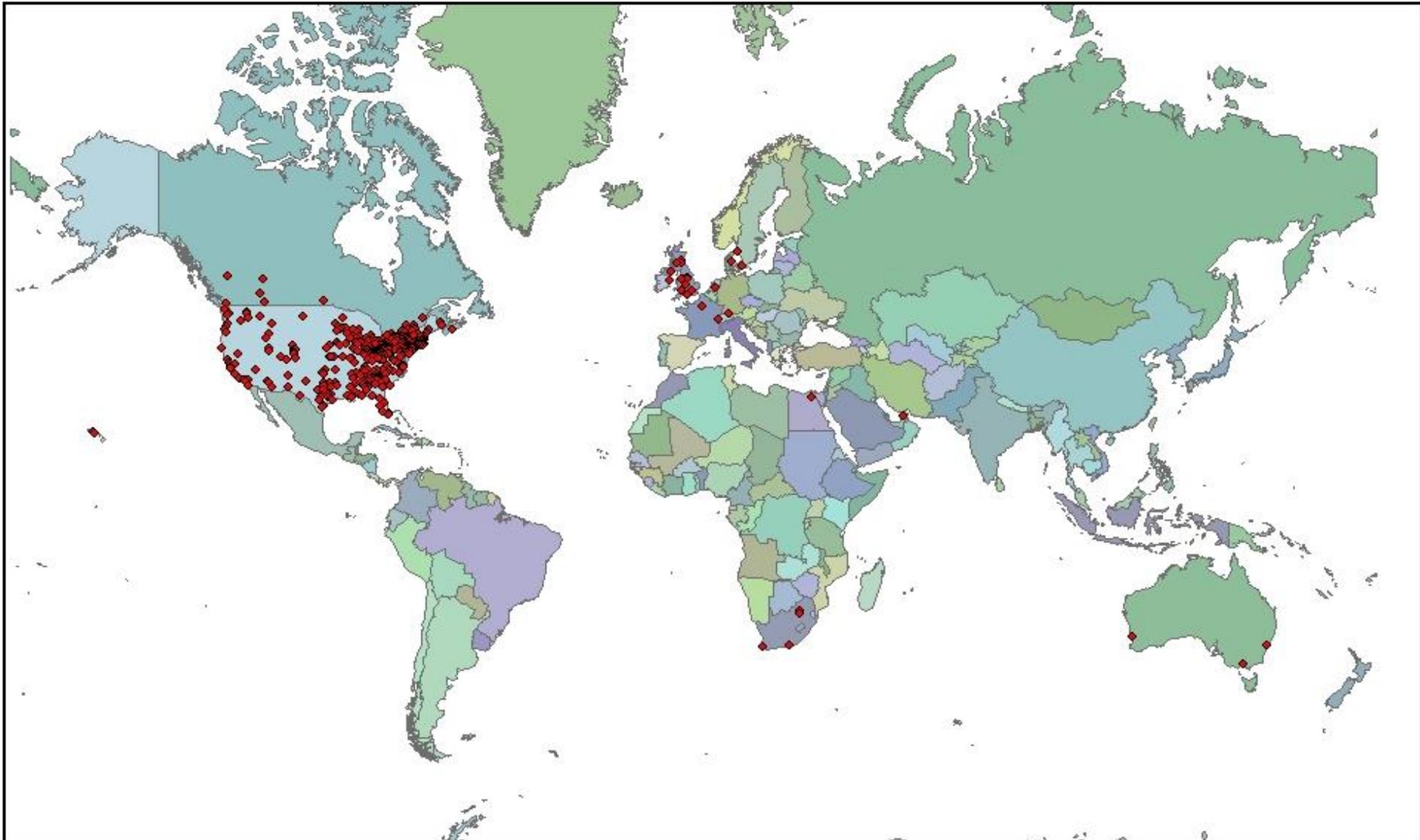


TEXAS A&M UNIVERSITY

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

**17<sup>th</sup> Hellenic Conference of Greek Academic Libraries**  
**Colleen Cook**  
**Texas A&M University**





## TEXAS A&M UNIVERSITY



- **Land, Sea and Space Grant University**
- **48,000 Students, Fall 2008**
- **2,600 Instructional Faculty**
- **One of the two major, public flagship universities in Texas, USA**
- **Historical strengths in Engineering, Science & Health**

## TEXAS A&M UNIVERSITY LIBRARIES



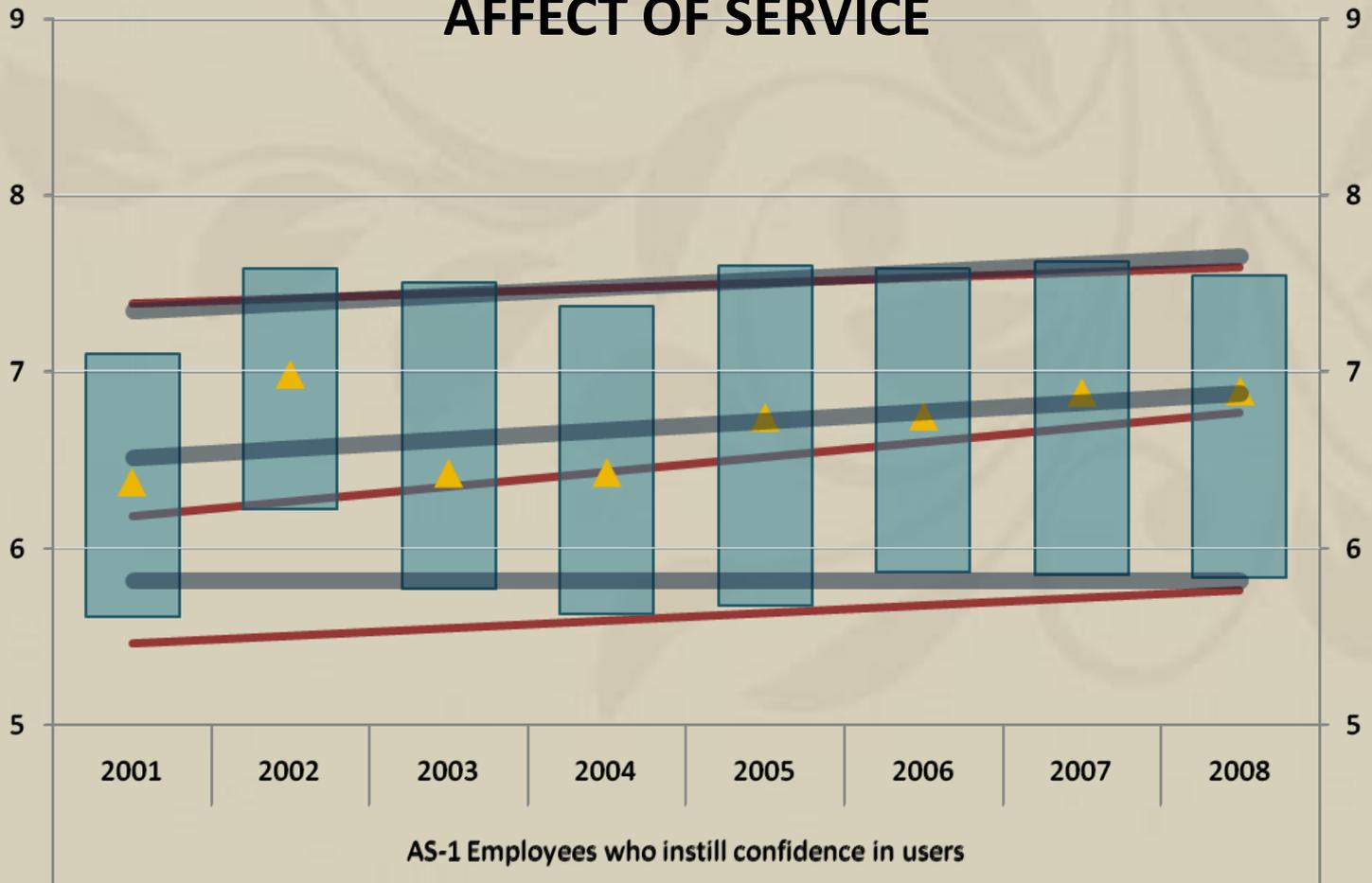
- **ARL Member, ranked 26<sup>th</sup> overall, 2<sup>nd</sup> in electronic serial**
- **Annual budget of \$34 Million**
- **4 million volumes**

