

2006-2007

Assessment Plan and Report



**Fred J. Taylor Library
and Technology Center**

<http://www.uamont.edu/library>

**Revised based on CASAA
Recommendations**

*Plan Adopted 2000-2001
Plan Revised 2002-2007*

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- 1. List the student learning outcomes (goals) for your unit. Include the specific Web site address where the learning outcomes can be accessed. An example of a student learning outcome is: “A student who graduates from the School/Department of _____ should be able to . . .” If your unit has specific accreditation standards, please attach these standards; include the name of the accrediting body and the term of the accreditation.**

The following mission statement, vision statement, goals and major emphases are posted on the library Web site under the “About Us” section at:
<http://www.uamont.edu/library/newsite/about/mission.html>.

Mission

The University of Arkansas at Monticello Library functions as a primary educational unit on the campus by providing and organizing resources and services for students in their academic course work at the university. The library also assists the students, faculty, and administrative personnel who desire to satisfy their research, information, and leisure reading requirements.

As a public educational agency, the library provides all its clientele with a comprehensive collection of materials in a variety of media and formats that records man’s knowledge, ideas, and culture; organizes these materials for ready access and offers guidance and encouragement in their use; and serves the university community with reliable and easily available sources of information and reference. The library endeavors to serve the academic community by stimulating the cultural development of students and faculty by motivating students to acquire lifelong interests in good reading and by keeping the faculty abreast of the progress of scholarship.

Vision

The University of Arkansas at Monticello Library will be the intellectual and academic heart of campus, by providing a place for interaction, collaboration, consultation, study, and reflection. The university community will recognize the library for its depth and breadth of information resources, including a balance of traditional print resources and electronic information technologies. Librarians will play an active role in helping students, faculty, and staff to access, select, retrieve, analyze, and evaluate information.

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Goals

1. To develop print and digital collections adequate to support the curriculum, based on the university objectives of teaching, research, and public service.
2. To build and maintain a collection of Internet resources which are appropriate for the undergraduate curriculum and the selected graduate programs offered on campus, and to make such resources accessible to resident and distance learning students.
3. To continue to perform and enhance traditional library services and, at the same time, to investigate and develop new, easier access and delivery of library resources to a changing clientele.
4. To establish the library as the archival repository for official university records and to collect and conserve materials which contribute to greater knowledge of state and local history.
5. To continue to share resources with the libraries of the University of Arkansas at Monticello Technology Center at McGehee and the University of Arkansas at Monticello Technology Center at Crossett and to facilitate cooperation through joint projects and policy development.

Major Emphases

1. Development of library electronic, microform, and print resource collections that parallel the academic curriculum at all points and in all schools/divisions and the implementation of a Web-based catalog to link users directly to full-text documents.
2. Provision of reference service to all patrons, utilizing electronic databases and Internet Web sites as well as traditional print media through one-on-one contact in the library and through e-mail and telephone.
3. Delivery of requested material not held by the library by the quickest and easiest method or as requested by the patron, whether by e-mail, FAX, the U.S. Postal Service, or courier.

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4. Instructional guidance in the use of library resources in all forms, explanation of criteria to be used in evaluating Internet Web sites, and presentation of elementary and advanced research techniques to responsive clientele. Planning for the implementation of online tutorials and online guides to electronic resources, research methods, and information literacy.
5. Availability of library faculty to teaching faculty for purposes of working with this group to integrate scholarly electronic resources into courses and course content. This would include collaborating with faculty to select and integrate the best resources based on any particular course or field.
6. Continued development of collection strengths in special programs, such as forest and wildlife sciences, hospitality services, criminal justice, and nursing, along with attention to the special collections of local and state materials.

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2. Demonstrate how your unit’s specific student learning outcomes (goals) are linked to the mission of UAM. Please use your enumerated list from Question 1 to complete the section to the right.

