

- 2.9** The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections as well as to other learning/information resources consistent with the degrees offered. These collections and resources are sufficient to support all its educational, research, and public service programs. **(Learning Resources and Services)**

### Judgment of Compliance

Compliance

### Narrative

#### Provides and Support Student and Faculty Access and User Privileges

The James Pendergrast Memorial Library supports the mission of Albany State University in providing information services specifically designed to fulfill the needs of the students, faculty, staff and community. The library maintains collections that will support and enhance the university curriculum and provides access to information worldwide through its online resources. The library is committed to providing a positive academic climate where students can study and do research. In conjunction with the mission of the university, the library achieves its mission through the goals that are defined by the university, and the goals that are defined in the Library's Strategic Plan. [\[1\]](#)

The library shares in the teaching and learning mission of the university by preparing students for their professions, for citizenship and for life long learning outcomes. The library partners with the university to provide the students, faculty and staff access to multidisciplinary databases. Access to these research tools is available on campus as well as off campus. Also, orientation for new faculty is held during the Fall Semester and they are given information packets on library services.

The library supports the university's curriculum in the following ways:

1. Provides assistance to students and faculty with the search skills necessary to complete the research process.
2. Provides access to equipment and facilities that give students and faculty a positive academic climate to do study and research.
3. Provides bibliographic instruction in all of the areas of the library and in its information technology.
4. Provides database training to students and faculty on searching and retrieving full text information from the electronic resources.
5. Provides instruction on how to use electronic books in the NetLibrary Collection.
6. Provides resources to preserve the history and heritage of Albany State University.
7. Provides Library Instruction and Orientation to all Freshman Students in the Freshman Seminar and Service to Leadership classes.
8. Provides additional tours and bibliographic instruction to specific classes on selected databases.
9. Provides assistance to students on acquiring the technical skills to utilize the libraries electronic resources independently.
10. Provides state of the art technology so that students and faculty have access to the global learning community.
11. Provides instructional Brochures, Bookmarks and Tour Packets to help students and faculty in using the library, the email system, and power point

The Library and Educational Media Committee was charged with determining the adequacy of the library's resources and other services needed to meet the needs of Albany State

University's students and faculty. Sources the committee used include Institutional Research, Annual Reports, University System of Georgia Library Reports, Association of College and Research Libraries Surveys (ACRL) [2], Pendergrast Library Reports, university budgets and interviews with faculty and library personnel.

The Library and Educational Media Committee is composed of faculty, student representatives, and library personnel from various areas of the university's curriculum. These faculty members provide input on collection development. They represent their colleagues in the selection of library materials. The subject areas that are in academic review and agency accreditation are reviewed carefully to assure that the library meets their needs. The library has arranged for collaborative funding by various departments in conjunction with the librarian to contribute funding for additional books, non-print materials, and electronic journals and databases. In order to maintain a balanced collection, the library retains the right to order materials and to return for reconsideration any request which do not meet the criteria set forth in the Collection Development Policy. [3]

A new additions listing of all library purchases is provided for each department per semester. This listing allows faculty members to view what has been added to the library collection for academic use. Budget allocations have been made to departments in need of adding to the existing collection in their subject area. Usage and circulation statistics are used to determine need. These resources will serve both the research and general needs of its primary users, the undergraduates, the graduate students, and the teaching and research faculty.

The library strives to support access for advanced study through a collection of journals both print and electronic, Galileo Databases, interlibrary loan, universal borrowing or GIL Express for books, and reference tools and a collection of print materials and microform materials that relate to the Albany State University academic curriculum.

Albany State University and the Pendergrast Library recognize that resources and services are essential to teaching and learning, and both strive to ensure that such resources and services are available to students, faculty and other library users. The library keeps departments abreast of new library acquisitions through periodic updates sent to departments, and all departments participate in the selection of titles for the collection through requests submitted. Access to materials in other libraries is provided through the Interlibrary Loan and GIL Express/Universal Borrowing [4] services managed by the Circulation Department. The Pendergrast Library, readily accessible and adequate in size, encourages use through maintenance of adequate library hours and an appropriate collection, and to facilitate the use of its resources, the library provides a competent staff to assist users.

To protect and maintain the library's collection there is a need for greater security at the main and lower exits of the library, currently, the lack of adequate security results in library materials being removed without impunity. The Committee recommended that the library station personnel at the main and rear exits during operating hours to reduce loss of library materials.

The Albany State University library is organized and operates according to the following mission included in the Library Policies and Procedures Manual [5]: The services of the university library, in their scope and variety, are consistent with the goals and objectives of the institution. Specifically, the goals and objectives of the library are providing library services consistent with the objectives of Albany State University, acquiring and maintaining a collection which adequately supports faculty and student research activities, developing and encouraging active participation in a program which promotes good reading habits and study skills, and continually adopting new ideas and means for the on-going provision of quality services to the college community and the community at large. In support of the institution as a university, the library has expanded its mission to accommodate more users and more services. Additionally, more

attention is being given to the library's role in supporting research of faculty and students, especially graduate students.

