statistical data pertinent to services and needs of the library.
12. Participate in objective formula analysis for departmental allocations for library materials.
13. Assess and evaluate the effectiveness of library services, staff facilities, and resources in an effort to make long-range projections with proposed activities for implementation.
14. Be accountable to the administration/faculty in discharging the responsibilities of the office.
15. Other duties as assigned.

TEXAS COLLEGE JOB DESCRIPTION

TITLE: Cataloger and Acquisitions Librarian

UNIT: Library

DIVISION: Academic Affairs

SUPERVISORY RESPONSIBILITY:

JOB GOAL: Responsible for cataloging all types of materials acquired by the library in accordance with national standards and for the organization, development and management of both the cataloging and acquisitions sections. Provide leadership and expertise in all aspects of the acquisition and receipt of all library resources and acts as the primary resource for monograph acquisitions as well as assisting with other higher-level management activities. Demonstrate ability to work independently and collaboratively in teams. MLS preferred.

PRIMARY RESPONSIBILITIES:

1. Performs original cataloging by assigning subject and classification number to each monograph, serial, and AV material acquired by the library according to standards.
2. Assure the quality and integrity of the library's bibliographic database, and acts as final authority on on-line catalog and cataloging procedures.
3. Manages, directs and supervises both Cataloging and Acquisitions Sections' activities which include coordinating and evaluating the operations of the two sections, developing policies and procedures, establishing priorities, and monitoring the acquisitions budget.
4. Prepares written reports and sees that monthly statistics are accurate and current.
5. Manage acquisition processes for the physical collection, including ordering, receiving, invoice payment, physical processing, gift accessioning, and approval plan management.
6. Monitors expenditures, vendor payments, encumbrances, and status of orders.
7. Maintains awareness of copy cataloging standards and trends.
8. Performs other duties as required.

TEXAS COLLEGE JOB DESCRIPTION

TITLE: Electronic Resources Librarian

UNIT: Library

DIVISION: Academic Affairs

SUPERVISORY RESPONSIBILITY:

JOB GOAL: This position provides leadership and direction for the development, delivery, and assessment of the College's library collections of electronic resources. It provides advice and guidance on electronic resources to other faculty and staff participating in user service programs. The Electronic Resources Librarian takes steps to incorporate new and emerging techniques and technologies into the program. Good understanding of issues involved in developing, maintaining, and delivering electronic collections of various types including serials. MLS preferred.

PRIMARY RESPONSIBILITIES:

1. Maintain electronic resource collection.
2. Investigate the latest electronic content and services and lead initiatives to improve the efficiency and effectiveness of existing electronic resources.
3. Ensure that electronic resources are as widely accessible as possible by promoting the use of these resources in the library.
4. Assist students with career exploration and preparation via the internet.
5. Assist students with career guidance service assignments using web-based career resources.
6. Provide leadership in developing, delivering, and assessing the College's collections of electronic resources.
7. Prepares appropriate reports related to electronic resources and associated issues.
8. Develop mechanisms for evaluating the effectiveness and relevance of the College's electronic collections and the services that support them.
9. Work with other library faculty and staff to ensure that information on electronic resources is appropriately shared and distributed.

Job Description: Electronic Resources Librarian

10. Work with other library faculty and staff, consortium partners, and external service providers, including but not limited to publishers, vendors, content providers, and technology suppliers to provide optimal access to electronic resources.
11. Participate in accomplishing the work of the various projects and activities undertaken by the library.
12. Participate in the planning, development, and delivery of the services and activities of the library.
13. Stay abreast of current trends and best practices in areas of responsibility and takes steps necessary to integrate these into the College library as appropriate.
14. Participate in delivering user instruction and assist other instructors with incorporating into their classes appropriate information on electronic resources.
15. Serve on committees and task forces in the library and on campus.
16. Seek grant funding to support research or experimentation in his/her field(s) of interest or to benefit the library overall.
17. Perform other duties as assigned.