	UAM MISSION STATEMENT	Unit Learning Outcomes
1 2 3 4	The mission the University of Arkansas at Monticello shares with all universities is the commitment to search for truth, understanding through scholastic endeavor.	Library Mission
5 6 7 8	The University seeks to enhance and share knowledge, to preserve and promote the intellectual content of society, and to educate people for critical thought.	Library Vision
9 10 11 12 13	The University provides learning experiences that enable students to synthesize knowledge, communicate effectively, use knowledge and technology with intelligence and responsibility, and act creatively within their own and other cultures.	Goals 1 to 5
14 15 16 17 18 19 20 21 22 23 24	The University strives for excellence in all its endeavors. Educational opportunities encompass the liberal arts, basic and applied sciences, selected professions, and vocational/ technical preparation. These opportunities are founded in a strong program of general education and are fulfilled through contemporary disciplinary curricula, certification programs, and vocational/technical education or workforce training. The University assures opportunities in higher education for both traditional and non-traditional students and strives to provide an environment that fosters individual achievement and personal development.	Major emphases 1 to 6

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3. Provide specific evidence of the ways that your unit communicates student learning outcomes to prospective and current students (Examples: Web site, catalog, syllabi, brochures).

The Mission and Vision are posted at the front of the library at the circulation desk. Individual goals and emphases are underscored through e-mails sent regularly to the campus. The mission statement, vision statement, goals and major emphases are posted on the library Web site under the “About Us” section at: <http://www.uamont.edu/library/newsite/about/mission.html>.

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4. Provide specific evidence of how your unit assesses whether students have achieved your unit's learning outcomes. (Examples: Pre/post tests, post tests, capstone classes, surveys, graduation rates, etc.)

Assessment Practices			
<p>1. In the 2006-2007 fiscal year, evaluation forms were given to the students who had completed the library bibliographic instruction sessions. A majority of the students rated the instruction as average to excellent. {See Appendix 1 for a sample evaluation survey.}</p>			
Library Instruction	# of UAM Students	# of Public School Students	Total # of Students
2002-2003	810	190	1,000
2003-2004	1033	244	1,277
2004-2005	482	153	635
2005-2006	536	466	1,002
2006-2007	568	179	747
<p>2. An inventory of library book collections to document missing items, to correct classification errors, and to identify subject areas for weeding.</p>			
Academic year	Inventory Status		
2002-2003	Partial Inventory		
2003-2004	Complete Inventory		
2004-2005	Complete Inventory		
2005-2006	Complete Inventory		
2006-2007	Complete Inventory		
<p>3. An examination of the current periodical and serial subscription lists in both paper and electronic formats; to cancel those titles not germane to the curriculum or of general interest; to withdraw titles because of cessation and/or age; and to evaluate new periodical titles for inclusion in the collection.</p>			
Periodicals/Serials	Added Subscriptions	Discontinued Subscriptions	Total Subscriptions
2002-2003	19	81	967
2003-2004	10	12	965

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2004-2005	16	11	969
2005-2006	5	13	956
2006-2007	9	14	949

4. An evaluation of the use of current subscription databases available through the ARKLink consortium; receiving and acting upon proposals submitted by faculty for subscription access to new databases; and initiating trials for new databases for inclusion in library access capability.

Electronic Resources	# of Database Subscriptions	# of Searches	# of Full-text Documents Retrieved
2002-2003	30	29,498	10,623
2003-2004	60	62,170	45,846
2004-2005	70	122,234	58,498
2005-2006	95	118,750	51,435
2006-2007	96	89,709	52,690

5. A continued diligent search of campus buildings for papers and other artifacts that should be preserved by the library as the university archives repository.

- Over the past five years, the library has diligently located papers and other artifacts that should be preserved. Materials were donated or transferred from the Chancellor's Office, Academic Affairs, the Office of Advancement, and alumni. Special Collections completed online exhibits featuring Weevil Pond and the Big Oak.

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5. Provide evidence of the measures of student performance that your unit collects and analyzes regularly. (Examples: retention rates/pass rates for classes, teacher-made tests, research papers, recitals, field experiences, etc.) Give specific examples of how analyses of student performance have been used to improve unit decisions.

