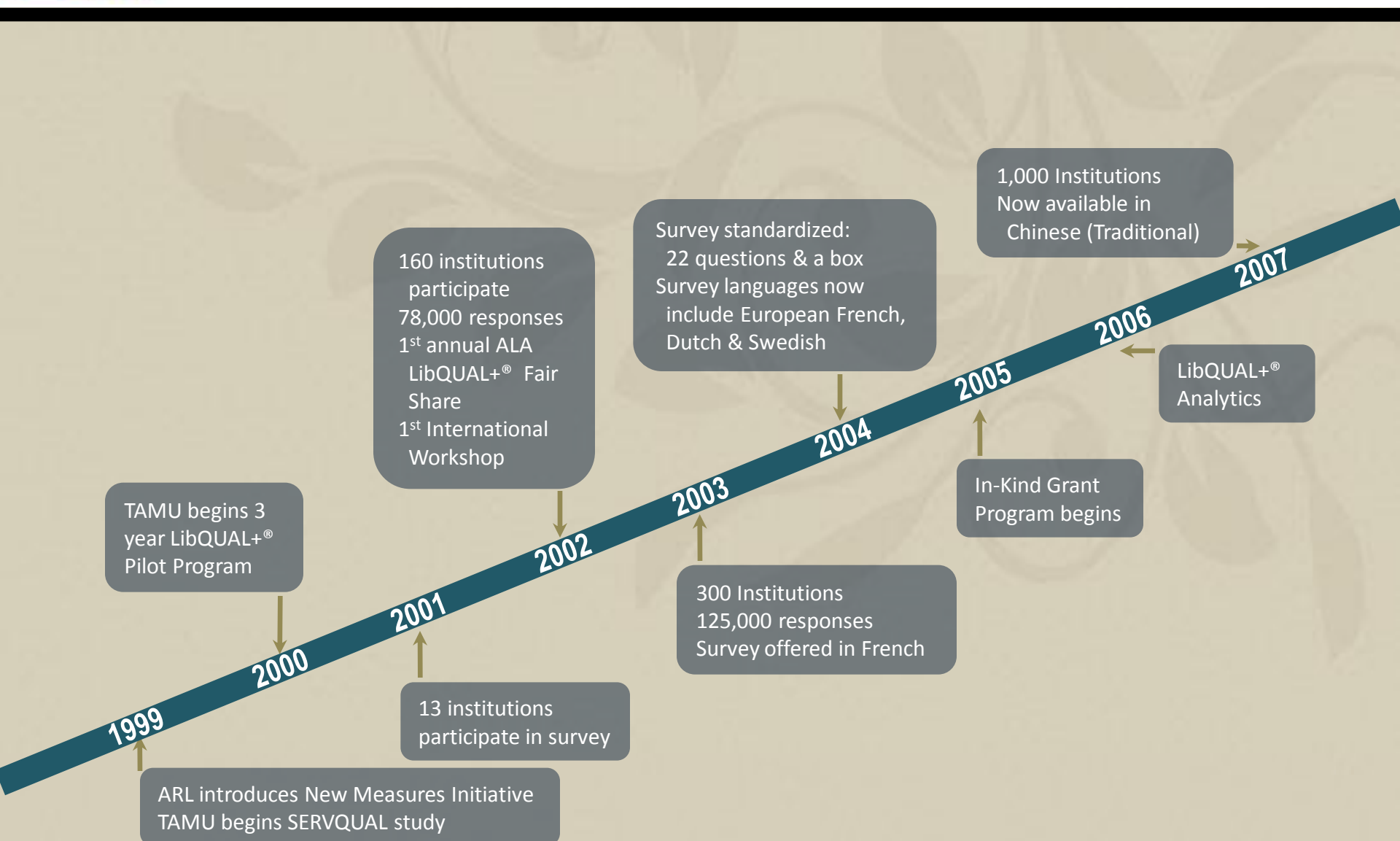
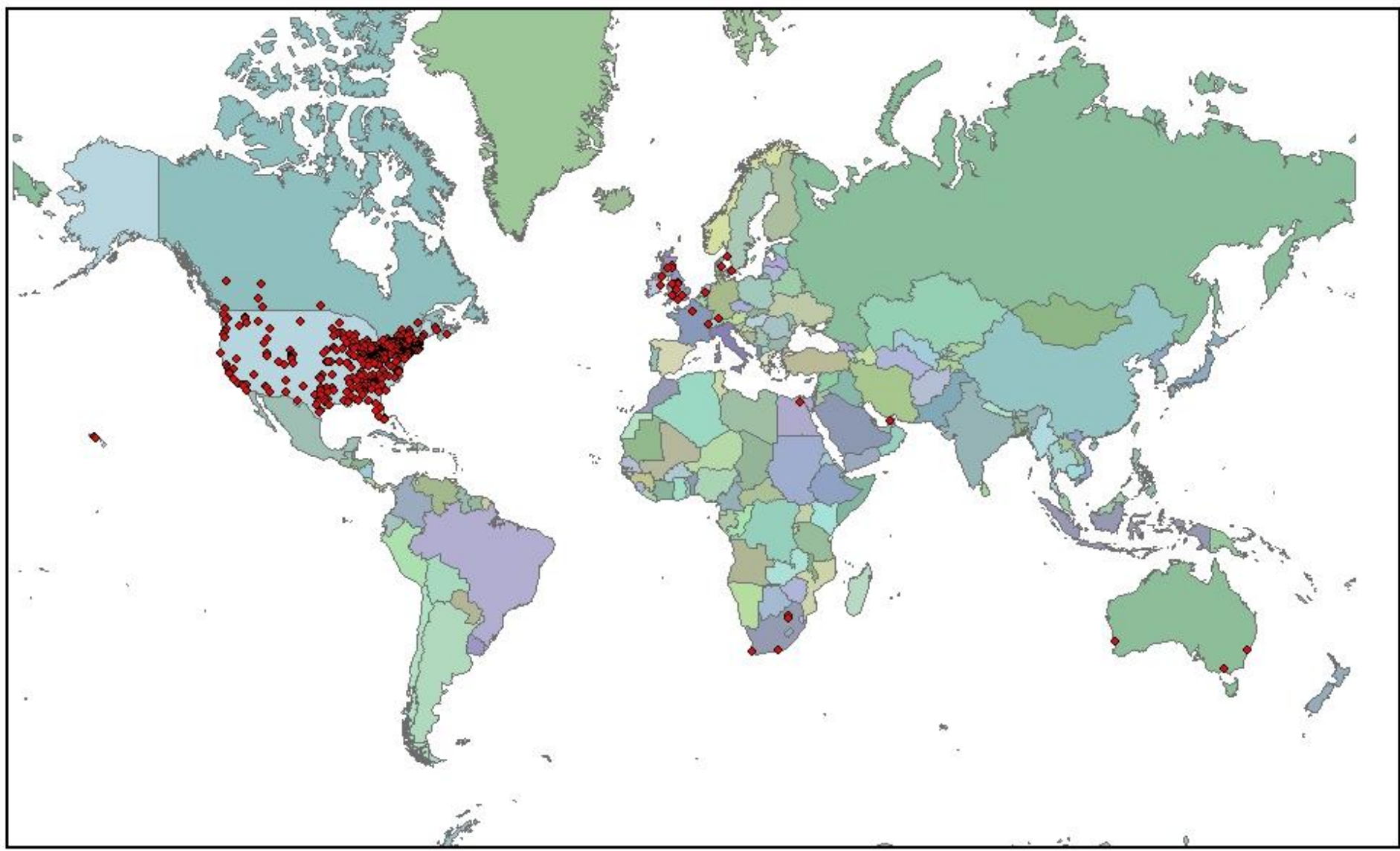


TEXAS A&M UNIVERSITY

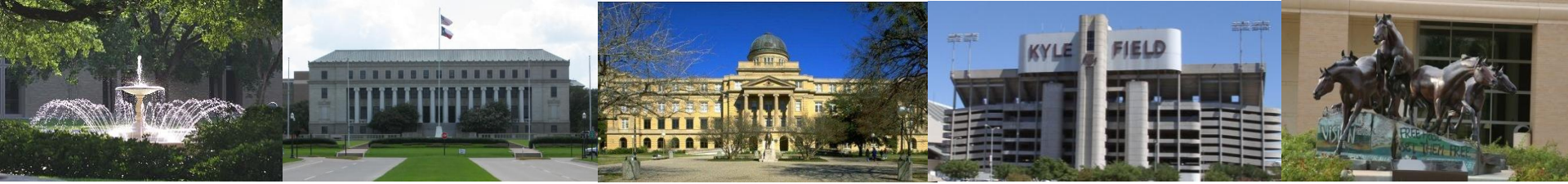
# Practical Lessons Drawn From Ten Years of Library Service Quality in a Research Library

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



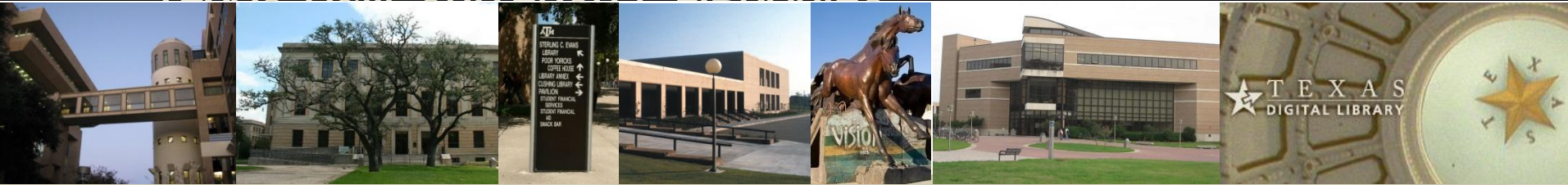


## TEXAS A&M UNIVERSITY



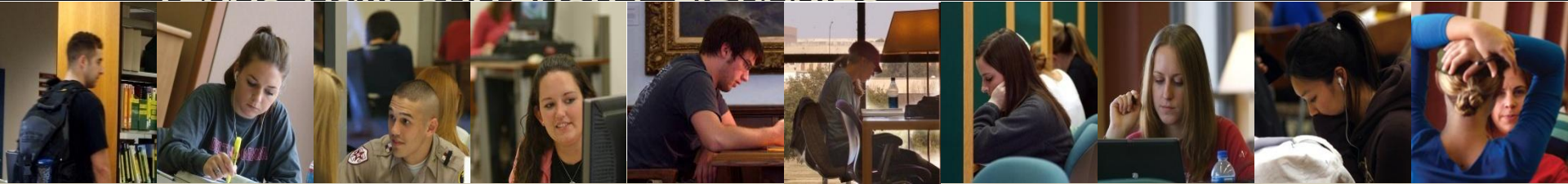
- **Land, Sea and Space Grant University**
- **48,000 Students, Fall 2008**
- **2,600 Instructional Faculty**
- **One of the two major, public flagship universities in Texas, USA**
- **Historical strengths in Engineering, Science & Health**