TEXAS COLLEGE JOB DESCRIPTION

TITLE: Library Assistant

UNIT: Library

DIVISION: Academic Affairs

REPORTING AUTHORITY: Director of Library Services

SUPERVISORY RESPONSIBILITY: Student Library Assistant

JOB GOAL: Provide assistance to library patrons and circulation; assist students and faculty with database use and software applications, work on service desk, shelve books, read the shelves, maintain statistics, reports, and files. Assist with the statistical data of the library including books added to collection; willing to learn various library technology databases and automation. Requirements include ability to provide excellent customer service and public relations outreach; working knowledge of Microsoft products and general office equipment. Bachelor's degree preferred.

PRIMARY RESPONSIBILITIES:

1. Work with the librarians with the overall operations of the TLC system for the library.
2. Help coordinate in-service training for the day to day schedule with the work study students.
3. Assist with the function of charging and discharging of library materials.
4. Help create and apply new information techniques, equipment and process to achieve maximum utilization of the library materials and information sources for the faculty, students and community.
5. Good communication skills both oral and written.
6. Help supervise work study students and monitor coverage on circulation desk.
7. Work with the librarians in making available daily newspapers and serials that are housed in the periodicals area. Report all problem areas to librarian.
8. Maintain the overdue list and reserve list of all faculty members along with their course outlines.
9. Assist with the training & maintenance of database searches for library research.

Job Description: Library Assistant

10. Assist with the scheduling & supervision of student workers in stacks and circulation desk.
11. Maintain inventory of supplies in the department and make recommendations.
12. Maintain the book stacks, microfilms and vertical files.
13. Willing to work flexible hours, nights & weekends.
14. Maintain the magazine & periodicals display area.
15. Perform any other duties as designated by the Director of Library Services.

TEXAS COLLEGE JOB DESCRIPTION

TITLE: Student Library Assistant

UNIT: Library

DIVISION: Academic Affairs

REPORTING AUTHORITY: Director of Library Services

SUPERVISORY RESPONSIBILITY: None

JOB GOAL: Work involves responsibility for routine circulation, shelf maintenance and clerical functions using automated circulation TLC system. Duties include charging books in and out, shelving library materials, data inputting, and telephone answering. This position is also invested with making beginning level library clerical decisions. The work requires that the employee have some knowledge, skill and ability in library clerical functions and MS Office, and must be enrolled in at least 12 hours at Texas College.

PRIMARY RESPONSIBILITIES:

1. Charges books, magazines and other library holdings in and out at the circulation desk and collects fines for overdue materials using an automated circulation system for Texas College.
2. Replaces books, magazines and other library holdings on shelves according to numbering sequences.
3. Discharges incoming library materials using an automated circulation system and inspects them for damages.
4. Performs routine library computer functions.
5. Operates a variety of standard office and library machines.
6. Assist Performs routine book maintenance and processing including stickers, typing spine labels and covering books.
7. Answers telephones and provides routine information or refers and transfers calls.
8. Assists in assuring accurate library shelving by shelf-reading and re-shelving of materials, as needed.
9. Performs related work as required.

Job Description: Student Library Assistant

10. Assist with the processing of new materials and equipment
11. Performs collection development through review, selection and marketing of library resources; maintains awareness of professional literature relating to use the library Services and instructional technologies.
12. Participates in the collaborative maintenance of reference communication tools.
13. Work with the librarians with the overall operations of the TLC system for the library.
14. Maintain inventory of supplies in the department and make recommendations.
15. Willing to work flexible hours, nights & weekends.
16. Perform any other duties as designated by the Director of Library Services.