Library Usage Summaries

Circulation Statistics	Items circulated through the circulation system
2002-2003	29,778
2003-2004	35,152
2004-2005	30,780
2005-2006	39,937
2006-2007	32,183

Library Attendance	Number of patrons using the library
2002-2003	65,988
2003-2004	72,825
2004-2005	73,160
2005-2006	87,026
2006-2007	88,780

InterLibrary Loan	Articles Sent	Articles borrowed	Total transactions
2002-2003	829	645	1,474
2003-2004	972	497	1,469
2004-2005	1,050	614	1,664
2005-2006	850	721	1,571
2006-2007	765	639	1,404

Special Collections	# of Items Used by Patrons	# of Patrons Using Collection in Person
2002-2003	518	142
2003-2004	500	100
2004-2005	885	151
2005-2006	1,345	274
2006-2007	1,062	253

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Library Materials Summaries

Fiscal Year:	2002/03	2003/04	2004/05	2005/06	2006/07
Previous Year End Totals:	148,505	150,020	151,576	152,382	152,831
Volumes Added:					
Monographs	1,195	1,210	669	676	932
Bound Periodicals (<i>Net Gain</i>)	325	481	301	246	263
Volumes Withdrawn:					
Monographs	-5	-135	-164	-473	-164
Total Volumes June 30:	150,020	151,576	152,382	152,831	153,862
Additional Holdings:					
Reels of Microfilm:	16,318	16,577	16,875	17,052	17,367
Curriculum Materials:	1,483	1,496	1,510	1,480	1,215
Library Materials Grand Totals:	167,821	169,649	170,767	171,363	172,444
Current Serial Subscriptions:					
Serials	266	266	265	260	258
Periodicals	671	668	672	664	659
Newspapers	30	31	32	32	32
Totals:	967	965	969	956	949
Other Library Materials:					
U.S. Gov. Documents:	84,339	84,691	87,148	87,511	87,434
ERIC Doc. Microfiche (<i>Ceased 2005</i>)	267,715	282,887	285,552	285,552	285,552

Units Decisions made based on Analysis of Data

1. The new library Web site, launched in August of 2006, was developed based on a Web site usability study conducted in July. Faculty, staff and students were studied to see how usable the proposed new Web site would be. Results were used to improve the design of the Web site before its launch, including providing multiple entry points to data, using a wider variety of graphics, integrating the online public access interface into the Web site, and simplifying the homepage. {See Appendix 2 for the Tester Tasks used in the study. }

			All Testers			
			Task	False Starts	No Success	Avg Time (seconds)
False Starts, unsuccessful attempts, and average time to complete tasks. The chart represents 10 users and 22 tasks.			1	1	1	4.53
			2	0	1	68
			3	0	0	18
			4	5	5	1.09
			5	4	3	45.8
			6	6	4	54.9
			7	4	8	51.4
			8	1	2	23.6
			9	7	7	44.4
			All Tasks			10
Tester	False Starts	No Success	11	7	8	68
1	4	4	12	4	10	63.8
2	6	7	13	2	2	39
3	5	7	14	5	6	76.5
4	4	8	15	1	8	46.56
5	10	11	16	2	1	36.11
6	10	8	17	4	6	69
7	9	6	18	1	0	12.63
8	4	4	19	2	0	31.88
9	10	13	20	1	0	12.17
10	3	10	21	1	2	43.56
Totals	65	78	22	2	3	39.11
			63		79	

2. Based on the electronic resources report and anecdotal evidence, library faculty and staff concluded that students prefer accessing information online. Therefore, the library published 14 articles in the online student newspaper and sent out 112 e-mail announcements to better communicate with this growing portion of the student body.* Following this paragraph is a summary table of outreach activities.

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Outreach Activities	Exhibits (average of two per month, except in summer)	Upward Bound Students and Students Volunteering in the Library	Book Talks/Discussions	E-mails/ Correspondence to Campus *
2004-2005	22	2	1	-
2005-2006	23	3	2	-
2006-2007	23	1	1	126

* Per a recommendation by the UAM Council on Assessment of Student Academic Achievement, these statistics were gathered starting in 2006-2007.

3. Based on a survey of faculty in the School of Social and Behavioral Sciences, the library purchased the database *SocIndex with Full Text*. This database significantly increases the availability of full text journals in the social sciences.