The collection of the Albany State University library is augmented in quality and scope, however, by electronic access to materials which provide patrons increased access and reciprocal borrowing. With the increased use of information technology, the Pendergrast Library provides, in addition to traditional resources, electronic access to libraries in the University System of Georgia and the nation as described in Comprehensive Standard 3.8.1 [6]. Faculty requests for new resources also help ensure that books and materials purchased are relevant to the academic programs and purposes of the University. The library's general collection is accessible to users through an open stacks arrangement, and to facilitate ease of access, the periodicals are arranged alphabetically by titles, and books are arranged by the Library of Congress Classification System.

Three Galileo Labs allow students increased access to research materials. There is also a separate Student Technology Lab that is open Monday thru Thursday from 7:30 a.m. to 1:00 a.m. to allow students ample access time to the workstations.

To ensure that the university community has access to its library resources, the Pendergrast Library is open a total of 89.5 hours each week during regular sessions and library hours are posted at the doors. The library has extended hours during finals. During holidays and between semesters, limited hours are scheduled to accommodate faculty and students. The library's staff is available to serve library users.

### **Student and Faculty Access to Learning/Information Resources**

The Pendergrast Library has the goal of ensuring that students and faculty members have access to a broad range of learning resources which support the programs and mission of the university. Among its traditional resources, the library provides books, government documents (both state and federal), professional journals, newspapers and magazines, all materials that are readily available to Albany State University's students and faculty, including those enrolled in distance learning courses. In addition, the library offers a variety of non-print resources, i.e. electronic databases, microfiche and microfilm, while the Media Center of the library provides services to faculty who desire to schedule class activities using video tapes, recorders, projectors, overheads, etc.

Faculty, staff and students may also use the library's technological resources to access information, including such databases as EBSCOHost [7], Galileo [8], JSTOR [9], and NLM [10], i.e. and undergraduate and graduate students and faculty have access to the Internet/World Wide Web via the library's Galileo computer workstations. The library also provides UPS service for GIL Express/Universal Borrowing and Interlibrary Loan requests for books.

The Interlibrary Loan service also augments the library's resources, allowing students and faculty to borrow resources from almost anywhere in the world. The Interlibrary Loan services were also enhanced with the implementation of the Ariel Document Delivery System which sends scanned documents via the Internet using the borrowing university's IP address. Ariel Document Delivery System increased the efficiency of Interlibrary Loan program. GIL Express/Universal Borrowing has also been implemented to borrow books from other universities. If a book is not available through GIL Express, then it will be requested through interlibrary loan. During the 2006 fiscal year, as stated in the Library Statistics [11] report, Albany State University patrons borrowed 1,277 books and 379 articles through interlibrary loans, while at the same time; interlibrary loan patrons borrowed 2,299 books and 405 articles from the Albany State University library. However, that only forty-five Albany State University patron requests for materials from other libraries went unfulfilled. In contrast, 83 interlibrary loan

requests for Albany State University materials were declined because the materials were not available.

The Library's Home page is available for general library information [\[12\]](#). At the website, electronic links are available to access several resources. Several Online Tutorials are available to distance learners to help them in navigating the online resources. The Online Library Learning Center, which is available from Galileo, is a tutorial to help students use library resources for research [\[13\]](#).

Through Interlibrary Loan, and GIL Express students and faculty have access to other resources on the campus of the 34 colleges and universities of the University System of Georgia. Albany State is a member of a consortium of 35 public colleges and universities. Through the Galileo Consortium, Albany State has access to discounts for many of the electronic databases through group purchases.

The library is governed by the Galileo Policies for the entire university system. They are:

- GALILEO Access Policies and Information 1.1 [\[14a\]](#)
- GALILEO Privacy Policy 2.1 [\[14b\]](#)
- Institutional Use of GALILEO Express Links Policy 3.1 [\[14c\]](#)
- GALILEO Logo Use Guidelines and Style Guide 4.1 [\[14d\]](#)
- GALILEO Screen Captures Policy 5.1 [\[14e\]](#)
- Regents' Guide to Understanding Copyright and Fair Use [\[14f\]](#)

Other libraries included are Public Libraries, Technical College Libraries, Atlanta-Macon Private Libraries, Georgia Private Academic Libraries, Georgia Independent Schools, the Department of Education, Department of Education K-12, Department of Technical and Adult Technical College Libraries, and Atlanta Regional Consortium for Higher Education.