# TEXAS A&M UNIVERSITY LIBRARIES



## AFFECT OF SERVICE

GRADUATE



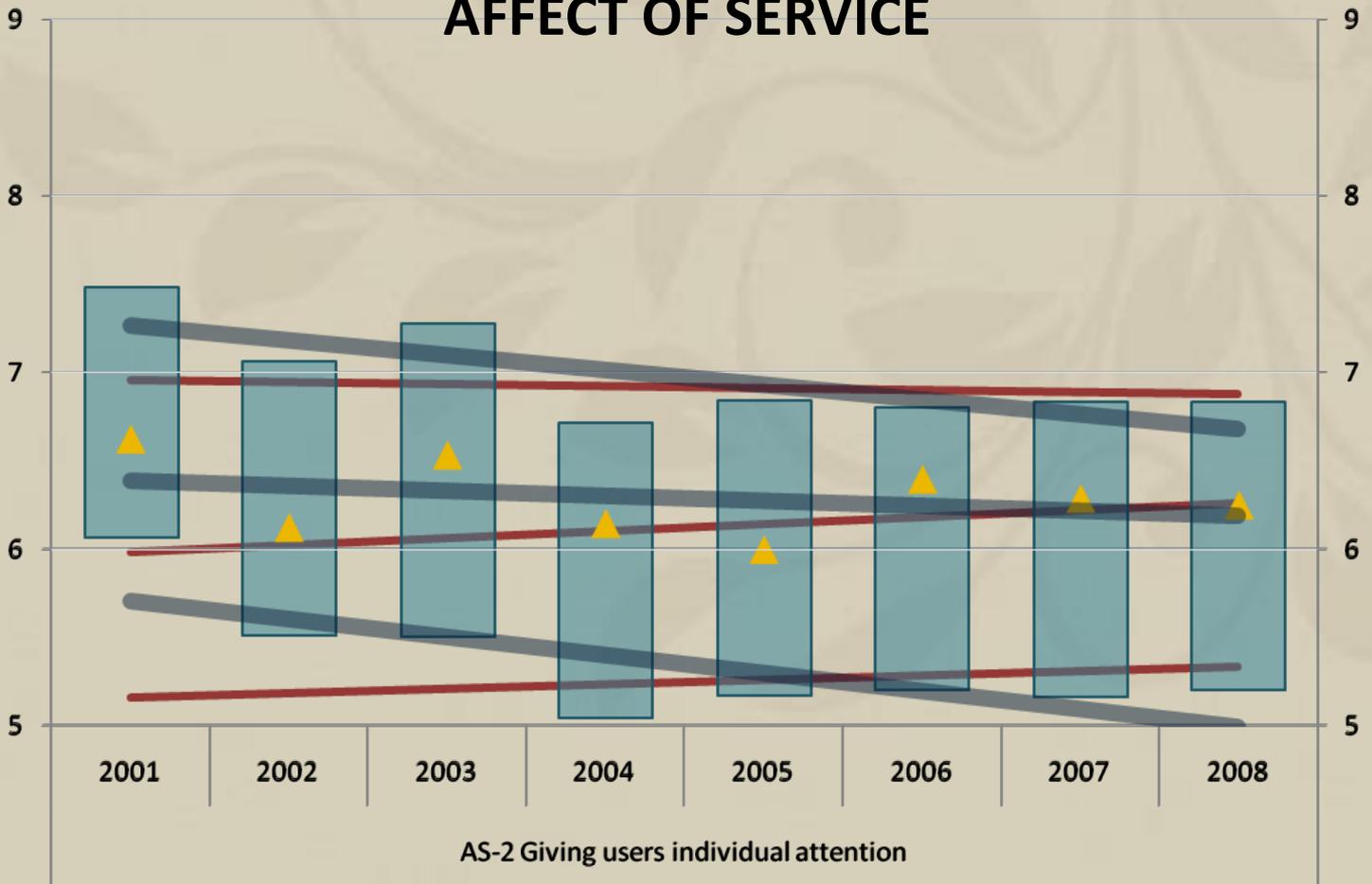
AS-1 Employees who instill confidence in users