Attachment 3.8.3 – B: Completed Library Surveys (Samples)

TEXAS COLLEGE DOMINION ROBERT GLASS LIBRARY

USER SATISFACTION SURVEY FOR STUDENTS

Summer 2015

In order to measure our effectiveness in the Library, the D.R. Glass Library staff wants to find out how well we are serving you. This information will help us offer you the kind of services that will best meet your research needs. Please take a few minutes to complete this brief survey.

Please circle the appropriate answer.

Library Accessibility and Arrangement

(1) How accessible are the materials in the Glass Library?

- a. Poor
- b. Average
- ☒ c. Good
- d. Excellent

(2) Is the Library conducive to your research needs?

- a. Poor
- b. Average
- ☒ c. Good
- d. Excellent

Demographic Information

(3) Which of the following best describes you?

- ☒ a. Freshman
- b. Sophomore
- c. Junior
- d. Senior
- e. Other

(4) What is your gender?

- ☒ a. Male
- b. B. Female

(5) What best represents your Division?

- a. Business and Social Science
- b. Natural Science, Computational Science and Math
- c. Humanities and General Studies
- ☒ d. Education

(6) Are You (check one category)

- ☒ a. Full Time

- b. Part Time

Library Use and Evaluation

(7) What areas of the Library did you use or visit today? (Please check all that applies)

- ☒ a. Circulation Desk
- b. Periodical Section
- ☒ c. Reference Desk
- d. Study Rooms
- e. Book Stacks
- ☒ f. Online Catalog/Database
- ☒ g. Kiosk Services
- h. Audio-Visual equipment

(8) What did you do in the Library? (Please Check all that applies)

- a. Asked for assistance
- ☒ b. Looked for Library Materials(Here and at other facilities)
- c. Used the Computers
- d. Studied individually
- ☒ e. Studied in a group
- f. Met Friends/group
- g. Printed from the computer
- h. Checked-out/returned books
- i. Made photocopies

(9) How would you rate the Library on the following:

- a. Access to Computers
 - 1. Excellent
 - 2. Fair
 - 3. Poor
 - ☒ 4. Not Applicable
- b. Quality of Assistance
 - ☒ 1. Excellent
 - 2. Fair
 - 3. Poor
 - 4. Not Applicable
- c. Access to the online resources
 - 1. Excellent
 - ☒ 2. Fair
 - 3. Poor
 - 4. Not Applicable
- d. Quality of Online Databases
 - ☒ 1. Excellent
 - 2. Fair
 - 3. Poor
 - 4. Not Applicable
- e. Print Books Collection
 - 1. Excellent
 - ☒ 2. Fair
 - 3. Poor

4. Not Applicable
- f. Do the Library's current hours meet your academic needs?
- ☒ 1. Yes
 - 2. Somewhat
 - 3. Barely
 - 4. Not at all

Would you like to make a comment about the hours?

(10) Does the Library provide adequate instructions in the use of Library resources and Materials?

- 1. Poor
- 2. Average
- ☒ 3. Good
- 4. Excellent

(11) Overall Rating

- 1. Poor
- 2. Average
- ☒ 3. Good
- 4. Excellent

(12) Comment on Texas College Library services, collections and spaces. Please include here comments on areas which we are doing well and areas for improvement.

1. Services:

2. Collections: *Good*

3. Buildings/Spaces: *lots of room*

4. Physical and Remote Database Access:

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Please circle the appropriate answer.

Library Accessibility and Arrangement

(1) How accessible are the materials in the Glass Library?

- a. Poor
- b. Average
- c. Good
- ☒ d. Excellent

(2) Is the Library conducive to your research needs?

- a. Poor
- b. Average
- c. Good
- ☒ d. Excellent

Demographic Information

(3) Which of the following best describes you?

- ☒ a. Freshman
- b. Sophomore
- c. Junior
- d. Senior
- e. Other

(4) What is your gender?

- a. Male
- ☒ b. Female

(5) What best represents your Division?

