Practical Lessons Drawn From Ten Years of Library Service Quality in a Research Library

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Colleen Cook
Texas A&M University
• 1000+ Participating Institutions Worldwide
• Supported in over 12 Language Translations
• Over 1,000,000 Library Users Responses
• Implemented in over 25 Countries
AFFECT OF SERVICE

UNDERGRADUATE

AS-2 Giving users individual attention
IC-7 Making information easily accessible for independent use
Collections of Distinction

Veterinary Parasitology
Entomology
Colonial Mexico
Revolutionary Mexico
African American Experience in Texas
Science Fiction Research Collection
Cervantes
John Donne
Walt Whitman
French History & Literature
Printing Arts
Selected modern political papers
including Senator Phil Gramm Papers

1870:  One Millionth Volume
1976:  Two Millionth Volume
1992:  Three Millionth Volume
2004:  Four Millionth Volume
2009:  Four Millionth Volume
IC-3 The printed library materials I need for my work
Materials Expenditures

Facts: % change between 1997 and 2007
- Monographs: 160% Increase
- Electronic Serials: 888% Increase
- Print Serials: 26% Decrease

Electronic Serials $7 million
Monographs $5 million
Print Serials $3 million
INFORMATION CONTROL

IC-8 Print and/or electronic journal collections I require for my work
Library Space: Competing Needs

Medical Sciences Library
136,000 Users
18% Increase over past 2 years

West Campus Library
797,000 Users
27% Increase over past 2 years

Sterling C. Evans Library Stacks:
At capacity

Cushing Stacks:
3 years growth

Policy Sciences & Economics Library:
At capacity, returning materials to Evans Library
LIBRARY AS PLACE

LP-4 A getaway for study, learning, or research
Hours of Operation Comparison of Texas A&M Peer Institutions
(Hours open during a week)

Rank
1. Open 24/7 (168)
   Ohio State
   Penn State
   UC San Diego
2. Wisconsin (148)
3. Texas A&M (145)
   North Carolina (145)
4. Georgia Tech (135)
5. Purdue (119)
   Illinois (119)
6. Texas (107)
7. Florida (104)
8. Minnesota (100)
9. UCLA (97)
Public Computer Workstations
Study Alcoves
Booths
Soft Seating

Information Commons
Print Storage Solutions

Joint UT-TAMU storage at the Pickle Research Campus, Austin TX
WOOF!!!

Thank you!

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