4. Based on a survey of faculty in the School of Arts and Humanities, the library purchased the database *Grove Music Online*. *Grove Music Online* provides recordings of music accessible directly from the online database. This is a completely new type of access for library patrons.

5. Based on usage statistics, faculty requests, a review of the curriculum, space considerations, GPO policies, and anecdotal evidence from reference questions, the library made government document processing decisions and chose to withdraw certain government documents.

Government Documents	Grand Total (as reported in annual statistics)
2002-2003	84,339
2003-2004	84,691
2004-2005	87,148
2005-2006	87,511
2006-2007	87,434

6. Student performance is constantly monitored and the librarians work together as a team to adapt reference services to the changing assignments and improve reference services based on the needs of the students. The librarians worked in shifts to manage inquiries at the reference desk and worked cooperatively during high traffic periods. The librarians met with each other on a periodic basis to discuss reference strategies. The librarians also met with faculty members to discuss specific assignments and to assist those faculty members in identifying resources available to their students for those assignments. When students or faculty could not visit the library, librarians received their questions by phone or e-mail. Also, librarians prepared library guides and

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revised existing guides to help students at home or when a librarian was not available.

Other significant accomplishments

1. The library received a grant from the American Library Association for \$1,000 to host the traveling exhibition *Lewis and Clark and the Indian Country*.
2. Librarians made use of professional development funds to attend a grants workshop and to attend the Mississippi Library 2.0 Summit.
3. UAM Library expanded its annual report with summary information from the branch libraries at Crossett and McGehee.

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6. Provide specific evidence of how your unit utilizes information, other than student performance, to determine necessary unit decisions. Describe how your unit analyzes and selects a course of action. Attach documentation that supports your determination. (Examples: senior surveys, alumni surveys, professional meetings, minutes from faculty or committee meetings, etc.)

- Library faculty and staff meet monthly to discuss policies, procedures, and to update the staff on the Academic Council.
- Library committees meet as needed to make decisions and take actions. For example, the preservation committee established a 72 hour quarantine policy for donations, based on the recommendations of an Amigos preservation field services officer.
- Library faculty and staff attend professional meetings and report their findings at the appropriate staff or committee meeting.
- Library faculty liaisons meet with the Library Committee each semester to discuss collection development. Two students serve as representatives of the student body on the Library Committee.
- Library faculty work with units under program reviews and accreditation reviews to submit the reports and to take the action necessary to meet the standards associated with library resources. *{See Appendix 3 for a sample report}*.
- A usability study of the library Web site was conducted with faculty, staff and students as participants. Student suggestions, as well as faculty and staff suggestions, were used to create the new Web site.
- Students are engaged in the decision making process whenever possible. The library director meets with current students on an individual basis and corresponds with alumni. For example, students suggested that library services be posted in the student newspaper. Library faculty and staff contributed 14 articles to the newspaper this past year.

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Based on your answers to Questions 5 and 6 regarding student learning outcomes, prioritize your unit's future course of action. Include plans for what will be done, by whom, to what extent, and how often.

- **Sandra Campbell**, Library Director, will direct and prioritize the library's efforts. The priorities for the following year in ranked order are:
 - 1) **Review of Journal Subscriptions**
 - 2) **Revision of Library Website**
 - 3) **Response to Preservation Site Survey**
- **Kathy Davis**, Access Services and Reference Librarian, will assist the serials department with evaluating the journal subscriptions. Ms. Davis' role will be to identify overlaps between subscriptions available in online databases and those received in print.
- **Lanee Dunlap**, Electronic Resources and Reference Librarian, will revise the library's website to further reflect the usability study and comments received since the usability study.
- **Helen Guenter**, Associate Librarian for Serials and Reference, will supervise a review of the library's subscriptions to journals. She will request input from the academic units on the retention or deletion of journal subscriptions.
- **Mary Heady**, Special Collections and Reference Librarian, will coordinate the library's response to the 2006 preservation site survey. A second National Endowment for the Humanities grant will fund the purchase of recommended preservation supplies and a workshop on specialized processing techniques.
- **Paula Reaves**, Technical Services and Reference Librarian, will assist with the purchasing aspects of the journal subscriptions review.