- ☒ a. Business and Social Science
- b. Natural Science, Computational Science and Math
- c. Humanities and General Studies
- d. Education

(6) Are You (check one category)

- ☒ a. Full Time

- b. Part Time

Library Use and Evaluation

(7) What areas of the Library did you use or visit today? (Please check all that applies)

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- ☒ d. Study Rooms
- ☐ e. Book Stacks
- ☒ f. Online Catalog/Database
- ☒ g. Kiosk Services
- ☐ h. Audio-Visual equipment

(8) What did you do in the Library? (Please Check all that applies)

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- ☐ c. Used the Computers
- ☐ d. Studied individually
- ☒ e. Studied in a group
- ☐ f. Met Friends/group
- ☐ g. Printed from the computer
- ☐ h. Checked-out/returned books
- ☐ i. Made photocopies

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 - 1. Excellent
 - ☒ 2. Fair
 - 3. Poor
 - 4. Not Applicable
- b. Quality of Assistance
 - ☒ 1. Excellent
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 - 3. Poor
 - 4. Not Applicable
- c. Access to the online resources
 - ☒ 1. Excellent
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 - 4. Not Applicable
- d. Quality of Online Databases
 - ☒ 1. Excellent
 - 2. Fair
 - 3. Poor
 - 4. Not Applicable
- e. Print Books Collection
 - ☒ 1. Excellent
 - 2. Fair
 - 3. Poor

4. Not Applicable

f. Do the Library's current hours meet your academic needs?

☒ 1. Yes

2. Somewhat

3. Barely

4. Not at all

Would you like to make a comment about the hours?

(10) Does the Library provide adequate instructions in the use of Library resources and Materials?

1. Poor

2. Average

3. Good

☒ 4. Excellent

(11) Overall Rating

1. Poor

2. Average

3. Good

☒ 4. Excellent

(12) Comment on Texas College Library services, collections and spaces. Please include here comments on areas which we are doing well and areas for improvement.

1. Services:

2. Collections:

3. Buildings/Spaces:

4. Physical and Remote Database Access: *Good Selection*

TEXAS COLLEGE DOMINION ROBERT GLASS LIBRARY

USER SATISFACTION SURVEY FOR STUDENTS

SUMMER 2015

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Library Tour/Information Literacy Search

Date 6-22-2015

Director-Linda Simmons-Henry

Please circle the appropriate answer:

The overall quality of the session was good.

- ☒ a. Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

The style and delivery methods were effective.

- a. Strongly Agree
- ☒ b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

This session was helpful to me.

- ☒ a. Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

There was adequate time allotted for presentation.

- a. Strongly Agree
- ☒ b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

The presenter(s) allowed adequate time for discussion.

- ☒ a. Strongly Agree
- b. Agree
- c. Disagree
- d. Strongly Disagree
- e. Not Applicable
- f. Not Applicable

COMMENTS:

Provide suggestions for improving the session and overall meeting.

N/A

Overall Great Tour

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- ☐ c. Neutral
- ☐ d. Disagree
- ☐ e. Strongly Disagree
- ☐ f. Not Applicable

The style and delivery methods were effective.

- ☒ a. Strongly Agree
- ☐ b. Agree
- ☐ c. Neutral
- ☐ d. Disagree
- ☐ e. Strongly Disagree
- ☐ f. Not Applicable

This session was helpful to me.

- ☒ a. Strongly Agree
- ☒ b. Agree
- ☐ c. Neutral
- ☐ d. Disagree
- ☐ e. Strongly Disagree
- ☐ f. Not Applicable

There was adequate time allotted for presentation.

- a. Strongly Agree
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- e. Strongly Disagree
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- c. Disagree
- d. Strongly Disagree
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COMMENTS:

Provide suggestions for improving the session and overall meeting.

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SUMMER 2015

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- d. Disagree
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The style and delivery methods were effective.

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- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

This session was helpful to me.

- ☒ a. Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

There was adequate time allotted for presentation.