# TEXAS A&M UNIVERSITY LIBRARIES



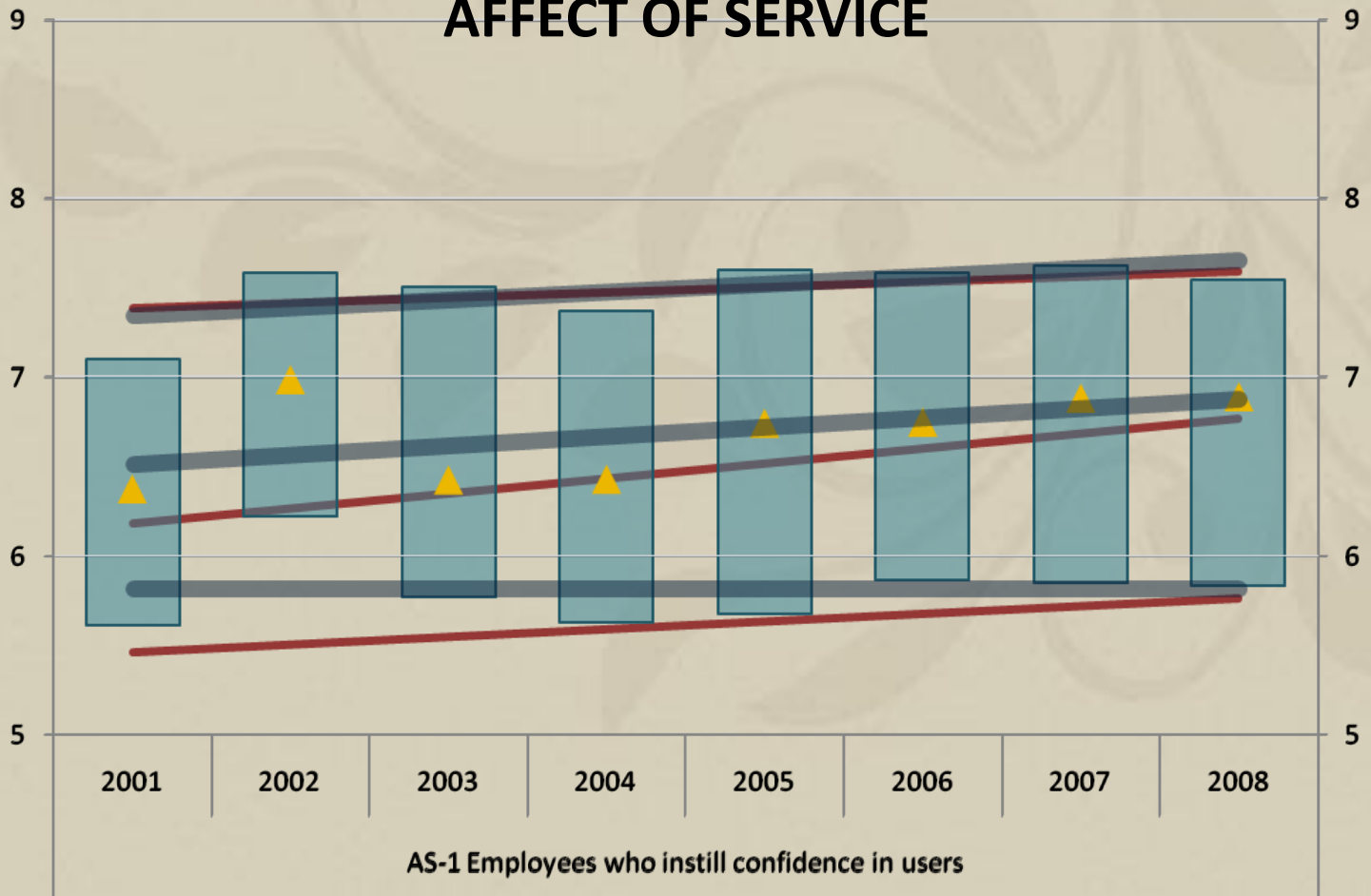
- **ARL Member, ranked 26<sup>th</sup> overall, 2<sup>nd</sup> in electronic serial**
- **Annual budget of \$34 Million**
- **4 million volumes**