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8. Specifically describe how your unit is making student learning accessible, including, if applicable, alternative modes of instruction (CIV, WebCT, weekend, Early College High School, etc.) Address historical patterns and trends.

- For over 5 years, the library has maintained hours of operation outside of the regular business day. Monday through Thursday the library is open until 10 p.m. The library is open for 3 hours on Saturday and from 2 p. to 10 p.m. on Sunday. In addition, the library extends its hours to midnight during the week of final exams.
- Progress has been made toward providing wireless access to the Internet. The library has been working on this project since 2003. Increasingly, students have inquired into this option for Internet access.
- Faculty, staff and students may access most of the online databases and the online catalog from off campus. *{See Appendix 4 for a listing of electronic resources.}*
- For at least five years, an online “Ask a Librarian” form has provided access to reference service through e-mail requests.
- For at least five years, Interlibrary loan requests, for books and articles loaned from other participating libraries, have been submitted via an online form.
- In collaboration with the National Association of University Women, the UAM Student Activities Board, the Monticello Public Library, and the Monticello Book Group, the library hosted a discussion of the plays of African American playwright August Wilson. UAM students, faculty, staff, and community members attended the discussion.
- As a public service, and as a potential recruitment incentive, the library faculty gave of their time and expertise to area public school groups who wished to use the resources of the library. These groups included high school English classes, Brownie troops, elementary classes, and groups from as far away as Dumas. *{See Appendix 5 for additional data.}*

9. Specifically describe how your unit involves students directly in the assessment process.

- In the 2006-2007 fiscal year, evaluation forms were given to the students who had completed the library bibliographic instruction sessions. A majority of the students rated the instruction as average to excellent
- The Web site usability study included students as participants.
- The Library Director solicits feedback from students through informal meetings in the cafeteria, at University functions, and through other associations. Comments from alumni are also gathered and utilized.

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Appendix 1: Bibliographic Instruction Survey Instrument

**Fred J. Taylor Library
University of Arkansas at Monticello**

(Date and Time of Workshop)

Please complete and return this form to the library.

<i>Overall Evaluation of Workshop</i>	Excellent 5	Very Good 4	Average 3	Fair 2	Poor 1
<i>Presentation Style</i>	Excellent 5	Very Good 4	Average 3	Fair 2	Poor 1
<i>Instructors' Knowledge of Subject</i>	Excellent 5	Very Good 4	Average 3	Fair 2	Poor 1
<i>Handouts</i>	Excellent 5	Very Good 4	Average 3	Fair 2	Poor 1
<i>Usefulness of Content</i>	Very 5	Somewhat 4	Not Very 3	Useless 2	Don't Know 1
<i>My Expectations Were Met</i>	Fully 5	Mostly 4	Somewhat 3	Not At All 2	Don't Know 1

What I liked best about this workshop was...

What I liked least about this workshop was...

Additional Comments:

Thank you for attending this library instruction workshop.

Appendix 2: Web site Usability Study Tester Tasks

Tester Tasks

Testers were asked to **a)** complete the following tasks unassisted, and **b)** verbalize out loud what they were doing to complete each task. The briefing for the session included an introduction to the study and a reminder from the experimenter that the tester was not being tested, but were rather themselves serving as a vehicle through which to test the usability of the Web site. After the completion of each task, the tester was asked to return to the homepage.

Tasks:

1. What is the research database, “Legal Collection?” Who publishes it?
2. Renew your library books.
3. You are doing a paper on the shopping habits of ghosts. Go to the “Ask a Librarian” form and request help with your research.
4. What is the maximum fine for an overdue book?
5. Where can I learn more about finding journal articles?
6. Michael Kazin wrote a book that the library has on the subject of “populism.” What is the book called?
7. Search for anything in the catalog on “populism,” and then select the first three items you find, and send them to your e-mail account.
8. The book, The Shopping Habits of Ghosts, is not available in the library. So, request this book via interlibrary loan.
9. Request that the library purchase The Shopping Habits of Ghosts.
10. You are a not a student at UAM. What do you have to do to get borrowing privileges at the library?
11. What are some journals in psychology to which the library has a paper subscription?
12. Get access to the database, Biology Digest.
13. What books does Dr. _____ have on reserve?