- ☒ a. Strongly Agree
- ☐ b. Agree
- ☐ c. Neutral
- ☐ d. Disagree
- ☐ e. Strongly Disagree
- ☐ f. Not Applicable

The presenter(s) allowed adequate time for discussion.

- ☒ a. Strongly Agree
- ☐ b. Agree
- ☐ c. Disagree
- ☐ d. Strongly Disagree
- ☐ e. Not Applicable
- ☐ f. Not Applicable

COMMENTS:

Provide suggestions for improving the session and overall meeting.

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SUMMER 2015

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- ☒ Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

The style and delivery methods were effective.

- a. Strongly Agree
- ☒ Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

This session was helpful to me.

- ☒ Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

There was adequate time allotted for presentation.

- ☒ Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

The presenter(s) allowed adequate time for discussion.

- ☒ Strongly Agree
- b. Agree
- c. Disagree
- d. Strongly Disagree
- e. Not Applicable
- f. Not Applicable

COMMENTS:

Provide suggestions for improving the session and overall meeting.

TEXAS COLLEGE DOMINION ROBERT GLASS LIBRARY

USER SATISFACTION SURVEY FOR FACULTY/STAFF MEMBERS

Summer 2015

In order to measure our effectiveness in the Library, the D.R. Glass Library staff wants to find out how well we are serving you. This information will help us offer you the kind of services that will best meet your research needs. Please take a few minutes to complete this brief survey.

Please circle the appropriate answer.

Demographic Information

(1) Which Areas Do You Teach?

- a. Business and Social science
- b. Natural Science, Computational Science and Math
- ☒ c. Humanities and General Studies
- d. Education
- e. Not Applicable

(2) Are You?

- ☒ a. Full-time
- b. Part-time

Library Services for Use and Evaluation

(3) How often do you visit or use the library physically?

- a. This is my first time
- b. Quarterly
- c. Monthly
- ☒ d. Weekly
- ☒ e. Two to Three times a week
- f. Never

(4) Does the Library provide adequate resources and materials for your classroom assignments?

- a. Poor
- ☒ b. Average
- c. Good
- d. Excellent

(5) Are the Library hours adequate to meet your needs?

- a. Poor
- ☒ b. Average
- c. Good
- d. Excellent

Library Resources

(6) Does the Library provide the selection of resources that best meet your research needs?

- a. Poor
- ☒ b. Average
- c. Good
- d. Excellent

(7) Does the Library meet your needs in the selection of media resources?

- ☒ a. Poor
- b. Average
- c. Good
- d. Excellent

(8) What are the most effective ways to inform you about the Library resources and services?

- ☒ a. Library Website
- b. Reference Librarians
- c. Library Liaisons
- d. E-mails

(9) Does the selection of periodicals meet your research needs?

- a. Poor
- ☒ b. Average
- c. Good
- d. Excellent

Library Staff

(10) Is the staff adequate in assisting you in the location of library materials here and at other facilities?

- a. Poor
- b. Average
- ☒ c. Good
- d. Excellent

(11) Is the number and availability of the staff adequate?

- a. Poor
- ☒ b. Average
- c. Good
- d. Excellent

(12) Overall Rating

- a. Poor
- b. Average
- c. Good
- d. Excellent

(13) Comment on the Texas College Library services, collections and spaces. Please include comments on areas in which we are doing well and areas for improvement.

Services

Collections

Buildings/Spaces

Physical and Remote Database Access

✓

TEXAS COLLEGE DOMINION ROBERT GLASS LIBRARY

USER SATISFACTION SURVEY FOR STUDENTS

Summer 2015

In order to measure our effectiveness in the Library, the D.R. Glass Library staff wants to find out how well we are serving you. This information will help us offer you the kind of services that will best meet your research needs. Please take a few minutes to complete this brief survey.

Please circle the appropriate answer.

Library Accessibility and Arrangement

(1) How accessible are the materials in the Glass Library?