# TEXAS A&M UNIVERSITY LIBRARIES



## AFFECT OF SERVICE

UNDERGRADUATE

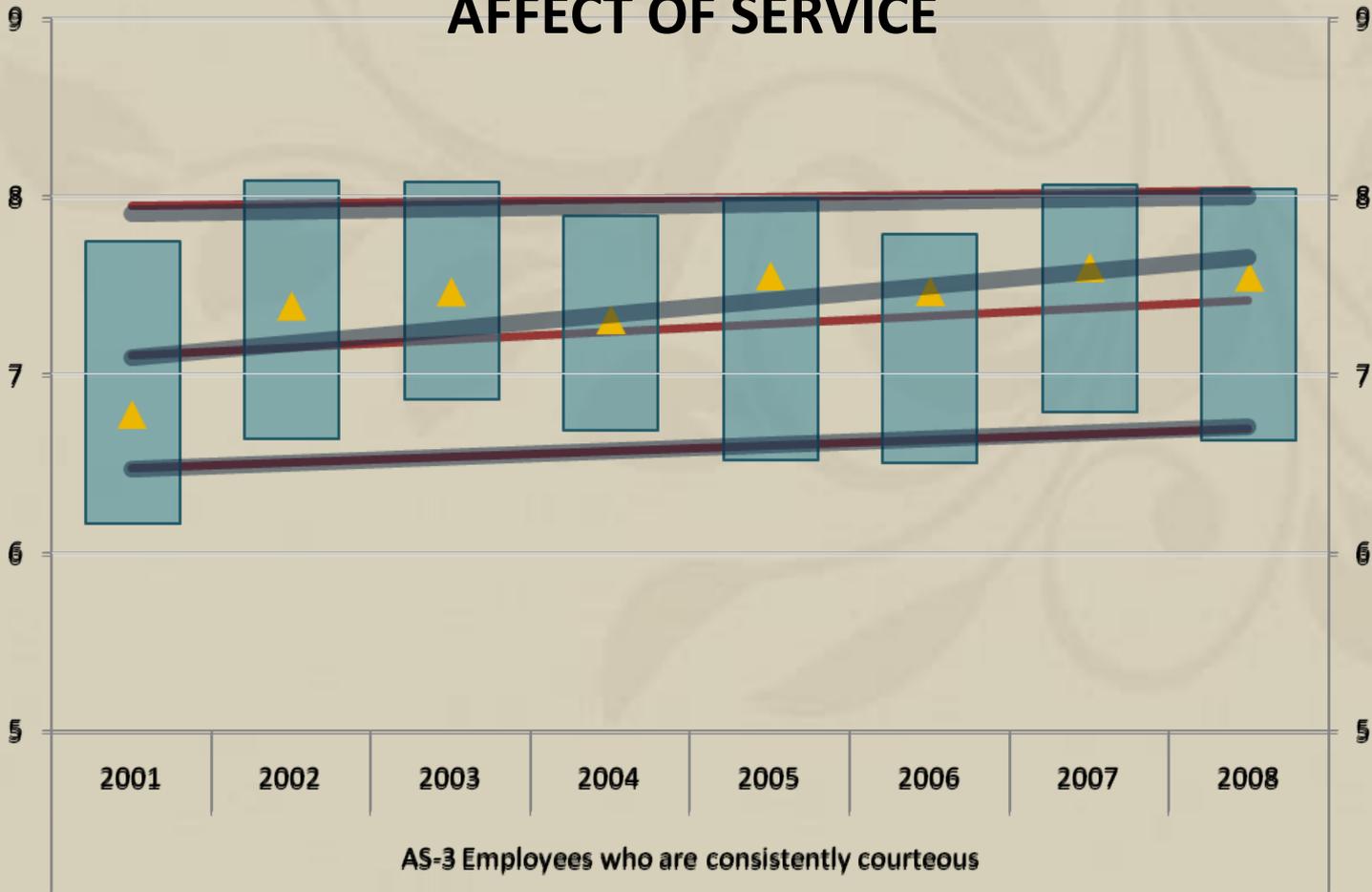


# TEXAS A&M UNIVERSITY LIBRARIES



## AFFECT OF SERVICE

GRADUATE

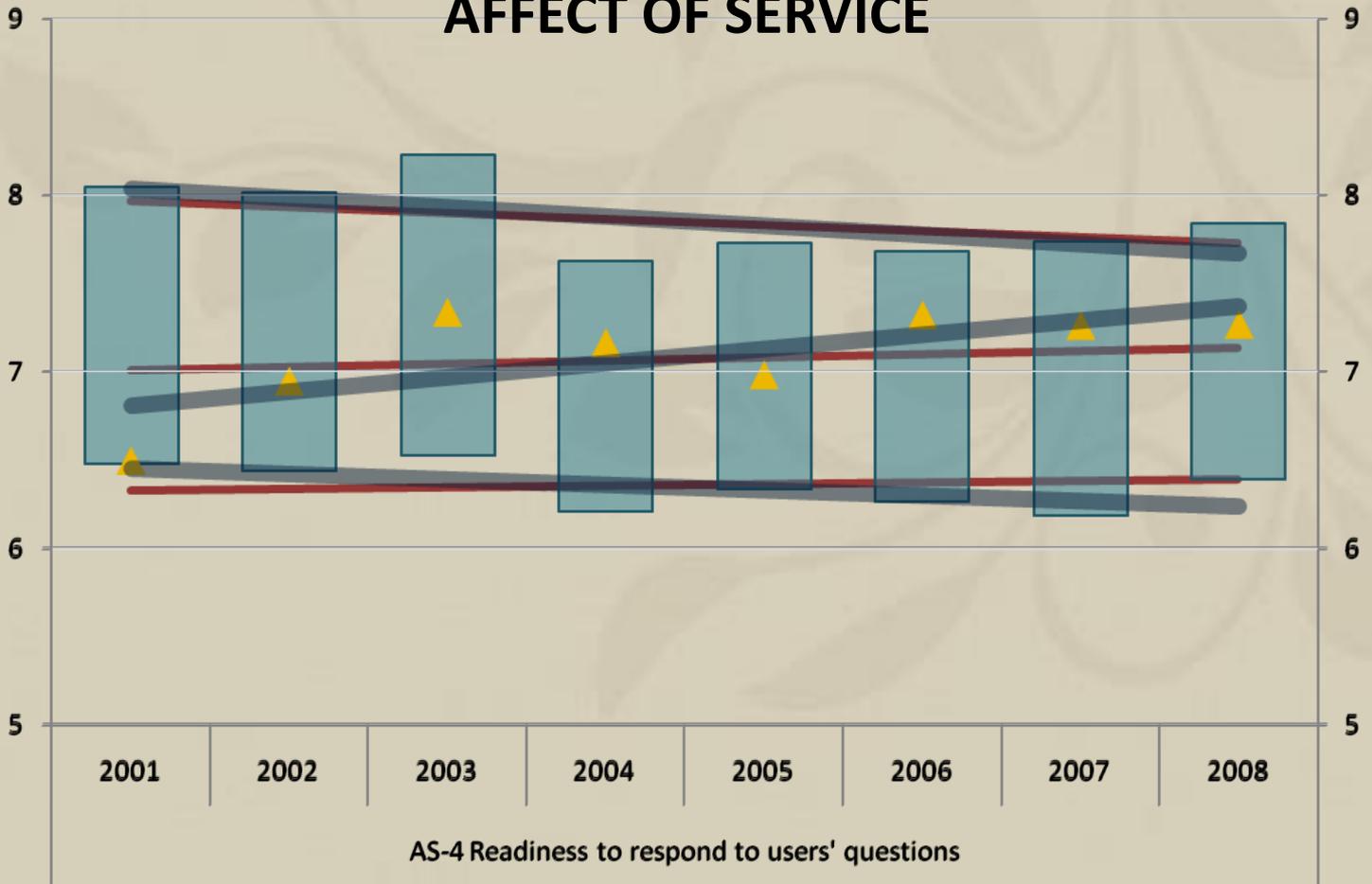


# TEXAS A&M UNIVERSITY LIBRARIES



## AFFECT OF SERVICE

UNDERGRADUATE

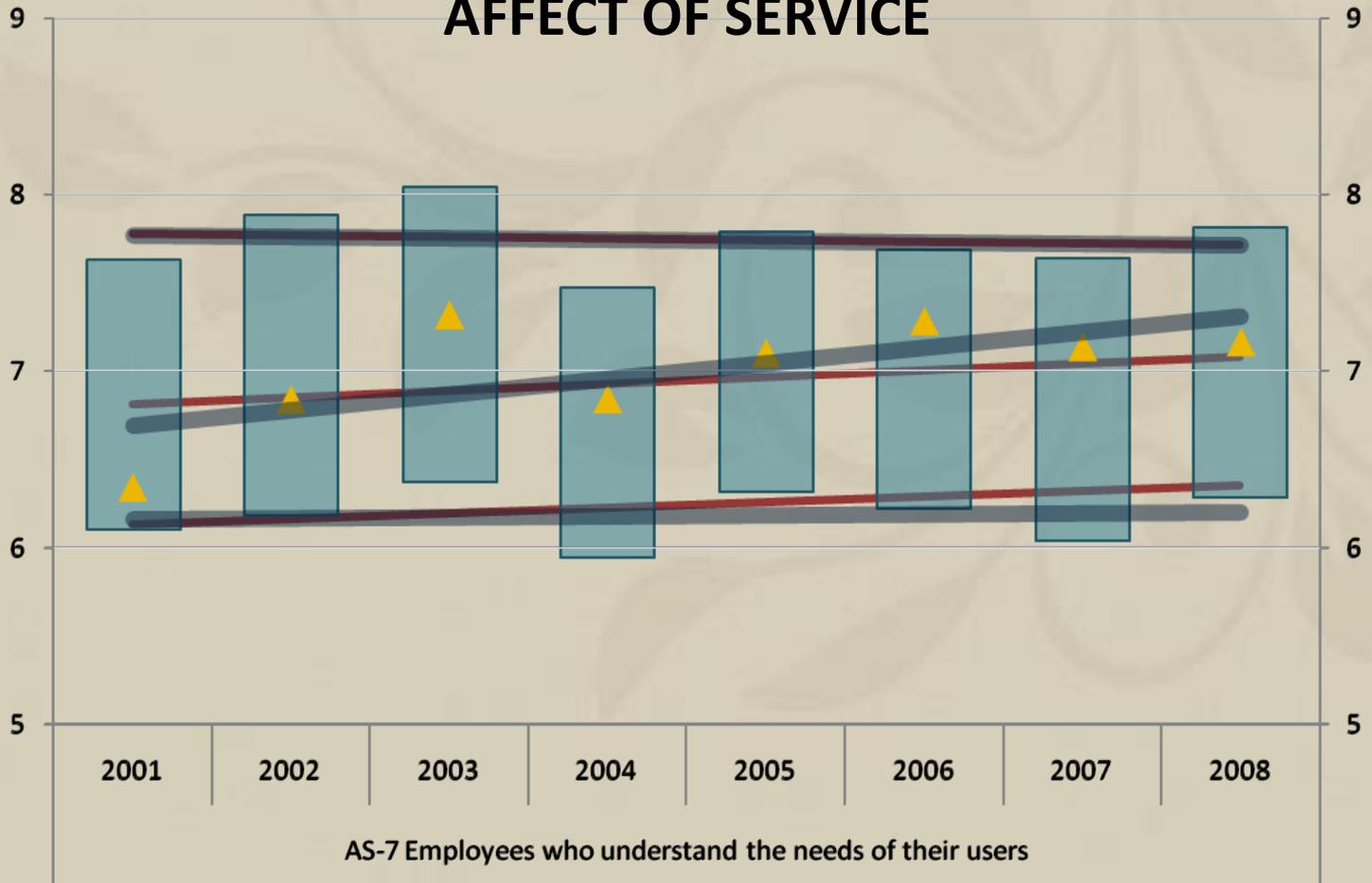


# TEXAS A&M UNIVERSITY LIBRARIES



## AFFECT OF SERVICE

UNDERGRADUATE