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14. Find an electronic copy of the journal, Journal of Technology and Teacher Education, which by the way is only available in a database. Does the library have access to any issues after 2005?
15. Find a paper copy of the journal, Social Education. Does the library have volume 69?
16. Find every book in the library by the author whose last name is Piaget.
17. Find every book by Piaget on the subject of education.
18. Does the library have an individual electronic subscription to the journal Business and Society?
19. Who do you contact to set up an appointment to use special collections?
20. Does the library have any new books at this time?
21. Who on the library staff is responsible for public relations?
22. How many books does the library have on the topic “Indigenous peoples”?

Appendix 3: Sample Program Review Report

June 2007

Hospitality Services Library Resources (Held by the University of Arkansas at Monticello Campuses: Crossett, McGehee, and Monticello)

About UAM Taylor Library

The library and its branches function as the primary educational unit on the three campuses by providing and organizing resources and services for students in their academic course work at the University. It also assists the students, faculty, and administrative personnel who desire to satisfy their research, information, and leisure reading requirements. The library endeavors to serve the academic community by stimulating the cultural development of students and faculty, by motivating students to acquire life-long interest in good reading, and by keeping the faculty abreast of the progress of scholarship.

The resources provided by the library include books, periodicals, research databases, and government documents, including documents provided through the Education Research and Information Center (ERIC). The library provides access to over 160,000 books and periodicals volumes.

Books on Hospitality Services

Crossett Campus:

Title
<i>Be Our Guest: Perfecting the Art of Customer Service</i>
<i>Customer Service: Building Successful Skills for the Twenty-First Century</i>
<i>Customer Service for Dummies</i>
<i>Food Safety: Managing the HACCP Process</i>
<i>Hospitality Today: An Introduction</i>
<i>Housekeeping Operations</i>
<i>Introduction to Hospitality</i>
<i>Leadership and Management in the Hospitality Industry</i>
<i>Lodging and Food Service Industry</i>
<i>On Cooking</i>
<i>Managing Front Office Operations</i>
<i>ServSafe®: Coursebook</i>
<i>Training and Development for the Hospitality Industry</i>

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McGehee Campus:

Title
<i>Application Repair</i>
<i>Color me Beautiful</i>
<i>Complete Book of Low Fat Cooking</i>
<i>Dimensions in Professional Development</i>
<i>Discovering Nutrition</i>
<i>Dressing Right</i>
<i>Healthy Meals Fast</i>
<i>How Do I Look</i>
<i>How to Repair and Care of Home Appliances</i>
<i>Hospitality and Travel Marketing</i>
<i>Practical Nurse Nutrition Education</i>
<i>30-Minute Vegetarian Recipes</i>

Monticello Campus:

Circulating Titles
<i>Hotel and Motel Management and Operations</i>
<i>Hotel Planning and Design</i>
<i>Marketing Hotels into the 90s: A Systematic Approach to Increasing Sales</i>
<i>Security for Small Businesses</i>
<i>Tourism and Natural Resource Management: A General Overview of Research and Issues</i>
<i>Your Career in Hotel Management</i>

Reference Titles
<i>Advertising Age Encyclopedia of Advertising</i>
<i>Career Guide to Industries</i>
<i>Encyclopedia of Careers and Vocational Guidance</i>
<i>Occupational Outlook Handbook</i>
<i>U.S. Industry & Trade Outlook</i>

In addition to these specific books, there are a number of titles on finance, business math, business English, and microcomputer applications to assist in the courses for this certificate.

Access to Articles on Hospitality Services

Print and Electronic Journals

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Using the subjects of **commerce, industry, and trade; careers; and food and nutrition**, UAM provides 100 print titles and 10 electronic journal titles with articles relevant to hospitality services. Included in this list are: *Advertising Age*, *Business Week*, *Industry Week*, and *Sales and Marketing Management*. The electronic journals include: *Chain Leader*, *Foodservice Director*, *Gourmet News*, *Hotels: The International Magazine of the Hotel and Restaurant Industry*, *Incentives and Meetings Asia*, *Journal of Vacation Marketing*, *Lodging Hospitality*, *Nation's Restaurant News*, *Premier Hotels and Resorts*, and *Restaurant Hospitality*.