# TEXAS A&M UNIVERSITY LIBRARIES

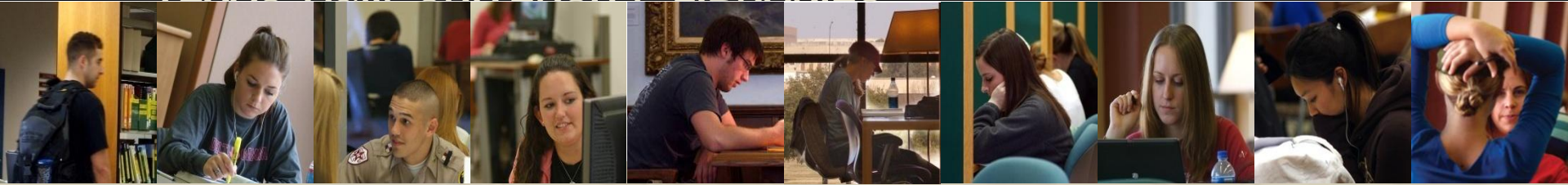


## AFFECT OF SERVICE

GRADUATE

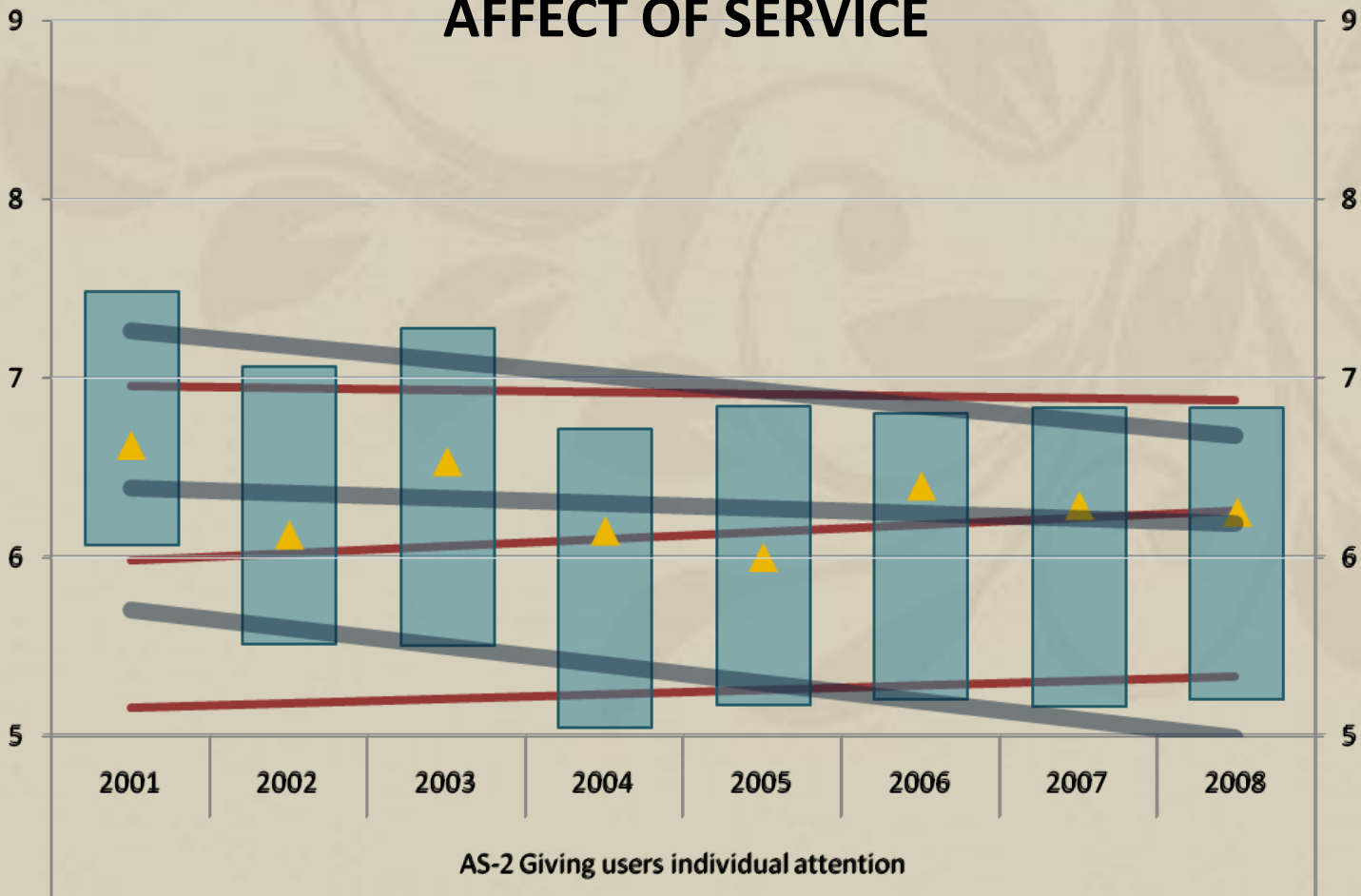


# TEXAS A&M UNIVERSITY LIBRARIES



## AFFECT OF SERVICE

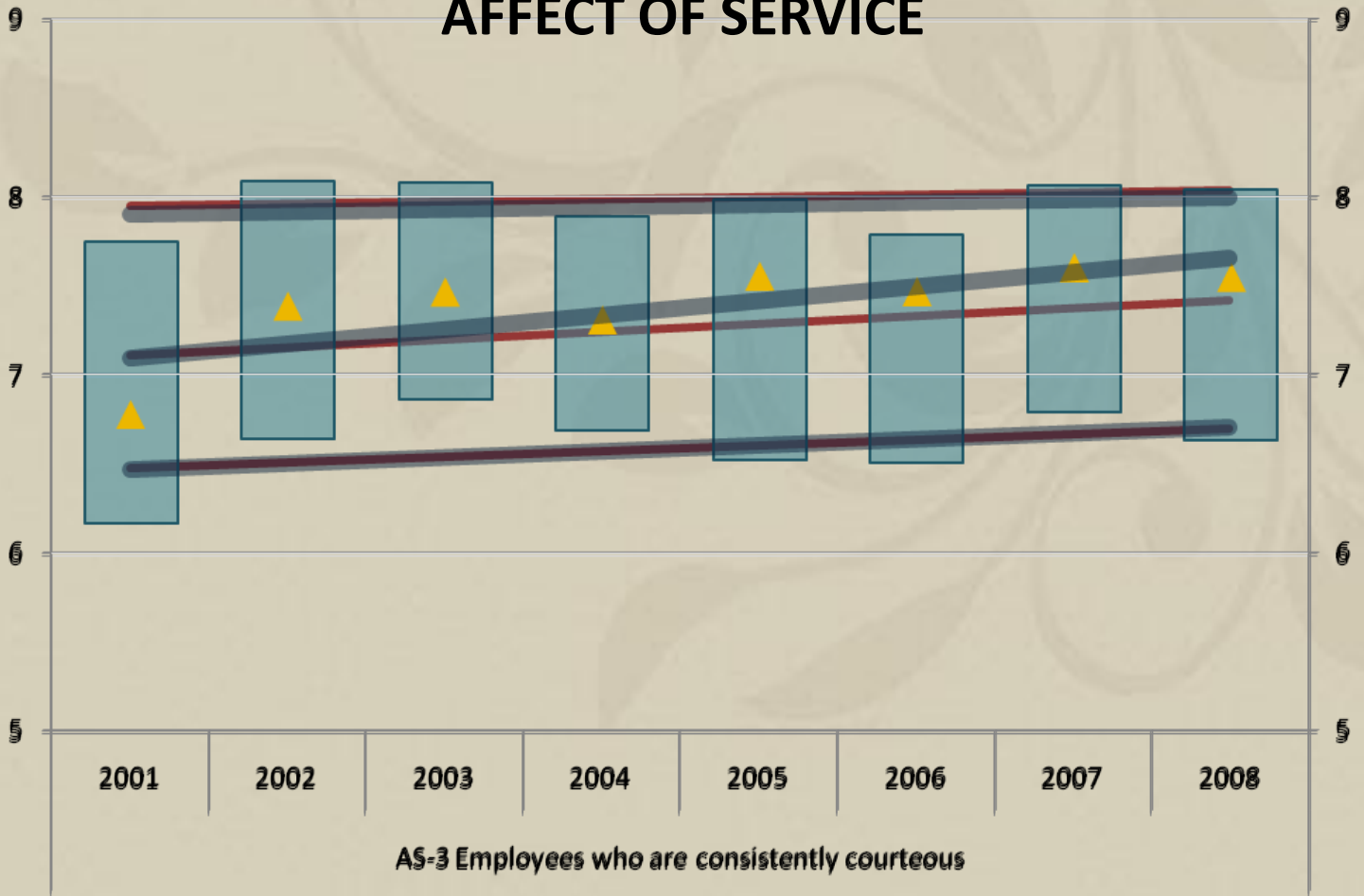
UNDERGRADUATE



# TEXAS A&M UNIVERSITY LIBRARIES



## AFFECT OF SERVICE



GRADUATE

AS-3 Employees who are consistently courteous

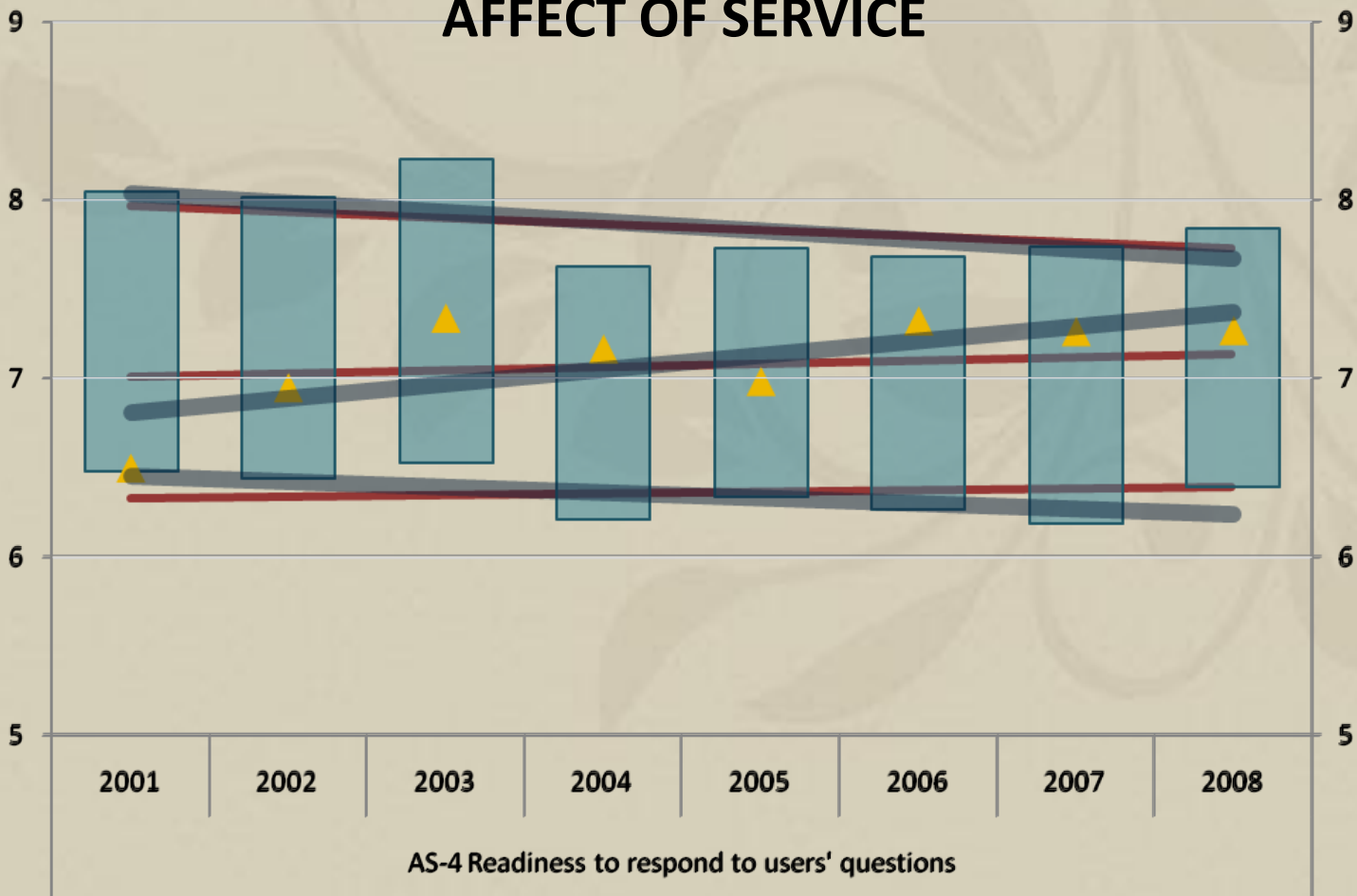


# TEXAS A&M UNIVERSITY LIBRARIES



## AFFECT OF SERVICE

UNDERGRADUATE

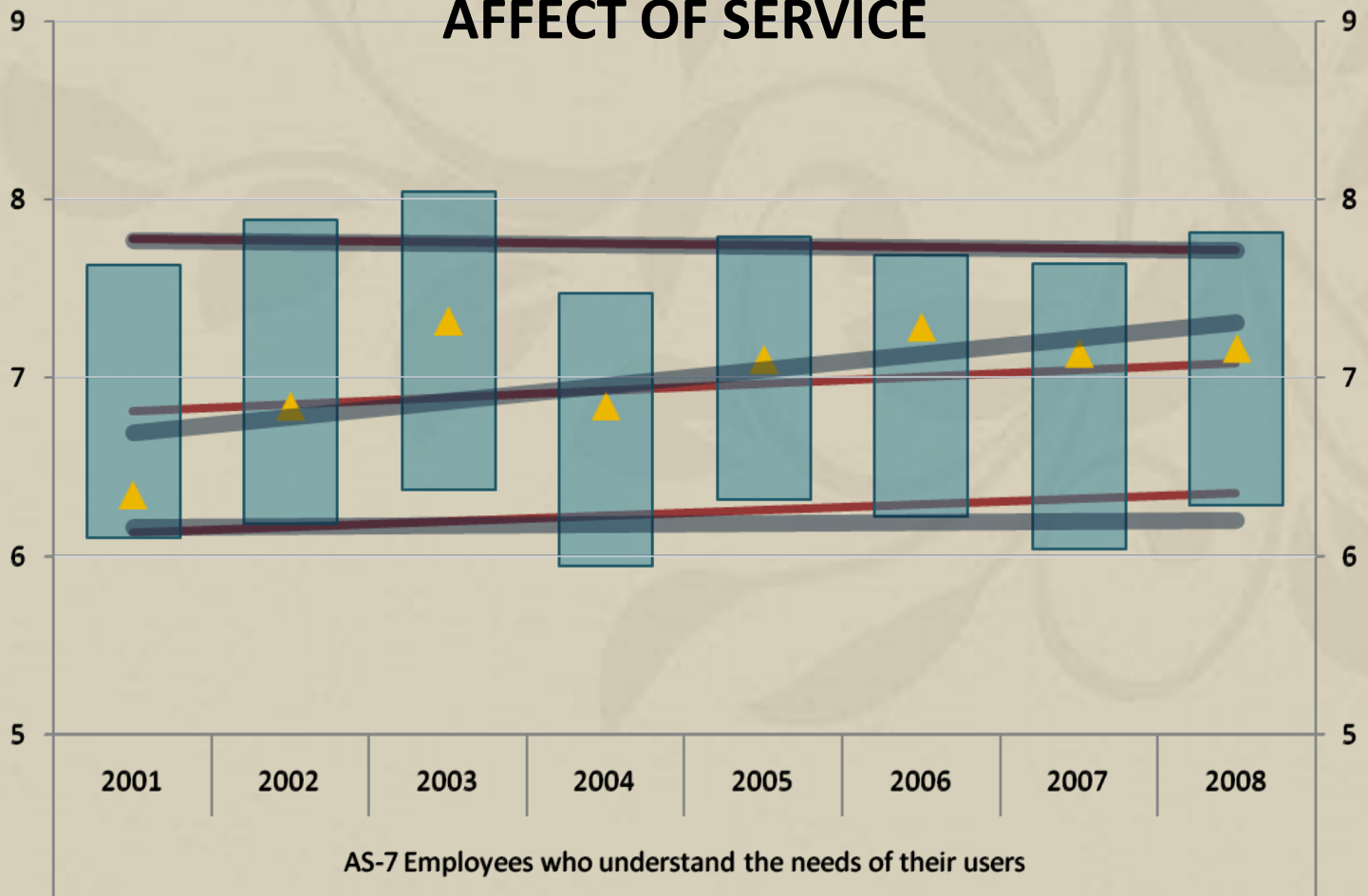