- a. Poor
- b. Average
- c. Good
- ☒ d. Excellent

(2) Is the Library conducive to your research needs?

- a. Poor
- b. Average
- c. Good
- ☒ d. Excellent

Demographic Information

(3) Which of the following best describes you?

- a. Freshman
- ☒ b. Sophomore
- c. Junior
- d. Senior
- e. Other

(4) What is your gender?

- ☒ a. Male
- b. B. Female

(5) What best represents your Division?

- ☒ a. Business and Social Science
- b. Natural Science, Computational Science and Math
- c. Humanities and General Studies
- d. Education

(6) Are You (check one category)

- ☒ a. Full Time

- b. Part Time

Library Use and Evaluation

(7) What areas of the Library did you use or visit today? (Please check all that applies)

- ☒ a. Circulation Desk
- b. Periodical Section
- c. Reference Desk
- d. Study Rooms
- e. Book Stacks
- f. Online Catalog/Database
- g. Kiosk Services
- h. Audio-Visual equipment

(8) What did you do in the Library? (Please Check all that applies)

- a. Asked for assistance
- b. Looked for Library Materials(Here and at other facilities)
- ☒ c. Used the Computers
- d. Studied individually
- e. Studied in a group
- f. Met Friends/group
- g. Printed from the computer
- h. Checked-out/returned books
- i. Made photocopies

(9) How would you rate the Library on the following:

- a. Access to Computers
 - 1. Excellent
 - ☒ 2. Fair
 - 3. Poor
 - 4. Not Applicable
- b. Quality of Assistance
 - 1. Excellent
 - ☒ 2. Fair
 - 3. Poor
 - 4. Not Applicable
- c. Access to the online resources
 - 1. Excellent
 - ☒ 2. Fair
 - 3. Poor
 - 4. Not Applicable
- d. Quality of Online Databases
 - ☒ 1. Excellent
 - 2. Fair
 - 3. Poor
 - 4. Not Applicable
- e. Print Books Collection
 - ☒ 1. Excellent
 - 2. Fair
 - 3. Poor

4. Not Applicable
- f. Do the Library's current hours meet your academic needs?
1. Yes
 - ☒ 2. Somewhat
 3. Barely
 4. Not at all

Would you like to make a comment about the hours?

(10) Does the Library provide adequate instructions in the use of Library resources and Materials?

1. Poor
2. Average
- ☒ 3. Good
4. Excellent

(11) Overall Rating

1. Poor
2. Average
- ☒ 3. Good
4. Excellent

(12) Comment on Texas College Library services, collections and spaces. Please include here comments on areas which we are doing well and areas for improvement.

1. Services:

Like The changes in library

2. Collections:

3. Buildings/Spaces:

P/A

4. Physical and Remote Database Access:

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2. Collections:

3. Buildings/Spaces:

4. Physical and Remote Database Access:

TEXAS COLLEGE DOMINION ROBERT GLASS LIBRARY

LIBRARY TOUR/INFORMATION LITERACY SESSION

SUMMER 2015

FACULTY

6-22-2015

DIRECTOR: LINDA SIMMONS- HENRY

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Please circle the appropriate answer:

The overall quality of the session was good.

- ☒ a. Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree
- f. Not Applicable

The style and delivery methods were effective.

- ☒ a. Strongly Agree
- b. Agree
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- f. Not Applicable

This session was helpful to me.

- ☒ a. Strongly Agree
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There was adequate time allotted for presentation.

- a. Strongly Agree
- b. Agree
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The presenter(s) allowed adequate time for discussion.

- a. Strongly Agree
- ☒ b. Agree
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As a faculty member I will incorporate the various library resources in my classroom presentations and/ or assignments.

- ☒ a. Strongly Agree
- b. Agree
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COMMENTS:

Provide suggestions for improving the session and overall meeting.

Great job.

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Excited about the new library!

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More time -
Demonstration

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