Research Databases

The library provides access to over 95 research databases. Those databases which index articles relevant to hospitality services are listed below.

<u>ABI/Inform Complete</u>		(ProQuest) Combination of three formerly separate business databases: Global (research), Dateline (news), and Trade and Industry.
<u>Business & Industry</u>	Need Pass word	(OCLC) Over 2,500,000 abstracts and full-text articles back to 1994 related to select business and industry facts, figures, and key events.
<u>Business Organizations</u>	Need Pass word	(OCLC) Business Organizations, Agencies, and Publications Directory. Over 40,000 records for the current year only.
<u>Business Source Elite</u>		(Ebsco) Full text back to 1985 for nearly 1,000 scholarly journals from business, management, and economics and 10,000 Datamonitor company profiles.
<u>Checkpoint Tax Publications</u>	Need Pass word	(RIA) Federal tax research: Codes and regulations, IRB rulings, IRS publications, and more.
<u>Consumer Index</u>	Need Pass word	(OCLC) Abstracts of articles on consumerism and consumer protection (warnings, recalls, etc.) back to 1986. Over 218,000 records, some of which include links to full-text articles on the Web.
<u>Disclosure</u>	Need Pass word	(OCLC) Directory information on companies publicly traded on U.S. exchanges. Over 13,000 records of current information.
<u>EconLit</u>	Need Pass word	(OCLC) Over 690,000 records dating back to 1969 for dissertations and articles in economics.
<u>FactSearch</u>	Need Pass word	Over 139,000 records dating back to 1984 with an emphasis on full-text statistical statements on current issues and public policy topics.

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<u>GPO Monthly Catalog</u>	Need Pass word	(OCLC) Covers all types of United States government documents (reports, hearings, debates, etc.). Nearly half a million records dating back to 1976.
<u>Legal Collection</u>		(Ebsco) Full text for nearly 250 scholarly law journals.
<u>LEXIS-NEXIS Academic</u>		Full-text documents from over 5,900 news, business, legal, medical, and reference publications with a variety of flexible search options.
<u>Newspaper Source</u>		(Ebsco) Selected full text for nearly 30 national and international newspapers; selected full text for more than 200 regional (U.S.) newspapers; full text television and radio news transcripts.
<u>Regional Business News</u>		(Ebsco) Incorporates 75 business journals, newspapers and newswires covering all metropolitan and rural areas within the United States.
<u>SIRS Researcher</u>	Need Pass word	(OCLC) Over 49,000 records back to 1988 and abstracts since 1994 for social, scientific, economic, and political issues worldwide.
<u>ValueLine Investment Surveys</u>	Need Pass word	Investment information service with weekly issues covering stocks in 94 industries. Includes rankings, projections, commentary, analysis, and full individual stock reports.
<u>WorldScope</u>	Need Pass word	(OCLC) Basic financial information on public companies worldwide.

Government Documents relating to Hospitality Services

The library provides access to over 87,000 government documents published by United States government agencies. In addition, its collection of ERIC documents includes 285,552 documents on microfiche as well as access to documents from 1966 to the present online. A search of the online database using the subject term, **hospitality**, provided over 30 citations. Using the same term in a keyword search provided over 200 citations.

Future Resources

In further support of this new program, the library has plans to purchase additional materials. Suggestions will be taken from teaching faculty, catalogs, and Web sites of the professional organizations that support hospitality.

Examples of potential future subscriptions, as recommended by *Bowker's Magazines for Libraries*, appear below.