# TEXAS A&M UNIVERSITY LIBRARIES



## Hours of Operation Comparison of Texas A&M Peer Institutions (Hours open during a week)

### Rank

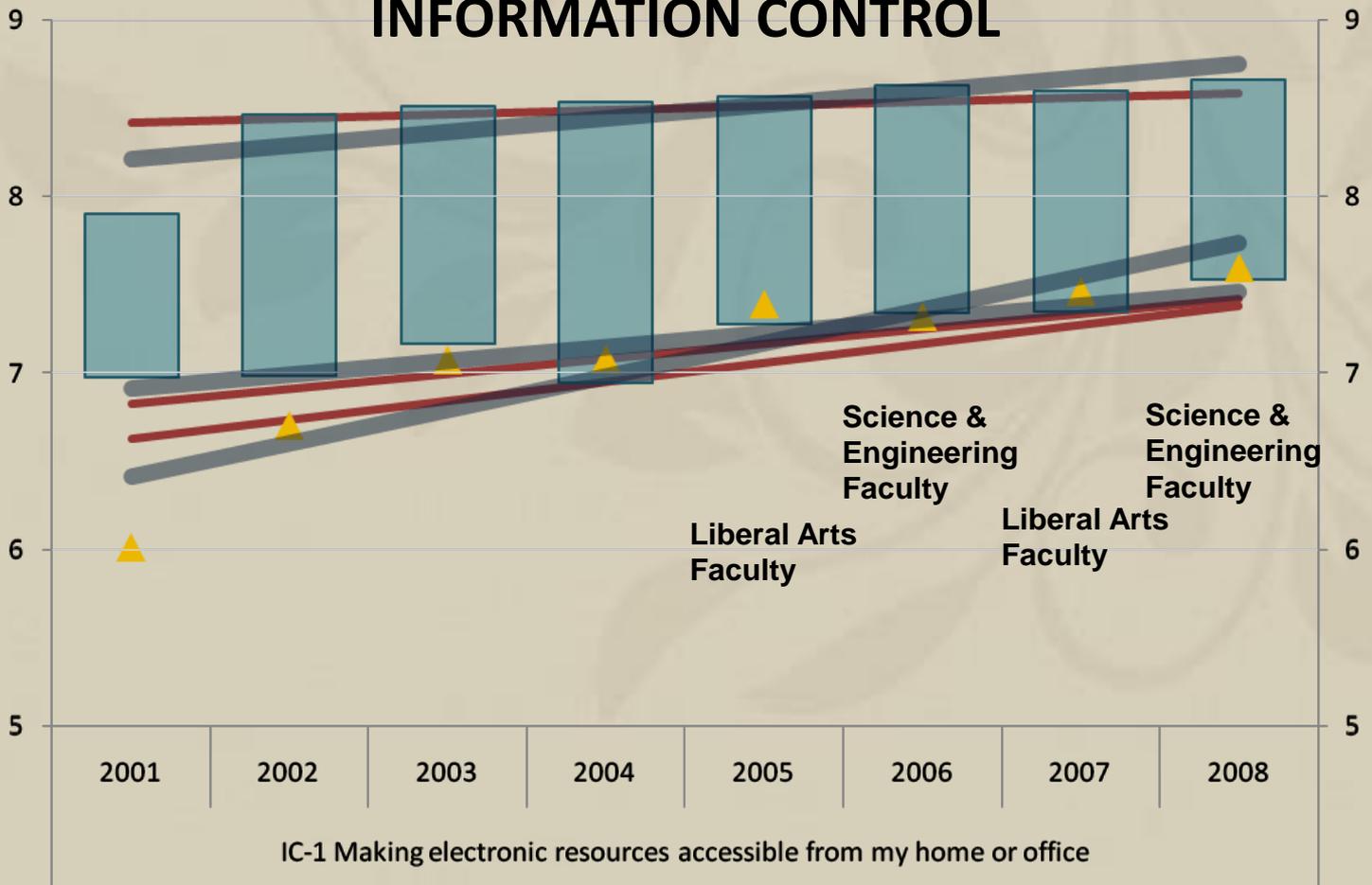
1. Open 24/7 (168)  
Ohio State  
Penn State  
UC San Diego
2. Wisconsin (148)
3. Texas A&M (145)  
North Carolina (145)
4. Georgia Tech (135)
5. Purdue (119)  
Illinois (119)
6. Texas (107)
7. Florida (104)
8. Minnesota (100)
9. UCLA (97)