# TEXAS A&M UNIVERSITY LIBRARIES



## AFFECT OF SERVICE

UNDERGRADUATE



# TEXAS A&M UNIVERSITY LIBRARIES

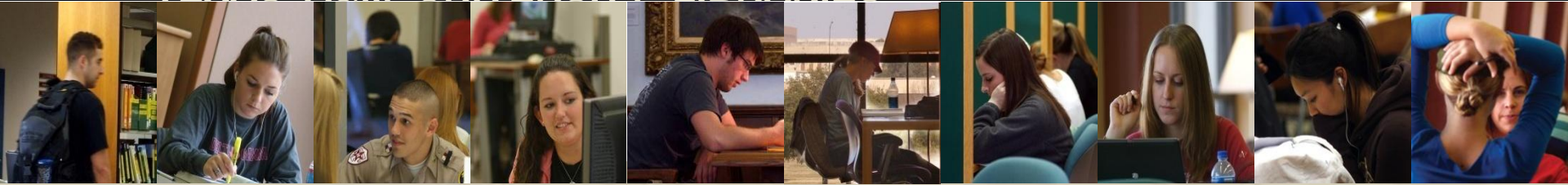


## Hours of Operation Comparison of Texas A&M Peer Institutions (Hours open during a week)

### Rank

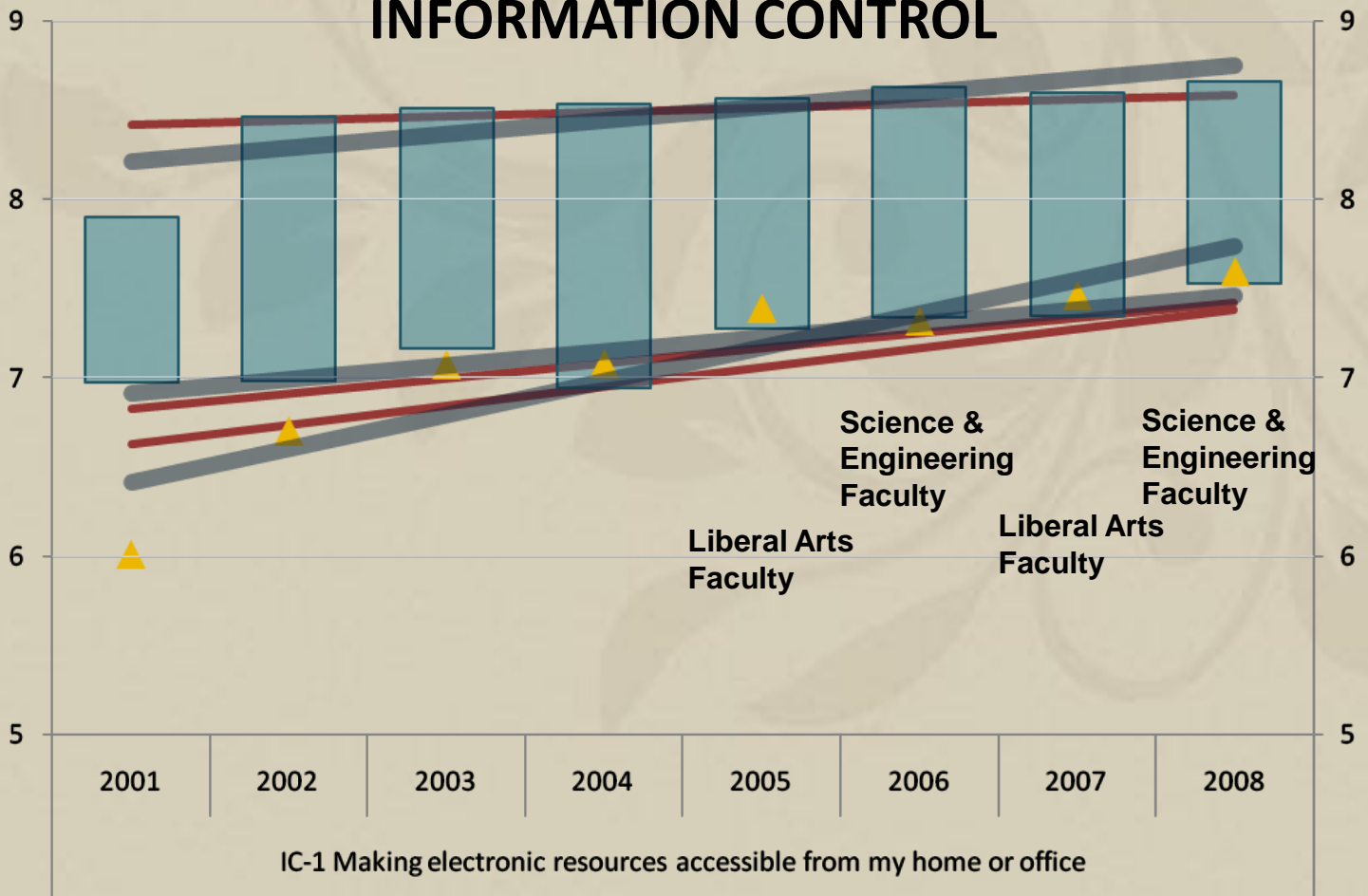
1. Open 24/7 (168)
  - Ohio State
  - Penn State
  - UC San Diego
2. Wisconsin (148)
3. Texas A&M (145)
  - North Carolina (145)
4. Georgia Tech (135)
5. Purdue (119)
  - Illinois (119)
6. Texas (107)
7. Florida (104)
8. Minnesota (100)
9. UCLA (97)