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- *Chef Magazine*
- *Cornell Hotel & Restaurant Administration Quarterly*
- *Hotel and Motel Management: the leading newsmagazine of the hospitality industry*
- *Hotel Business*
- *International Journal of Hospitality and Tourism Administration*
- *Journal of Foodservice Business Research*
- *Journal of Hospitality & Tourism Research*
- *Lodging*
- *Restaurant Business: street smarts for the entrepreneur*
- *Restaurants & Institutions*

Conclusion

The library provides access to books, periodicals, research databases, and government publications, including ERIC documents, in support of the Hospitality Services program. Six librarians with Masters in Library Science degrees are available to assist students with finding needed information. Other library staff members are also available to assist students with checking books in and out, interlibrary loan requests, and other questions. The library is dedicated to providing quality information and services to the students in the Hospitality Services program.

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Appendix 4: Listing of Electronic Resources

TITLE OF DATABASE	Number Of Databases	Subscription Status
Annual Reviews	9	
Biochemistry		
Cell & Developmental Biology		
Ecology, Evolution, & Systematics		
Genetics		
Microbiology		
Pharmacology & Toxicology		
Physiology		
Phytopathology		
Psychology		
Biography Resource Center	2	
Marquis Who's Who		
Thompson-Gale Publications		
CAB Direct	2	
Forest Products		
Forestry		
Chemical Abstract Service	1	
CQ Researcher	1	
EbscoHost	23	
Academic Search Elite		
Business Source Elite		
CINAHL		
ERIC		
EBSCO Animals		
Funk & Wagnalls New World		
Encyclopedia		
Health Source - Consumer Edition		
Health Source - Nursing/Academic Edition		
Legal Collection		
MASTERFILE Premier		
MLA International Biography		
MLA Directory of Periodicals		

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Middle Search Plus	
MAS Ultra - School Edition	
Newspaper Source	
Primary Search	
PsycINFO	
Professional Development	
TOPICSearch	
Regional Business News	
Pre-CINAHL	
MagillOnLiterature Plus	
SocINDEX with Full Text	
EBSCO Electronic Journal Service	1
ERIC	1 FREE
FirstSearch - Account #911	13
AGRICOLA	
ArticleFirst	
ClasePeriodica	
Ebooks	
OCLC Electronic Collections Online	
ERIC	
GPO Monthly Catalog	
MEDLINE	
OCLC Papers First	
Proceedings	
World Almanacs	
OCLC WorldCat	
WorldCat Dissertations & Theses	
FirstSearch - Account #362	21
ABI/INFORM	
Arts & Humanities Index	
Alternative Press Index	
Alternative Press Index Archive	
Basic Biosis	
Biology Digest	
Books In Print	
Business & Industry	
Business Organizations, Agencies & Publications Directory	
Business & Management Practices	

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Clase & Periodica	
Contemporary Womens Issues	
Disclosure Corporate Snapshots	
Dissertation Abstracts Online	
OCLC Electronic Books	
EconLit	
GEOBASE	
Newspaper Abstracts	
SIRSResearcher	
WilsonSelectPlus	
Worldscope	
Gale Discovery Collection	1
Grolier Collection	1
Grove Music Online	1
The New Grove Dictionary of Music and Musicians	
The New Grove Dictionary of Opera	
The New Grove Dictionary of Jazz	
LexisNexis	1
Multicultural Press	3
African American Publications	
Native North Americans	
Notable American Men	
Music Online - Alexander Street Press	3
African American Song	
Classical Music Library	
Smithsonian Global Sound	
NISC Biblioline	2
Child Abuse, Child Welfare, & Adoption Database	FREE
Wildlife & Ecology Studies Worldwide	
Oxford English Dictionary	1
Pro & Con Online	1
ProQuest	3
ABI/INFORM	
National Newspaper Abstracts	
Research Library	
PubMed	1 FREE
RIACheckpoint	1

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Science Direct	1
SpringerLink	1
ValueLine	1

TOTAL DATABASES	96
FREE DATABASES	3
PAID DATABASES	93

Appendix 5: Instructional Workshops and Library Tours

Academic Unit	Number of Classes	
	Library Tours	Workshops
Arts and Humanities	9	13
Business	1	0
Education	3	1
Forestry	0	1
Math and Sciences	0	1
Nursing	0	2
Social and Behavioral Sciences	0	2
Totals	13	20

Number receiving some form of library instruction	
UAM Students:	568
Public School Students:	179
Public School Classes:	9