# TEXAS A&M UNIVERSITY LIBRARIES



## INFORMATION CONTROL

FACULTY

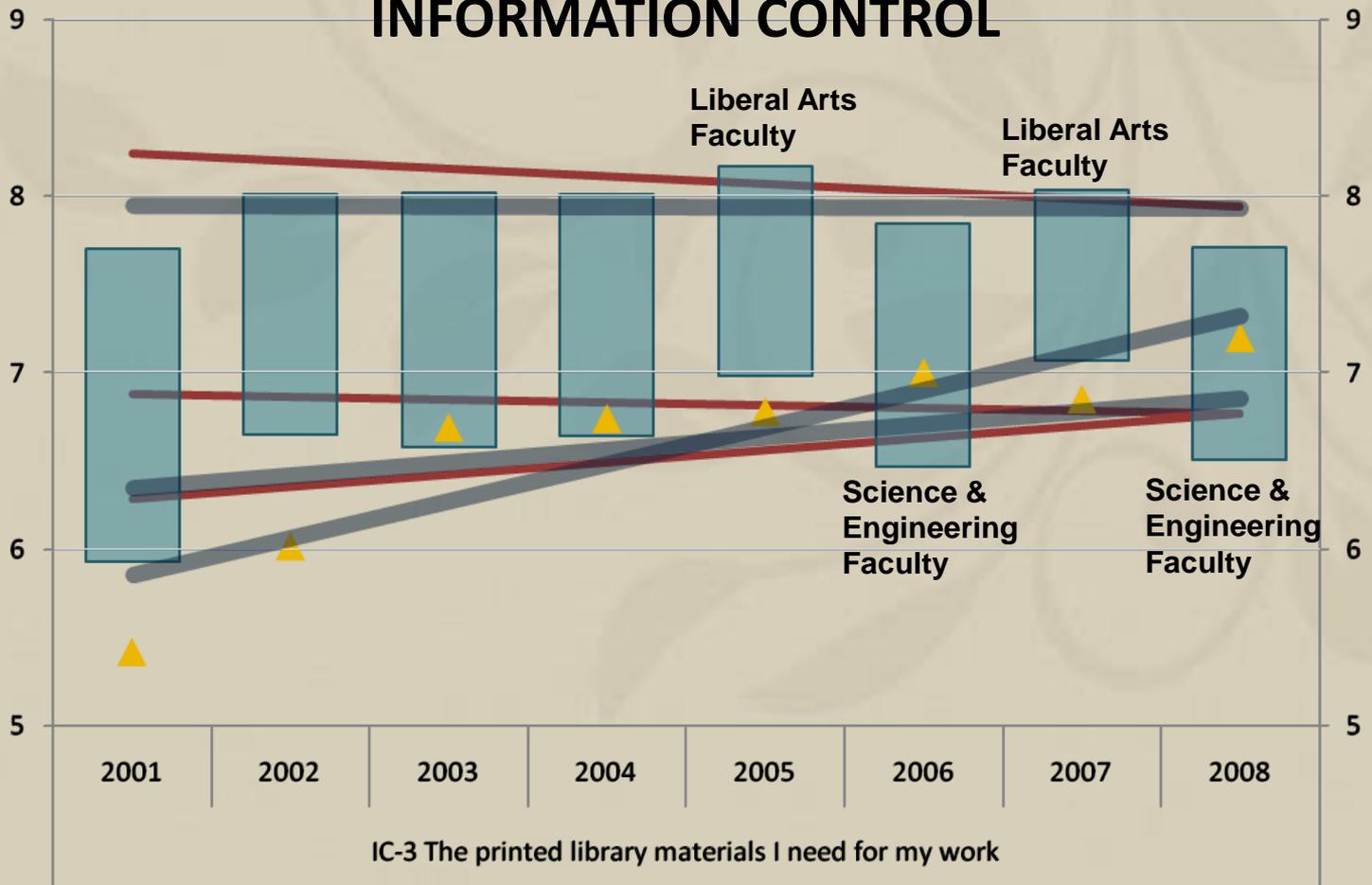


# TEXAS A&M UNIVERSITY LIBRARIES



## INFORMATION CONTROL

FACULTY

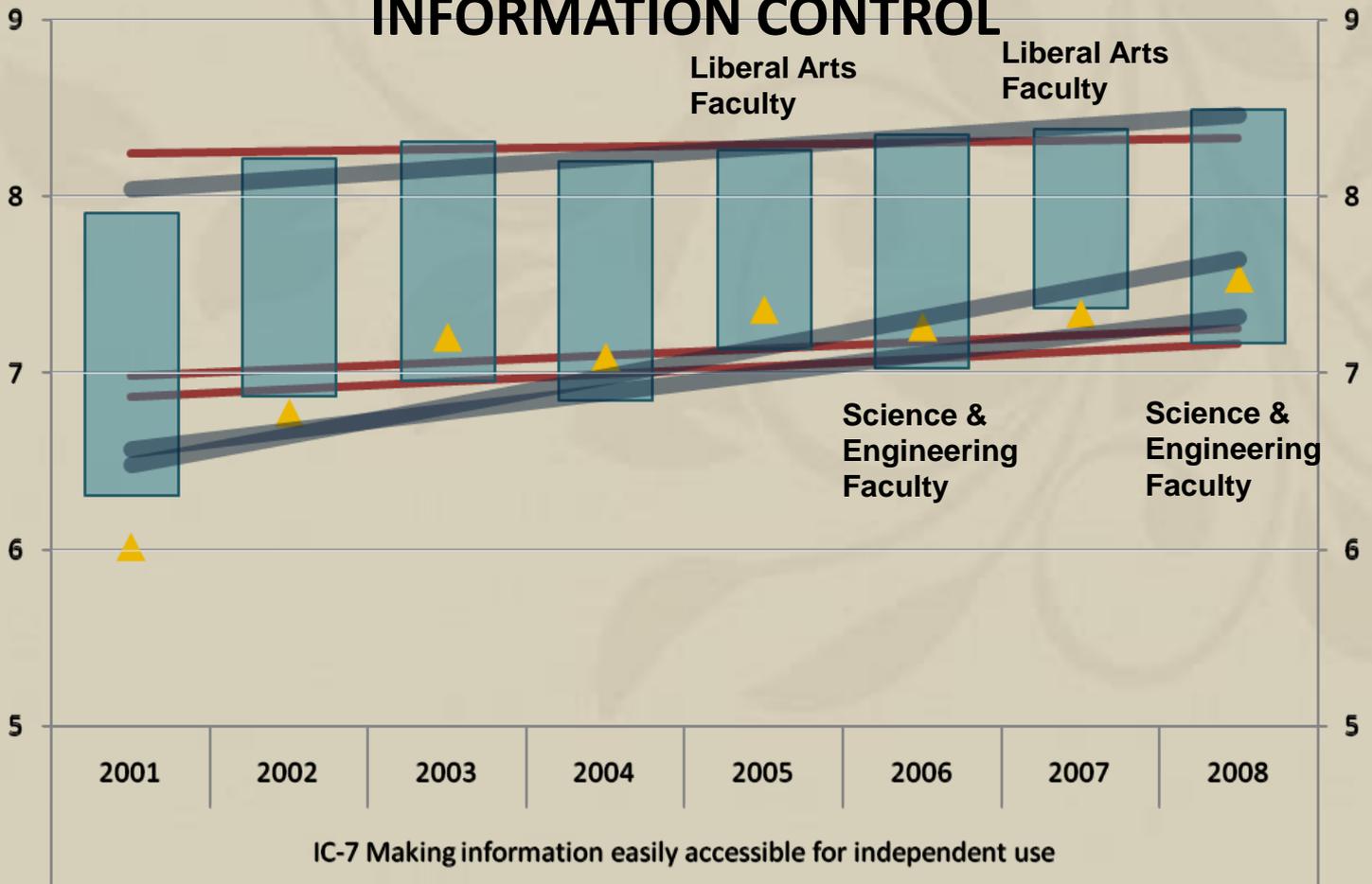


# TEXAS A&M UNIVERSITY LIBRARIES



## INFORMATION CONTROL

FACULTY

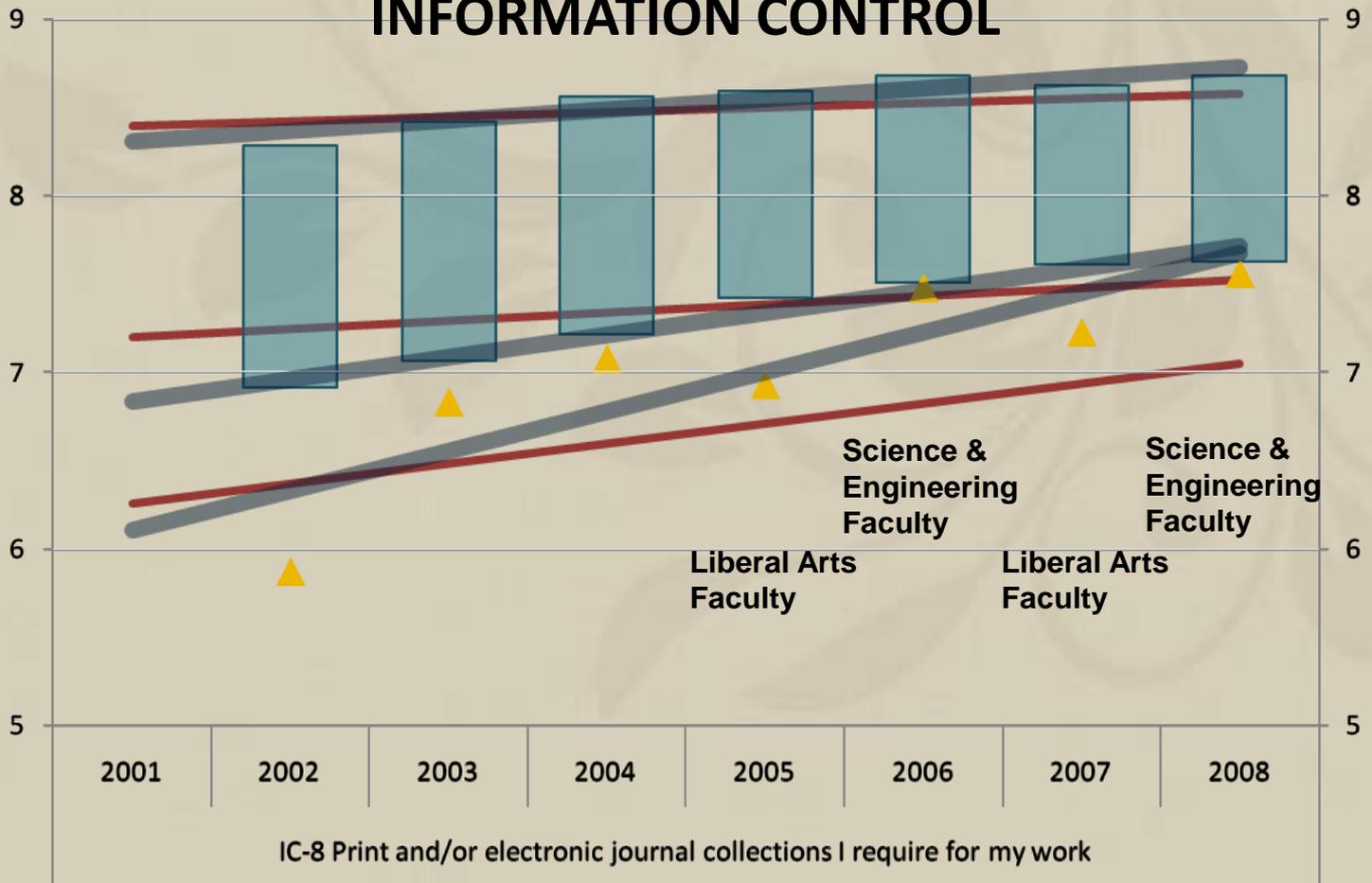


# TEXAS A&M UNIVERSITY LIBRARIES



## INFORMATION CONTROL

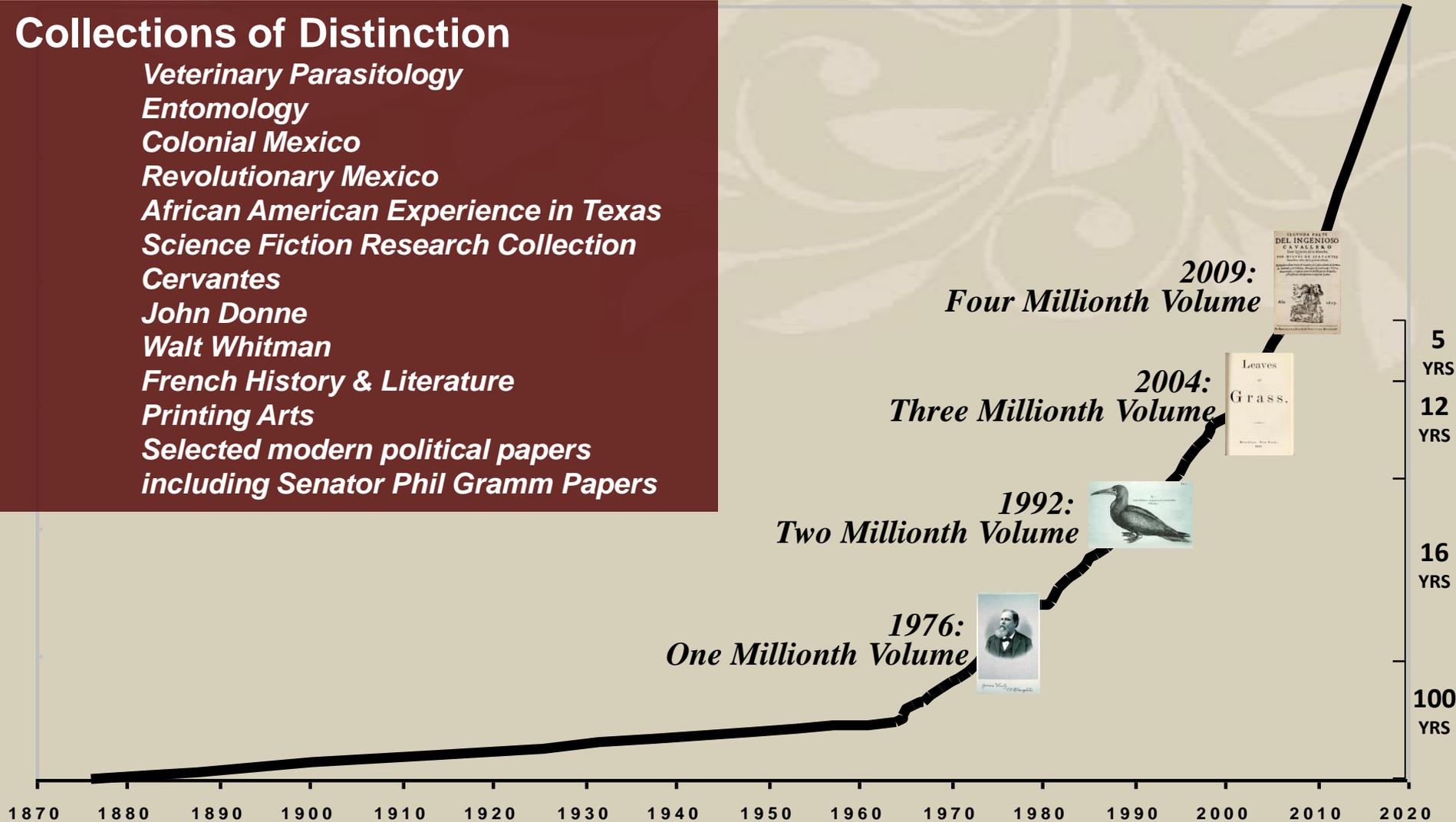
FACULTY



# TEXAS A&M UNIVERSITY LIBRARIES

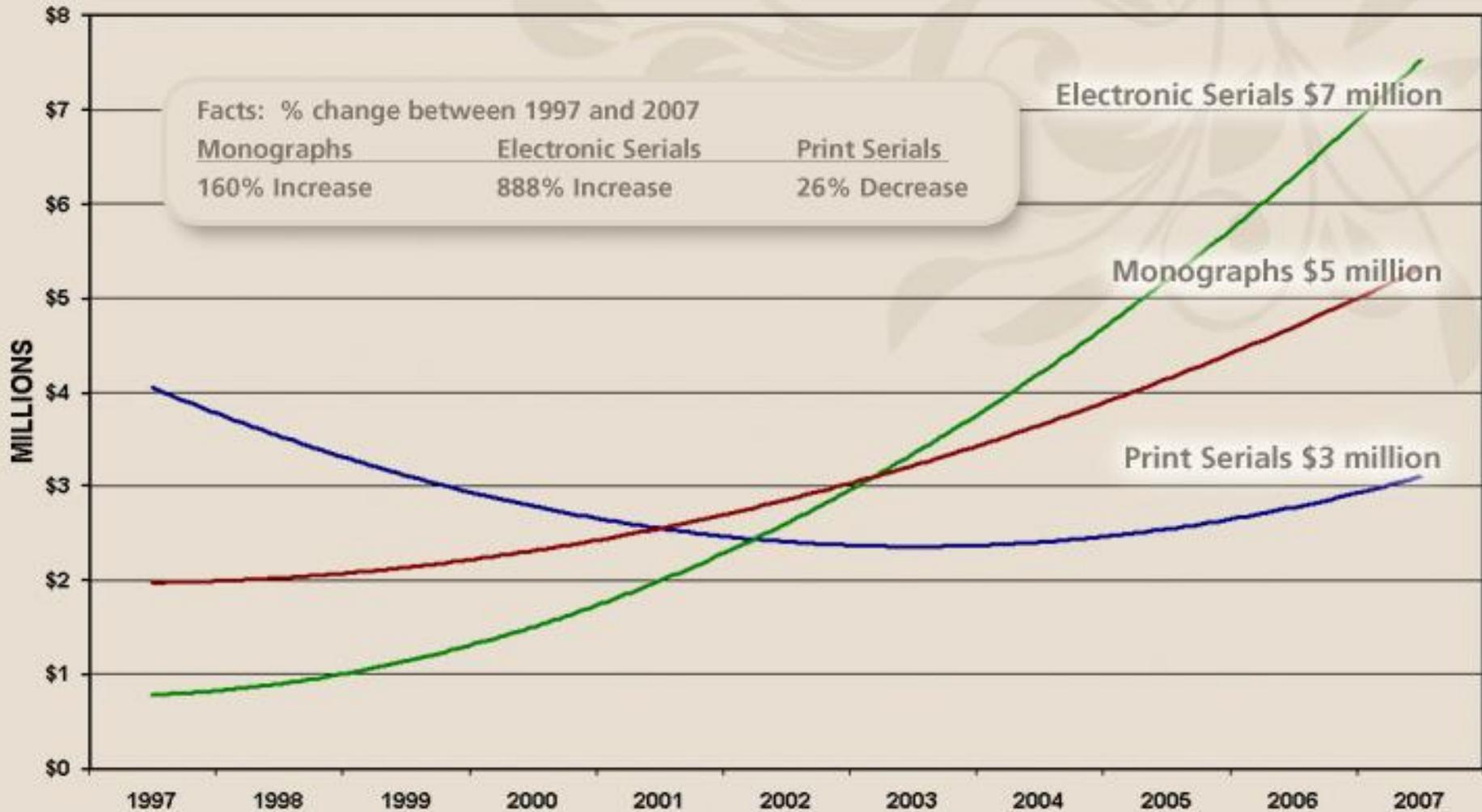
## Collections of Distinction

- 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*



# TEXAS A&M UNIVERSITY LIBRARIES

## Materials Expenditures

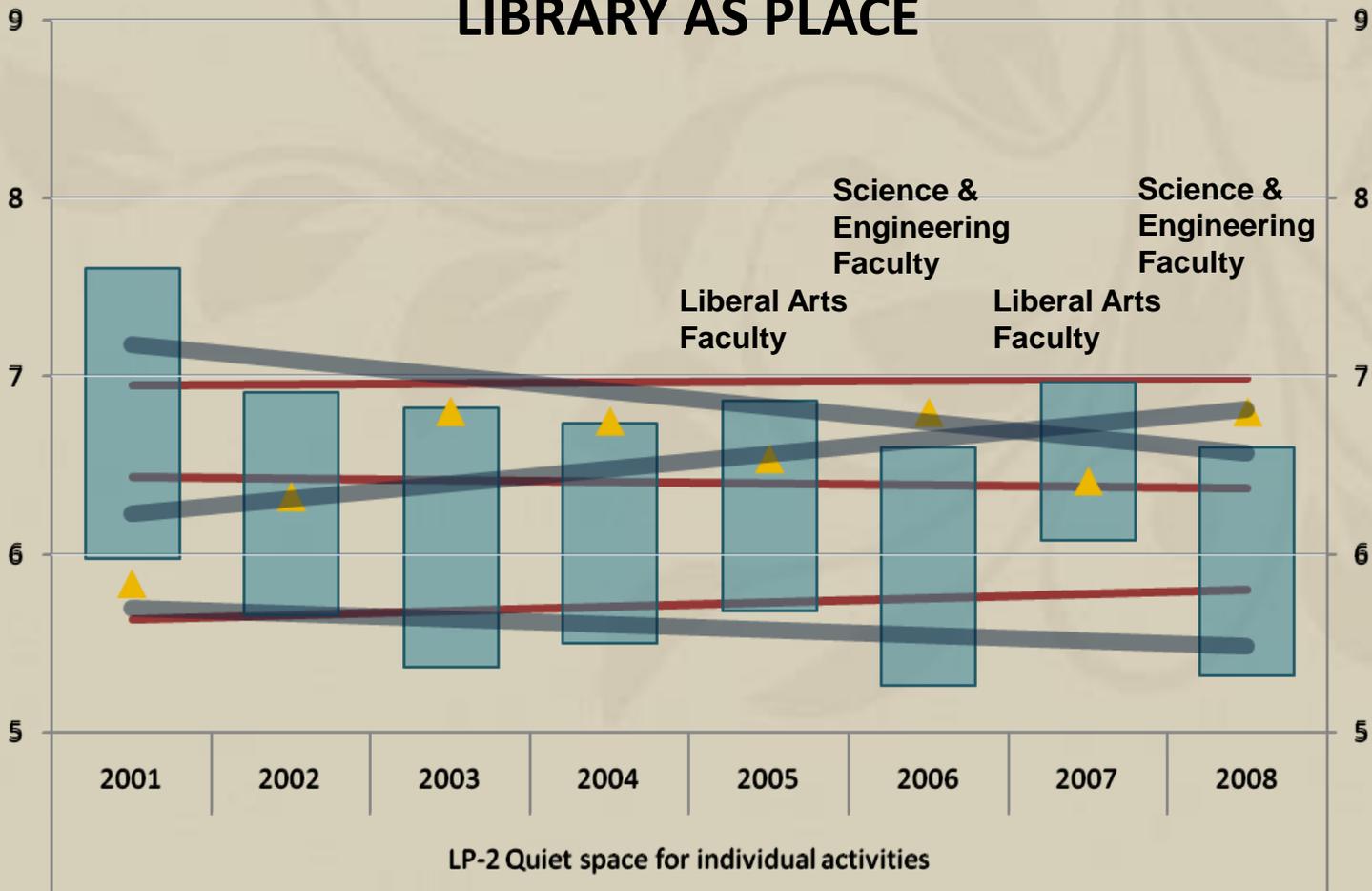


# TEXAS A&M UNIVERSITY LIBRARIES



## LIBRARY AS PLACE

FACULTY

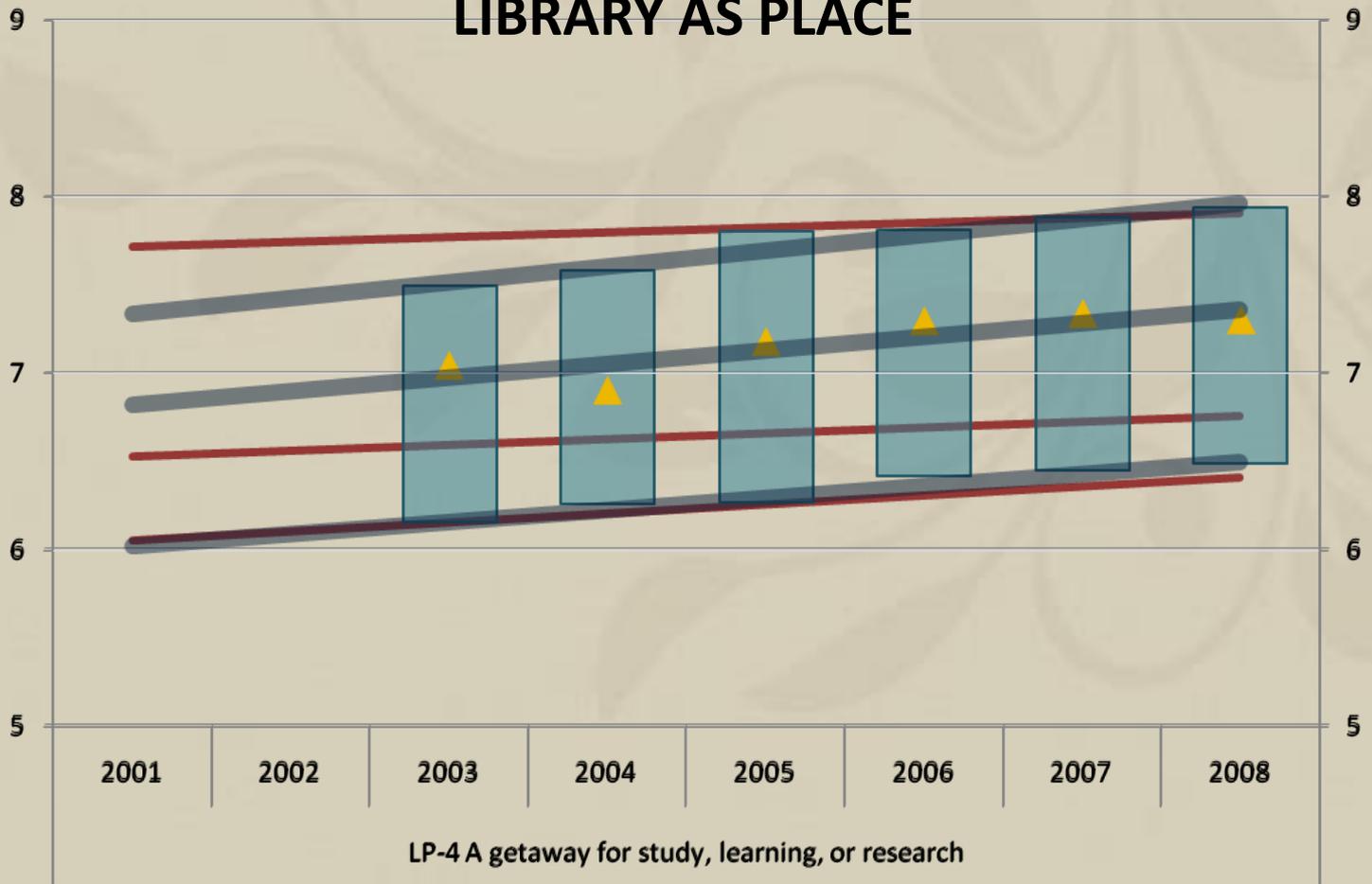


# TEXAS A&M UNIVERSITY LIBRARIES



## LIBRARY AS PLACE

GRADUATE

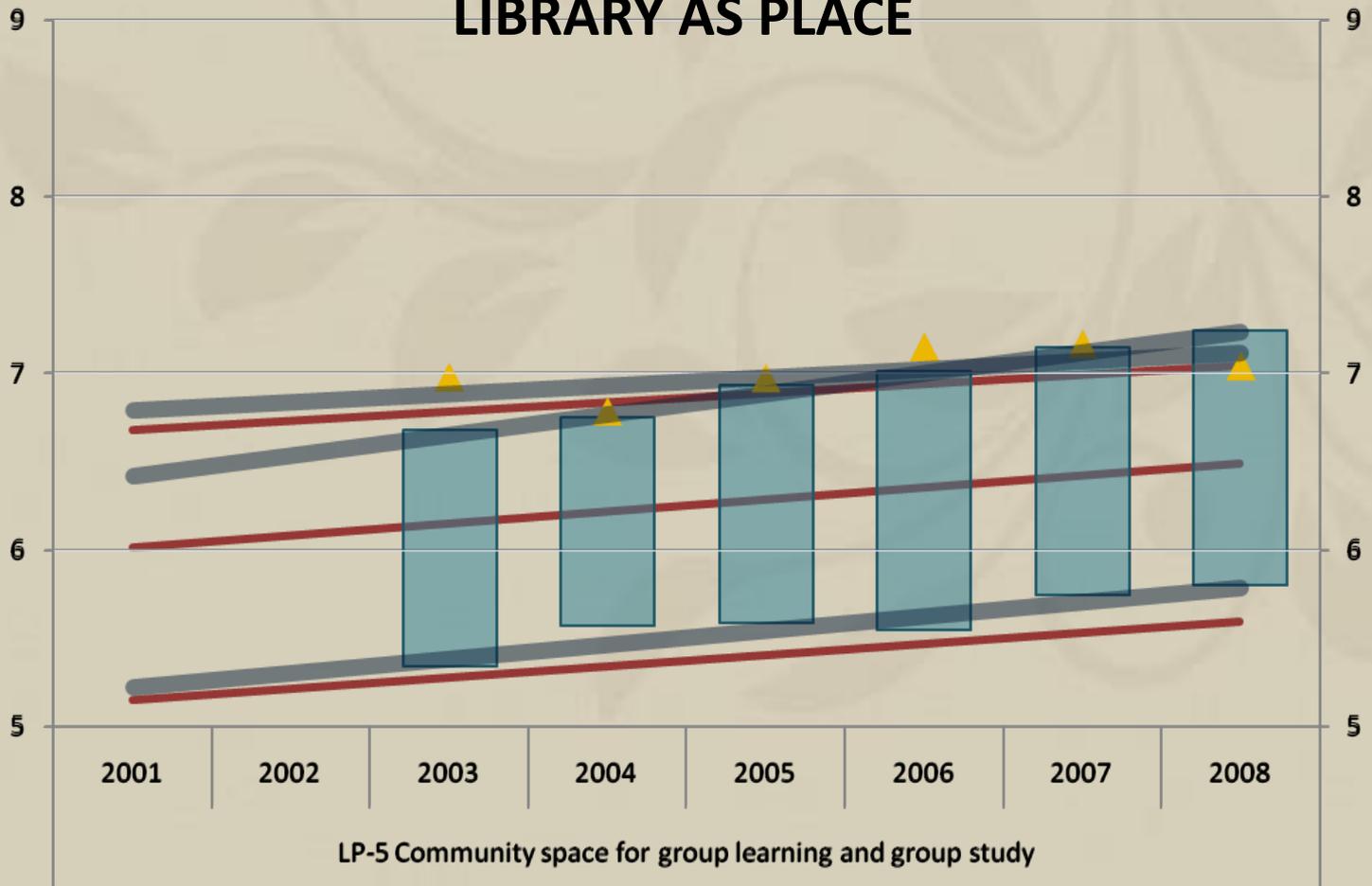


# TEXAS A&M UNIVERSITY LIBRARIES



## LIBRARY AS PLACE

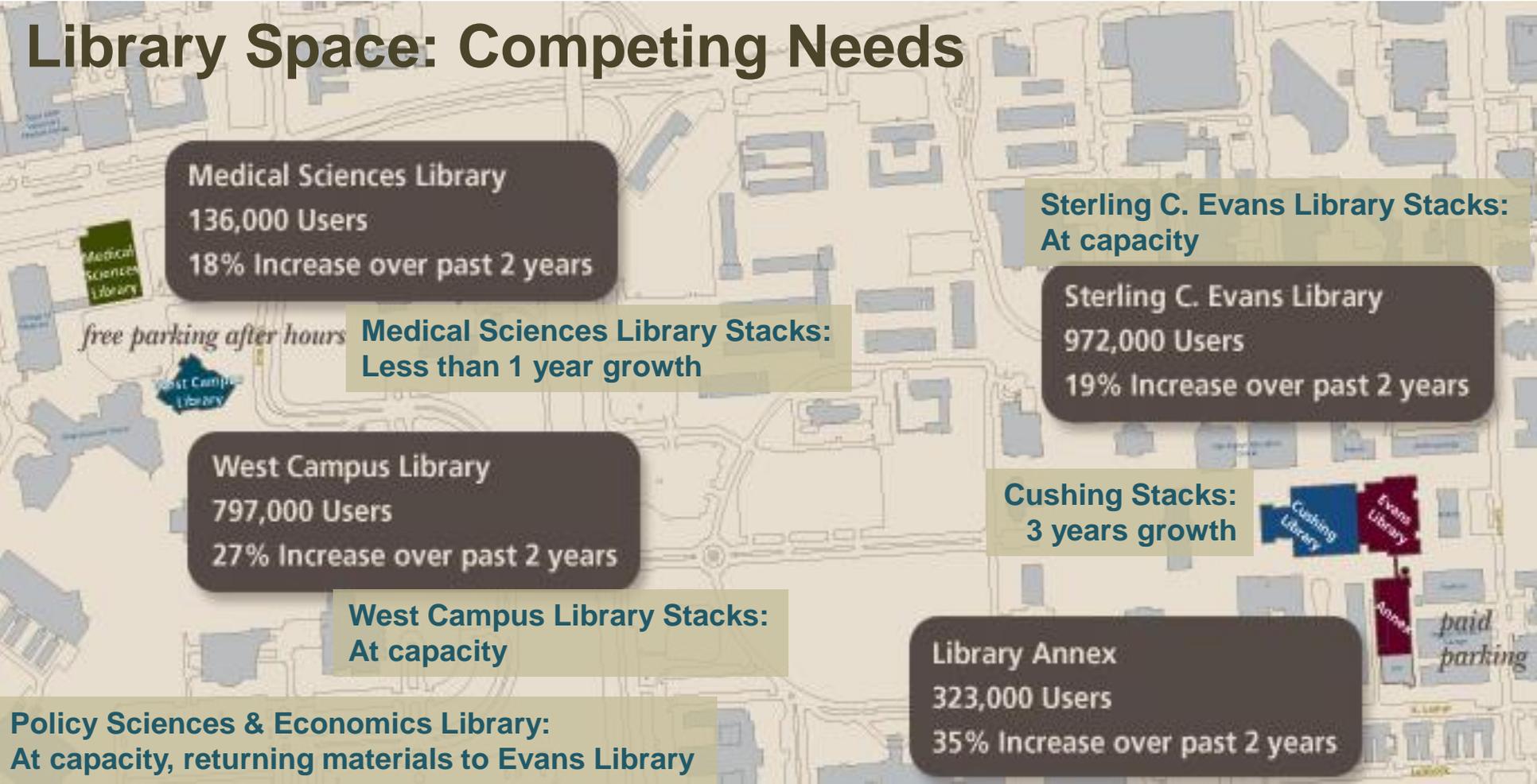
GRADUATE



# TEXAS A&M UNIVERSITY LIBRARIES



## Library Space: Competing Needs



Medical Sciences Library

136,000 Users

18% Increase over past 2 years