# TEXAS A&M UNIVERSITY LIBRARIES

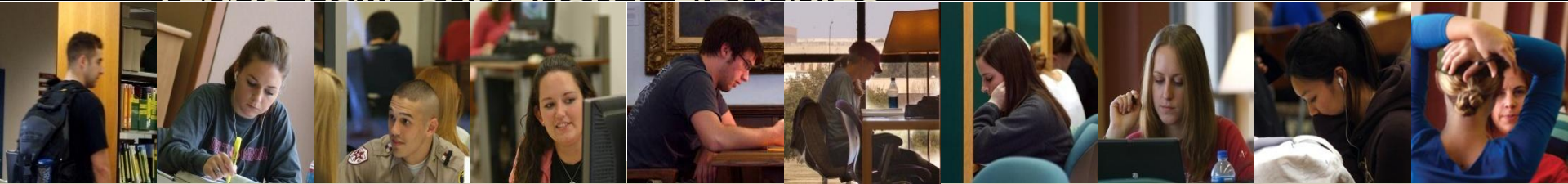


## INFORMATION CONTROL

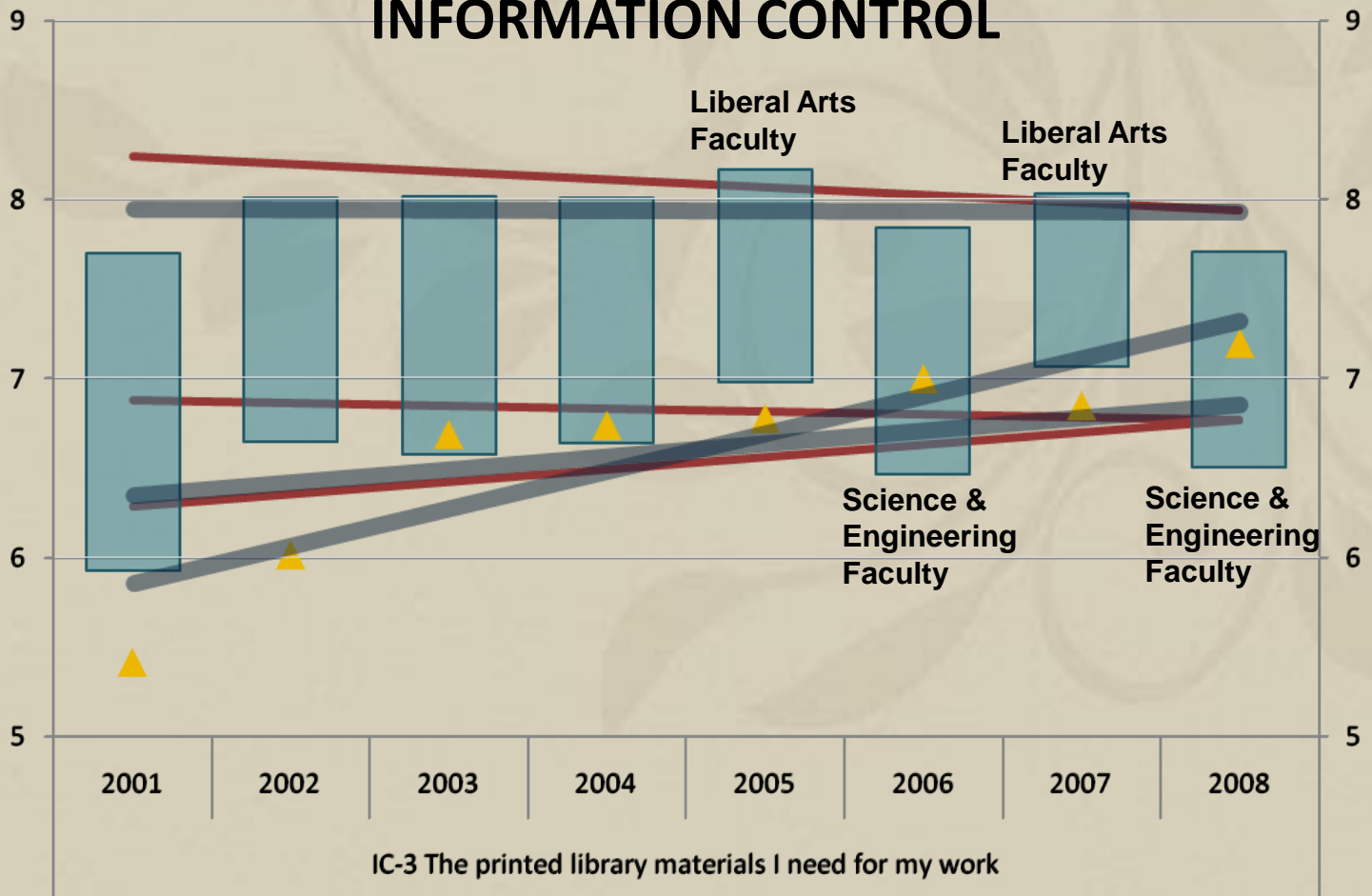
FACULTY



# TEXAS A&M UNIVERSITY LIBRARIES



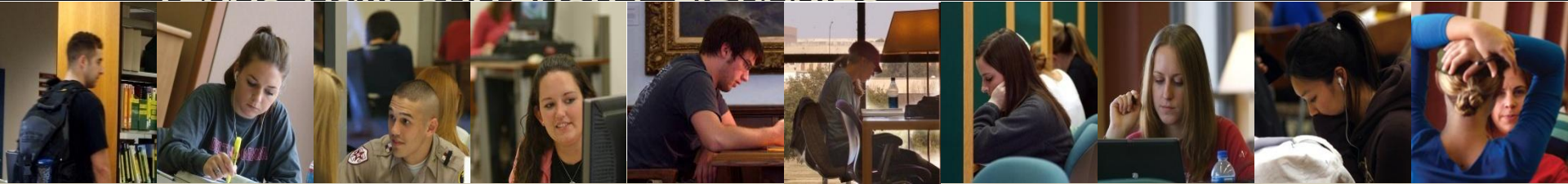
## INFORMATION CONTROL



FACULTY

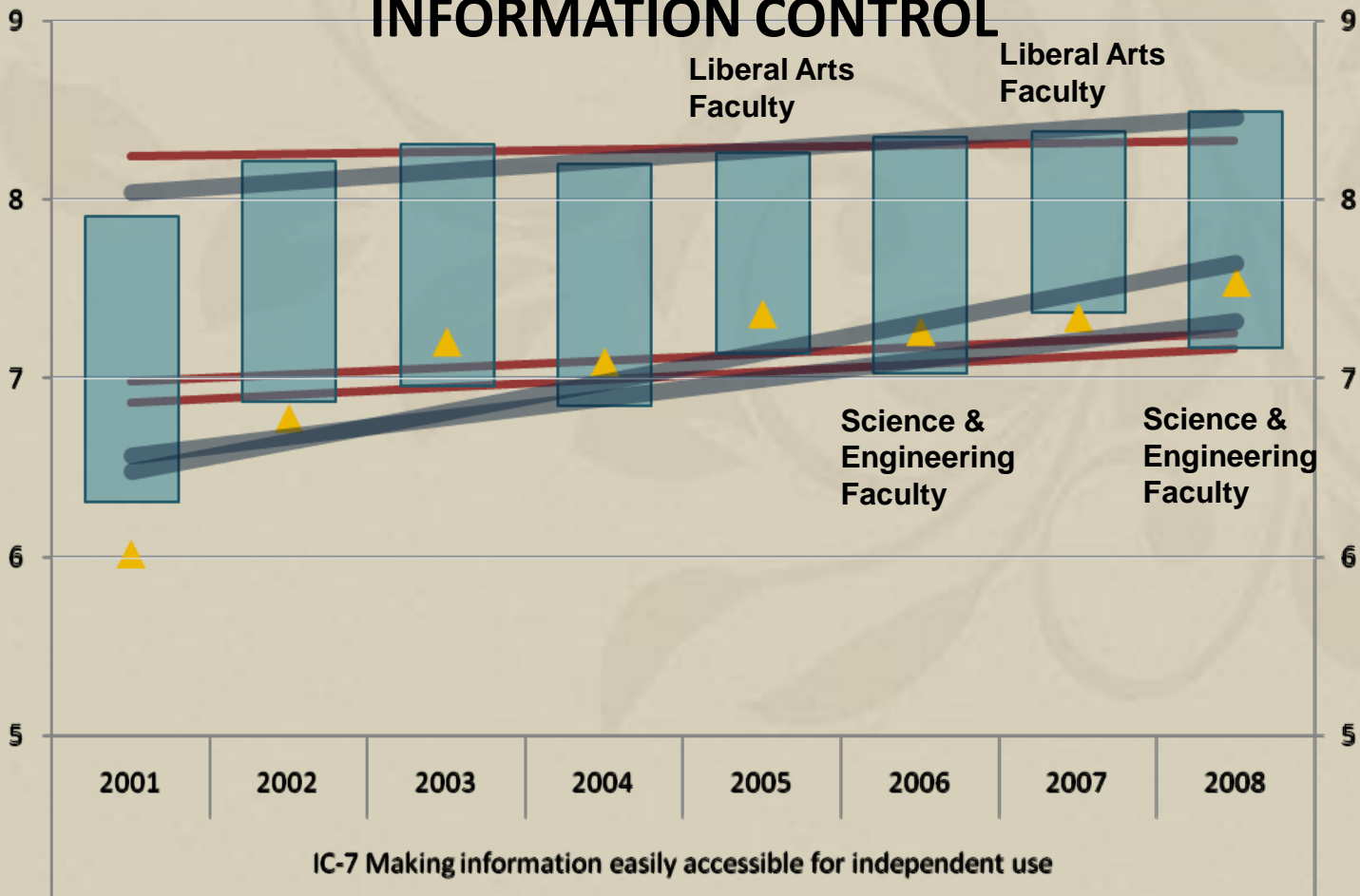
IC-3 The printed library materials I need for my work