Medical Sciences Library Stacks:  
Less than 1 year growth

Sterling C. Evans Library Stacks:  
At capacity

Sterling C. Evans Library

972,000 Users

19% Increase over past 2 years

West Campus Library

797,000 Users

27% Increase over past 2 years

West Campus Library Stacks:  
At capacity

Cushing Stacks:  
3 years growth

Library Annex

323,000 Users

35% Increase over past 2 years

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

# TEXAS A&M UNIVERSITY LIBRARIES



*Public Computer Workstations*

*Study Alcoves*

*Booths*

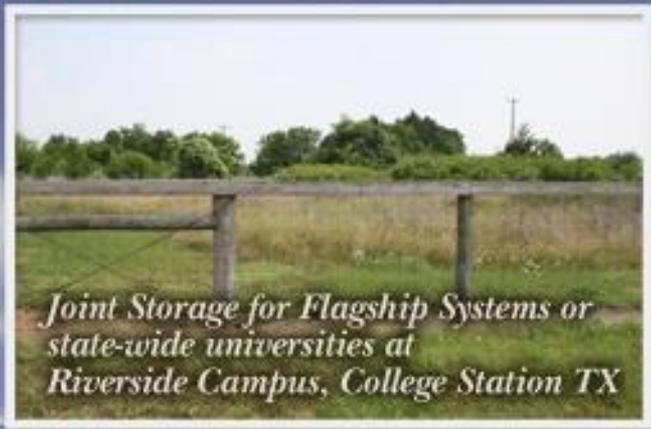
*Soft Seating*



*Information Commons*



## TEXAS A&M UNIVERSITY LIBRARIES



*Print Storage Solutions*

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

# TEXAS A&M UNIVERSITY LIBRARIES



The Texas Digital Library is a multi-university consortium providing the digital infrastructure to support a fully online scholarly community for institutions of higher education in Texas and the widespread availability of their enormous intellectual capital.

The Texas Digital Library (TDL) has created a federated collection of Electronic Thesis and Dissertations from across the state of Texas; there are currently four participating schools contributing over 4000 ETDs per year and those numbers are growing.

Search Results for Community: Theses and Dissertations

- [H] Lee Par Wing To:ortex Around An Airfoil  
Gal, Jaehong, Ph.D. (University of Texas at Arlington, December 2006)
- [H] Structural Optimization Using Ansys And Regulated Multi-quartic Response Surface Model  
Kerou, Ajaykumar, M.S.M.E. (University of Texas at Arlington, December 2006)
- [H] Power And Distortion Optimized Video Coding For Portable Computing Applications  
Liang, Hongfang, Ph.D. (University of Texas at Arlington, April 2006)
- [H] Branch-and-cut-and-price Methods For Logistics Problems With Limited Risk  
Huang, Hehe, Ph.D. (University of Texas at Arlington, November 2006)
- [C] Children's beliefs about what it means to have a mind (electronic resource)  
Davis, Selma Lee, Ph. D. (The University of Texas at Austin, 2004)
- [H] Application of automatic differentiation to trajectory optimization via direct multiple shooting (electronic resource)  
Garcia, David Martinez, Ph. D. (The University of Texas at Austin, 2003)
- [H] A new approach for fast potential evaluation in N-body problems  
Julius, Breckner, MS (Texas A&M University, December 2002)
- [H] Integration of dynamic data into reservoir description using streamline approaches  
Ho, Zhang, Ph. D. (Texas A&M University, August 2002)
- [H] Pixel team: a style for cinematic computer-generated lighting  
Han, Lei, MFA, M. S. (Texas A&M University, December 2006)
- [H] Pre-service teachers' perceptions of a student-centered approach for integrating technology in content areas  
Curtis, Jacquelyn D., Doctor of Education (Texas Tech University, 2004-04-10)

TDL NEWS

TDL Update for April 2008  
April news includes the release of 3Dspace 1.5!

TDL Update for February 2008  
TDL news for February 2008 -- Manakin, Wires, and more!

Texas Conference on Digital Libraries  
Please join us in Austin June 4-6, 2008

News Archive -

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## 4.2007 Texas Digital Libraries Statistics

43 Unique Collections

220,874 Items within the Collections

311,611 Queries to the TDL Databases



www.tdl.org

*Electronic Storage Solutions:  
Texas Digital Libraries Collaboration*

## TEXAS A&M UNIVERSITY LIBRARIES



WOOF!!!

Thank you !

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