# TEXAS A&M UNIVERSITY LIBRARIES

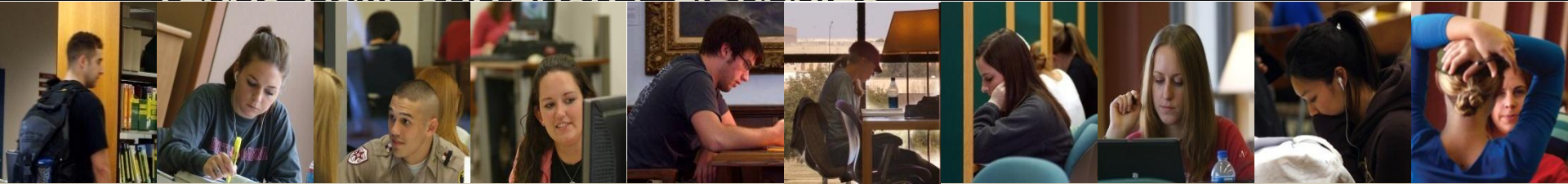


## INFORMATION CONTROL

FACULTY

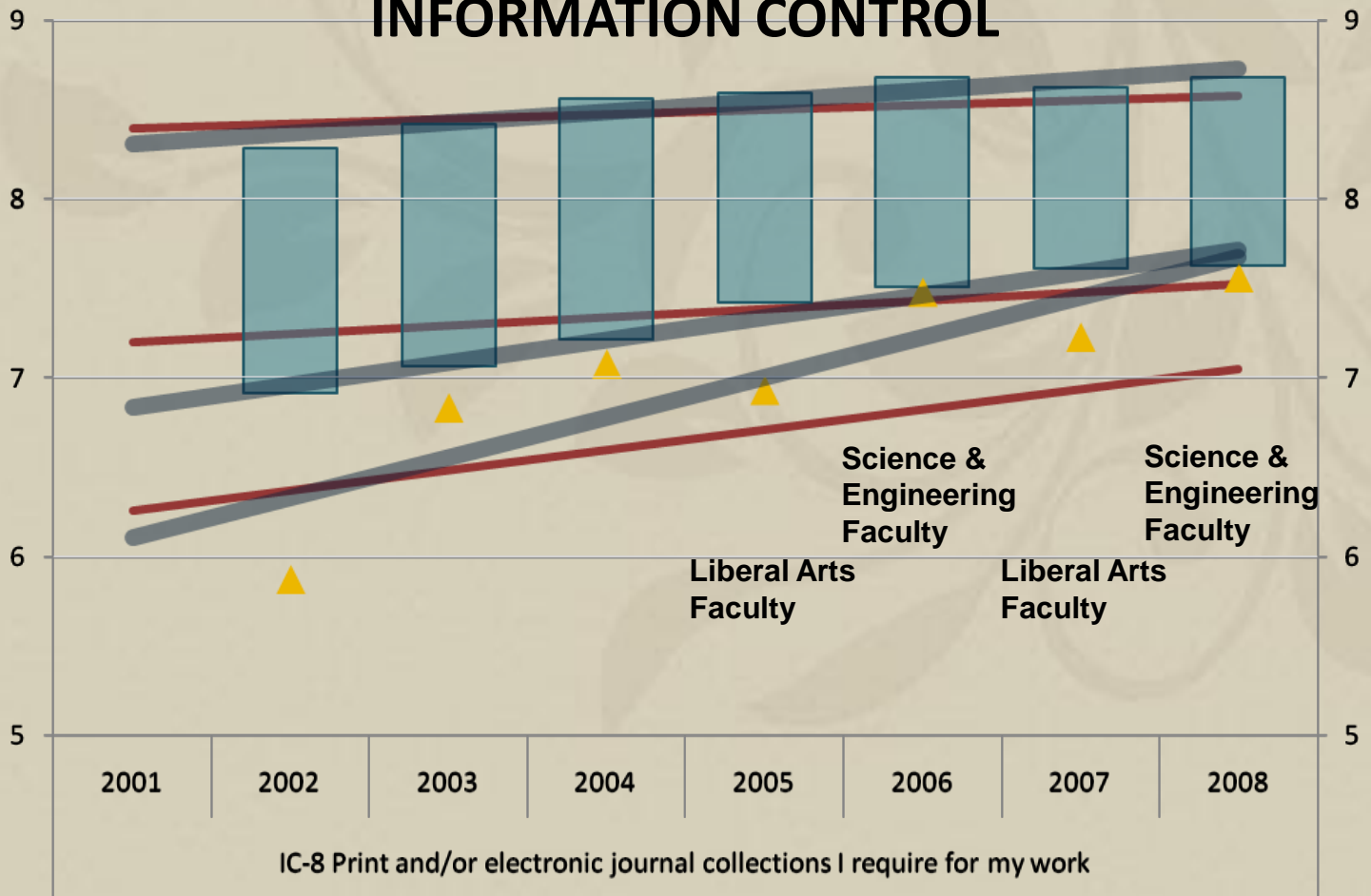


# TEXAS A&M UNIVERSITY LIBRARIES



## INFORMATION CONTROL

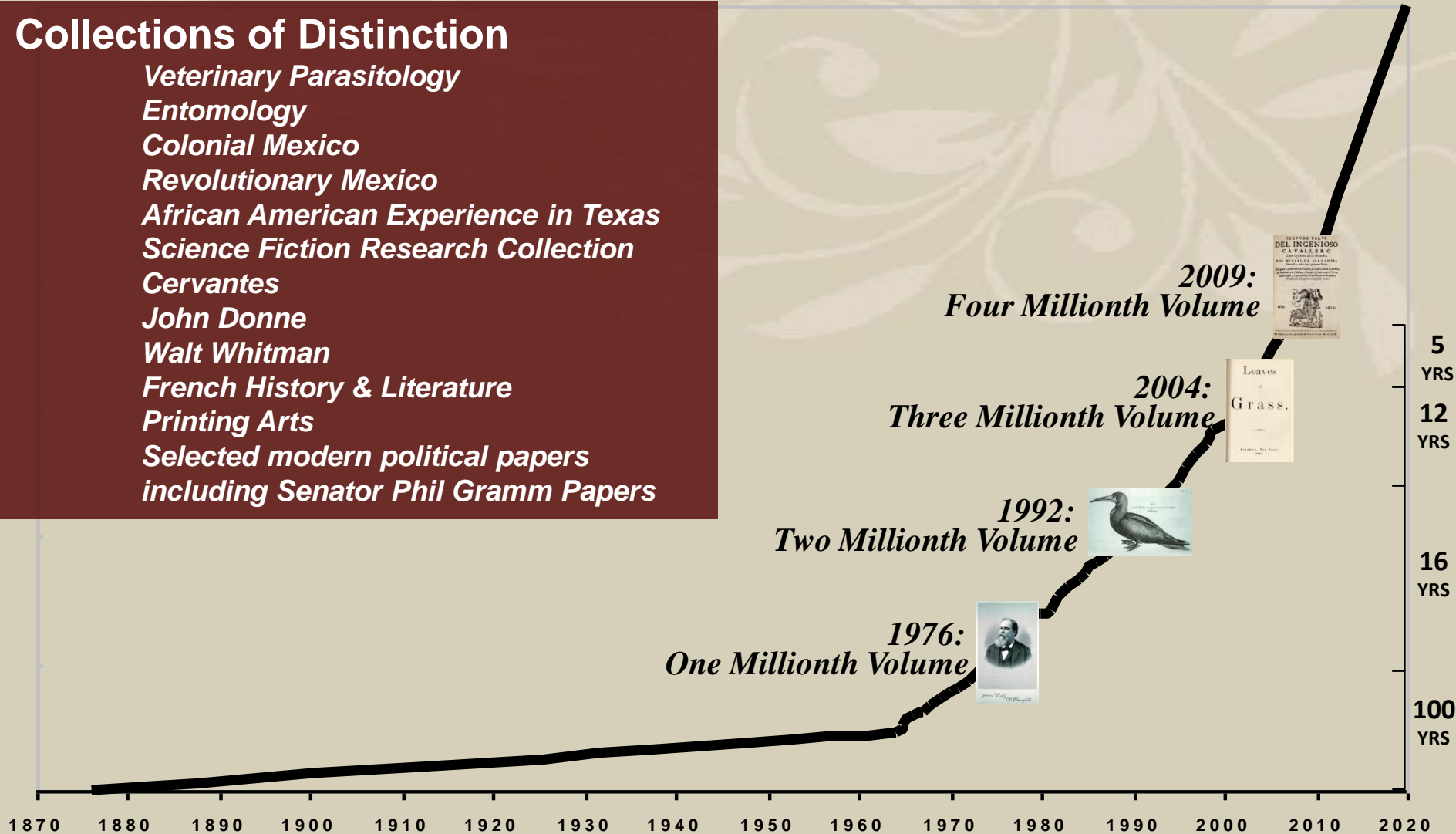
FACULTY



# TEXAS A&M UNIVERSITY LIBRARIES

## Collections of Distinction

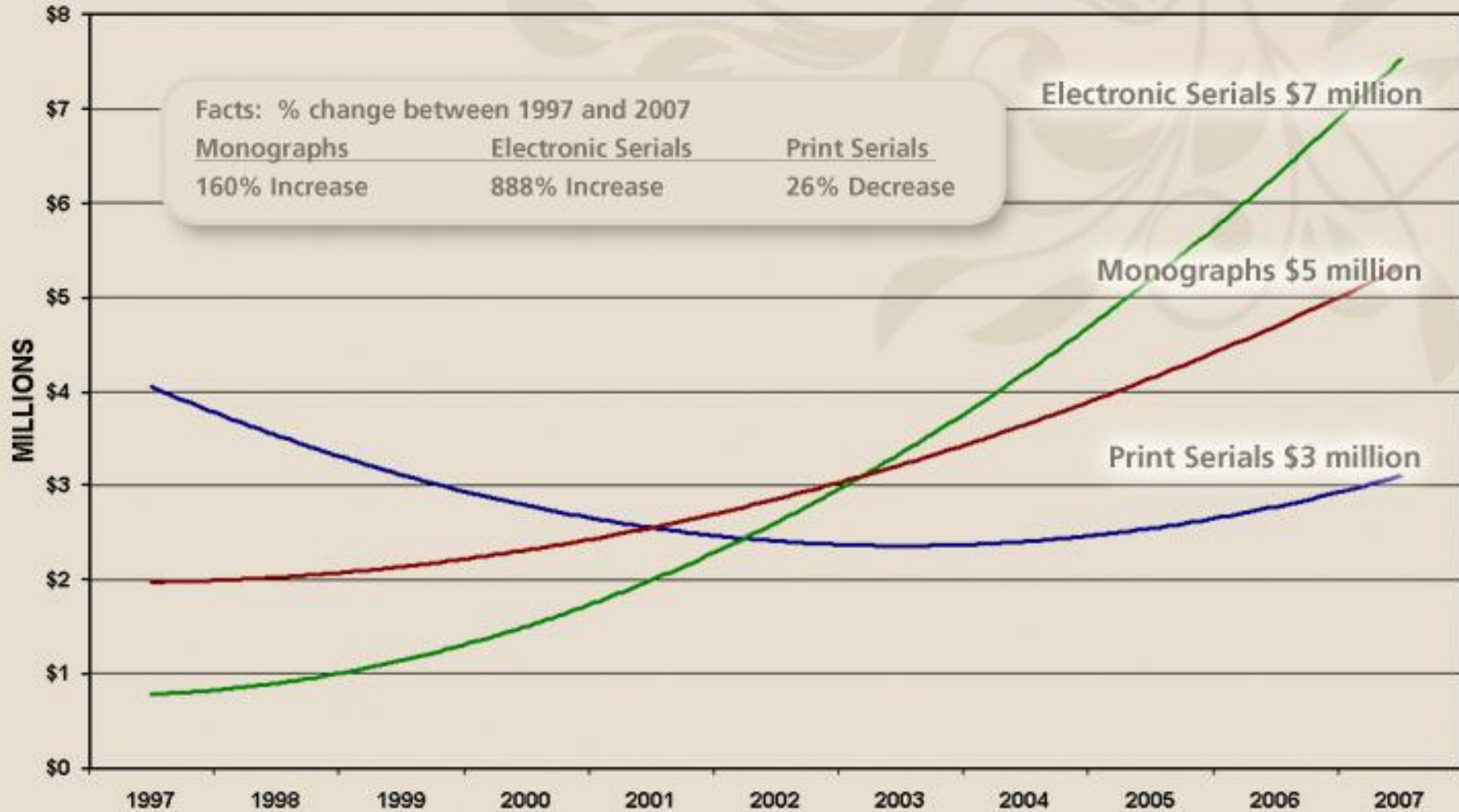
- Veterinary Parasitology*
- Entomology*
- Colonial Mexico*
- Revolutionary Mexico*
- African American Experience in Texas*
- Science Fiction Research Collection*
- Cervantes*
- John Donne*
- Walt Whitman*
- French History & Literature*
- Printing Arts*
- Selected modern political papers including Senator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



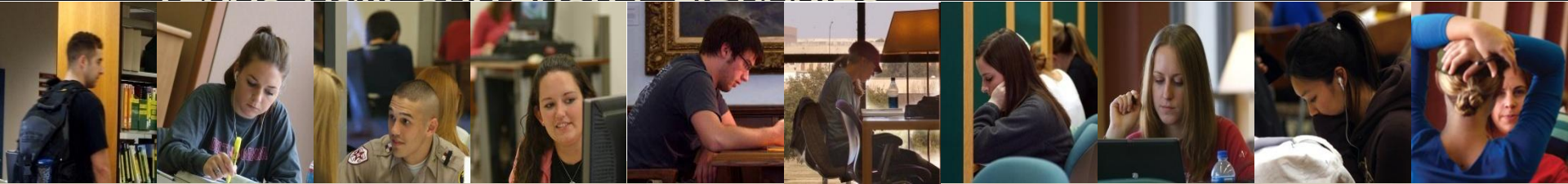


# TEXAS A&M UNIVERSITY LIBRARIES

## Materials Expenditures

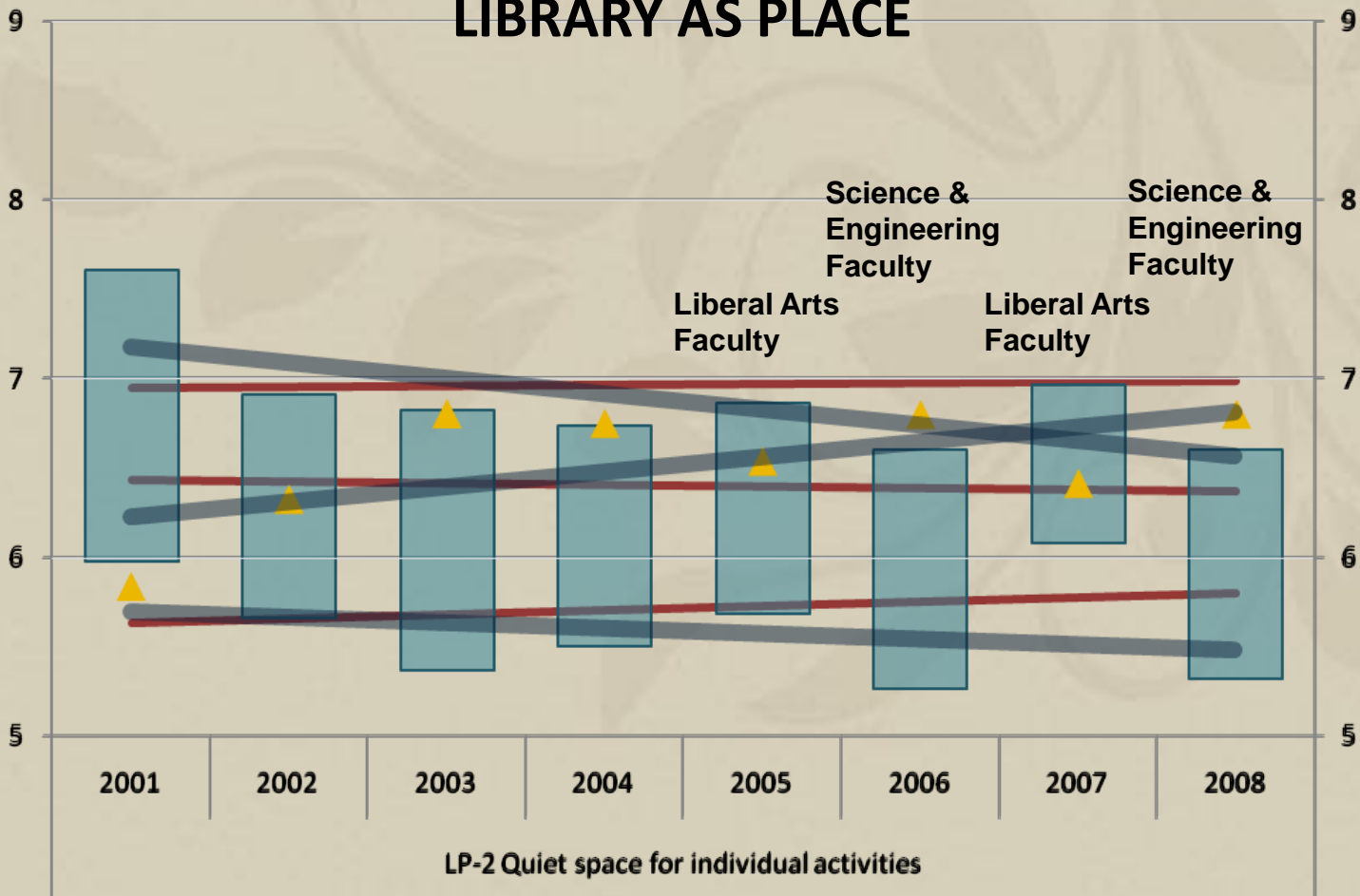


# TEXAS A&M UNIVERSITY LIBRARIES



## LIBRARY AS PLACE

FACULTY

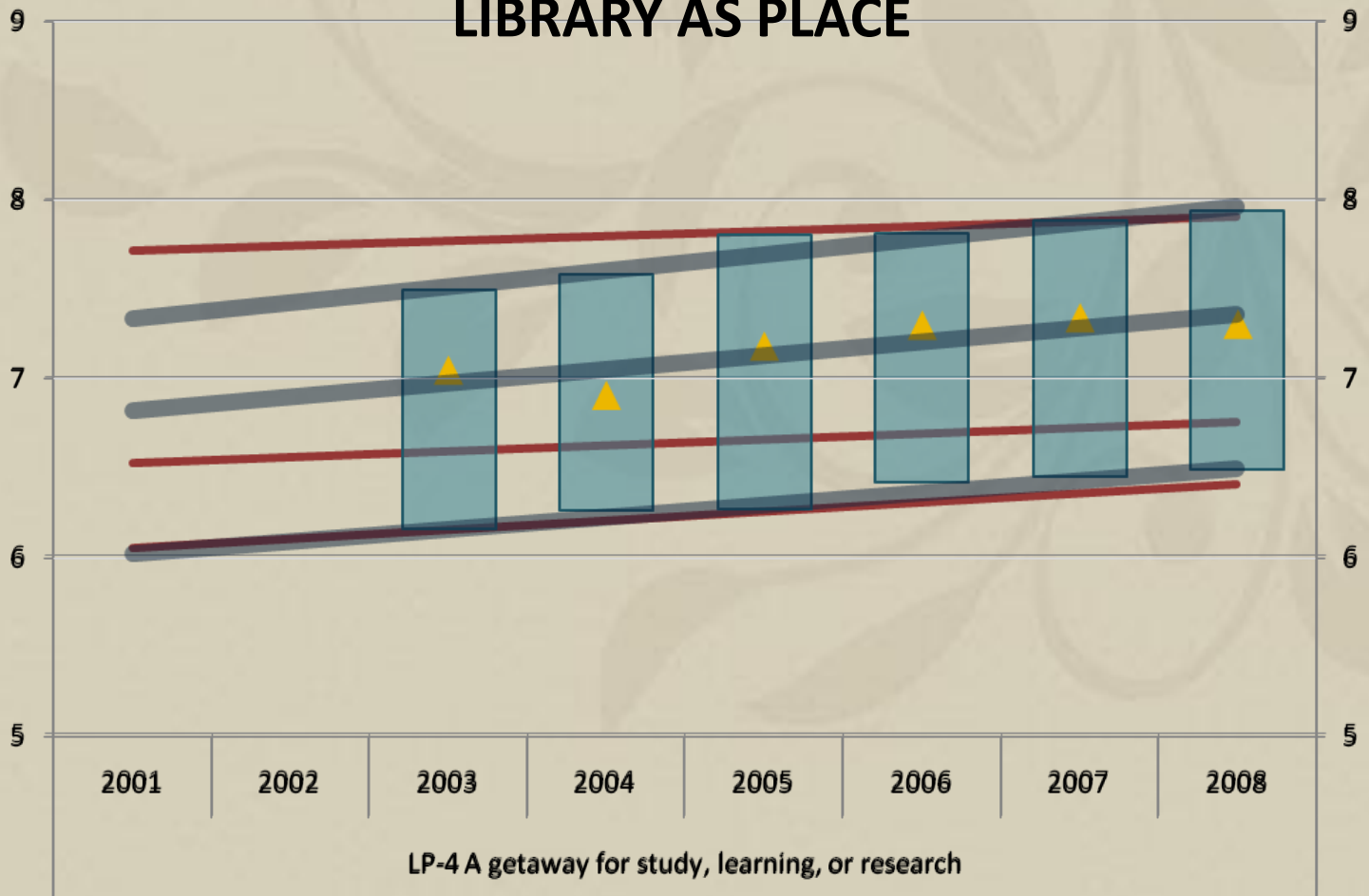


# TEXAS A&M UNIVERSITY LIBRARIES

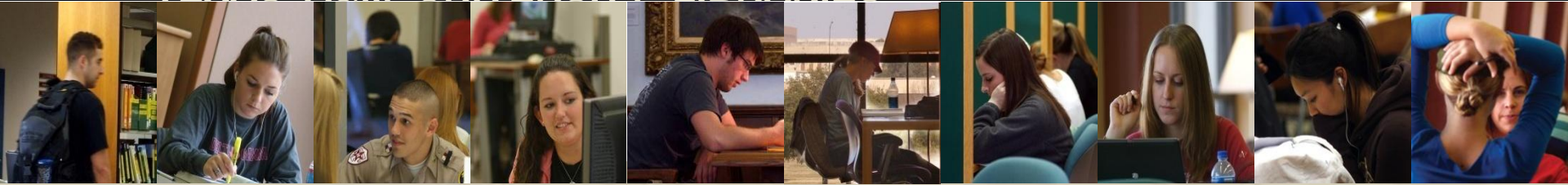


## LIBRARY AS PLACE

GRADUATE

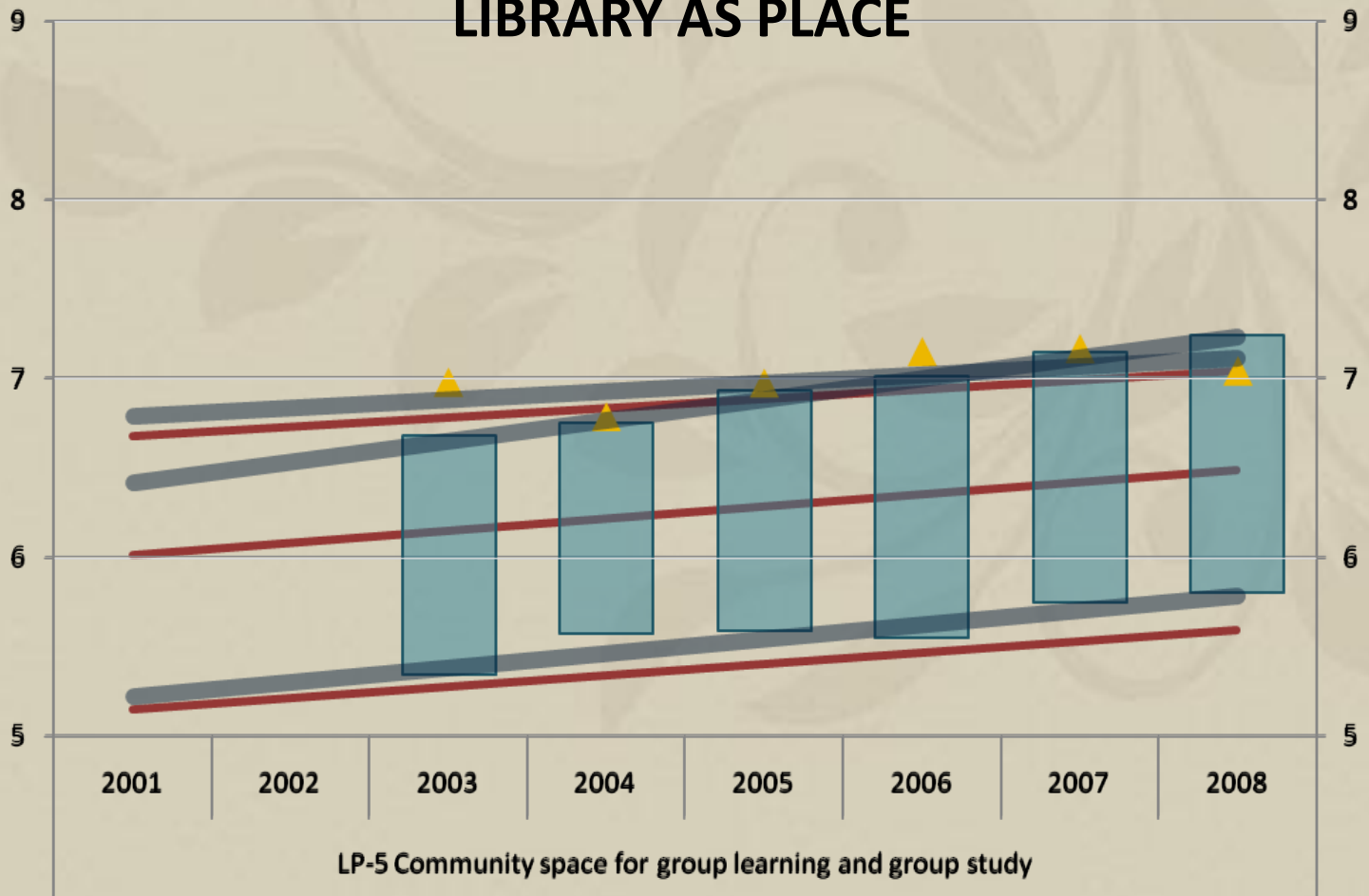


# TEXAS A&M UNIVERSITY LIBRARIES

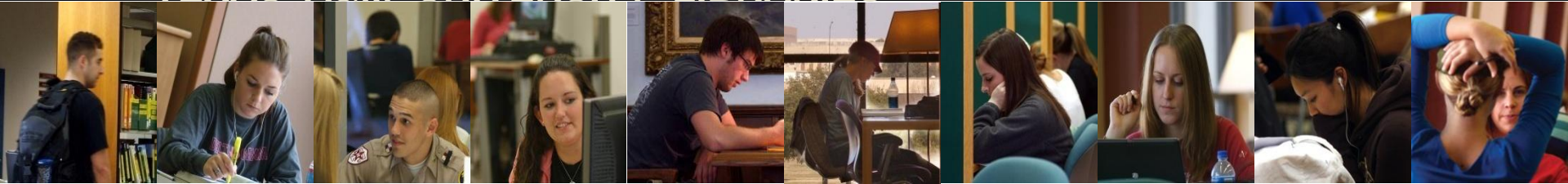


## LIBRARY AS PLACE

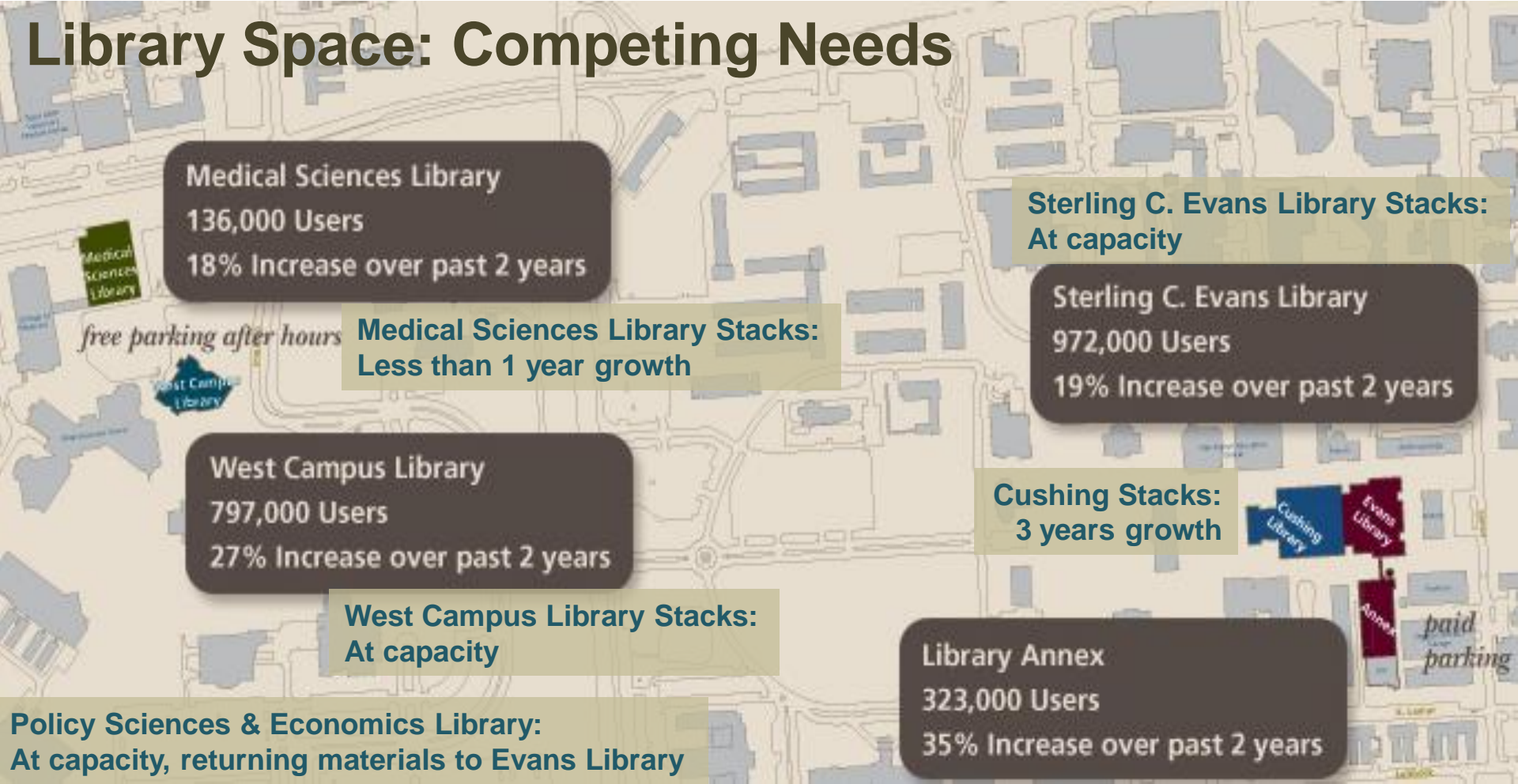
GRADUATE



# TEXAS A&M UNIVERSITY LIBRARIES



## Library Space: Competing Needs



# TEXAS A&M UNIVERSITY LIBRARIES



*Public Computer Workstations*

*Study Alcoves*

*Booths*

*Soft Seating*



*Information Commons*

## TEXAS A&M UNIVERSITY LIBRARIES



*Print Storage Solutions*

*Joint UTTAMU storage at the Pickle Research Campus, Austin TX*

# TEXAS A&M UNIVERSITY LIBRARIES



**TEXAS DIGITAL LIBRARY**

Electronic Theses and Dissertations

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 6000 ETDs per year, and those numbers are growing.

Search Results for Community: Theses and Dissertations

- Lee For Wing Tin vortex Around an Airfoil  
Cai, Juegang, Ph.D. (University of Texas at Arlington, December 2006)
- Structural Optimization Using Ansys And Regulated Multiphase Resonance Surface Model  
Abeon, Ajaykumar, M.S.M.E. (University of Texas at Arlington, December 2005)
- Power And Distortion Optimized Wave Coding For Portable Computing Applications  
Liang, Hongfang, Ph.D. (University of Texas at Arlington, April 2006)
- Branch-and-cut-and-price Methods For Logistics Problems With Limited Risk  
Hwang, Hee-Gi, Ph.D. (University of Texas at Arlington, November 2006)
- Children's beliefs about what it means to have a job (electronic resource)  
Davis, Debra Lee, Ph. D. (The University of Texas at Austin, 2004)
- 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)
- A new approach for fast potential evaluation in N-body problems  
Julita, Sneekanth, MS (Texas A&M University, December 2003)
- Integration of dynamic data into reservoir description using streamline approaches  
He, Zhang, Ph. D. (Texas A&M University, August 2003)
- Pixel font: a style for cinematic computer-generated lighting  
Han, Lei, PhD., M. S. (Texas A&M University, December 2004)
- Pre-service teachers' perceptions of a student-centered approach for integrating technology in content areas  
Cotter, Jacquelyn D., Doctor of Education (Texas Tech University, 2004-04-10)

TDL NEWS

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

TDL Update for February 2008  
TDL news for February 2008 -- Manakin, Wine, 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 !

Contact Information:

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Dean*

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*College Station, TX 77843-5000*

*Telephone: 979-845-8111*

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