### **Faculty Access and Services to Adequate Collections**

The Library and Educational Media Committee is composed of faculty from all areas of the university's curriculum. These faculty members provide input on collection development. They represent their colleagues in the selection of library materials. The subject areas that are in academic review and agency accreditation are reviewed carefully to assure that the library meets their needs. The library has arranged for collaborative funding by the department of Business, Social Work, Nursing, Music Education, Master of Public Administration, and Criminal Justice in contributing funding for additional books, non-print materials, and electronic journals and databases. In order to maintain a balanced collection, the librarian retains the right to order materials and to return for reconsideration any request which do not meet the criteria set forth in the Collection Development Policy as stated in the Library Collection Development Policy.

A new additions listing of all library purchases is provided for each department per semester. This listing allows faculty members to view what has been added to the library collection for academic use. Budget allocations have been made to departments in need of adding to the existing collection in their subject area. Usage and circulation statistics are used to determine need. These resources will serve both the research and general needs of its primary users, the undergraduates, the graduate students, and the teaching and research faculty.

The library strives to support access for advanced study through a collection of journals both print and electronic, Galileo Databases, interlibrary loan, universal borrowing or GIL

Express for books, and reference tools and a collection of print materials and microform materials that relate to the Albany State University academic curriculum.

### **Library Collections, Resources and Services**

The Pendergrast Library is centrally located on campus. It is the heart of the campus' information resources and bibliographic instruction. The library has a main collection , Electronic database collection or resources, a Reference Collection that is non circulating, Serials Collection that consists of bound, current, microform periodicals, and the Archival Collection which also non circulating. The library also provides access to resources through the Galileo Consortia Agreement, the Interlibrary Loan Service, and the GIL Express Service.

The library uses ExLibris Voyager as its automated library system. This system provides access to all of the resources owned by the Pendergrast Library, and other libraries in the university system of Georgia. The system allows access from campus and off campus. The modules that are included in the network system are: Acquisitions, Cataloging, Circulation, Interlibrary Loan, GIL Express for Books owned by other libraries within the university system of Georgia, Online Public Access Catalog (RamCat) and media scheduling. The online public access catalog is available from any remote site. It is also used to create interlibrary loan requests both books and periodicals.

The Voyager automated library system allows students to renew library materials from any remote site, and to place materials on hold. The Pendergrast Library implemented a new statewide automated circulation system. The Circulation Department is now fully automated. The library completed the conversion and implementation of the Endeavor Voyager/GIL system in December of 1999 and is one of the newest innovations of the University System of Georgia. The automated system is now referred to as ExLibris Voyager. As the name implies, GIL continues the Galileo project by creating a statewide library catalog system. Within a three year project (1998-2001) all University System of Georgia libraries converted to one interconnected integrated library system based on Voyager software from Endeavor, Inc. This project resulted in a union catalog for all USG libraries, the ability to search any individual library catalog using standardized interface, unmediated borrowing from one library to another, and automatic universal borrowing privileges for patrons between all USG schools. Immediate results from this conversion include a new web-based interface for the catalog. The new library catalog is available through any web browser. Other changes include library patrons being able to place their own holds and recall requests for materials. Patrons may also check their account status online, which includes a number of items checked out, fines and fees owed and information on holds and recalls placed by patrons. Patrons must enter their barcode number (RamID) and last name in order to access this information. The day to day library use has increased since the implementation of the new online public access catalog known as GIL/RamCat [\[15\]](#). The public access catalog enables students and faculty to access library resources from any remote site. The Voyager modules for Serials and Cataloging provided an integrated library system for the operation of the library.

The James Pendergrast Memorial Library, a three-story building comprising 73,197 square feet, has a collection of 192,582 volumes, including bound volumes, periodicals, government documents and microform. The library seats 375 patrons. The general book collection is housed in open stacks and arranged by the Library of Congress Classification System. As a member of the University System of Georgia (USG) [\[16\]](#) Galileo Interconnected Libraries (GIL), the Pendergrast Library also provides access to the holdings of other academic and public libraries in the state of Georgia through the statewide library network and through Universal Borrowing among the colleges and universities in the university system. The Pendergrast Library is also a member of the American Library Association (ALA) [\[17\]](#) and the Georgia Library Association (GLA). [\[18\]](#) The American Library Association is the oldest and largest library

association in the world, with more than 65,000 members. Its mission is to promote the highest quality library and information services and public access to information. The Georgia Library Association is dedicated to developing an understanding of the place that libraries should take in advancing the educational, cultural, and economic life of the state; promoting the expansion and improvement of library service; and fostering activities towards these ends. GLA's tradition of innovative librarianship is built on the foundation of a strong membership. Currently GLA has more than 800 members - librarians, trustees, paraprofessionals, friends, students, and others, representing libraries of all sizes and types, such as school, public, academic, and special.

Funding for the library comes from state appropriated funds through the Georgia Legislature. Title III grants have been written by the library director to assist in expanding and enhancing learning through library instruction. The grants are: Enhancing Library Collections 1998-2002, Revitalizing Library Collections & Library Technology 2002 -2007 and Building Capacity for a Strong Academic Library 2007-2012. These grant activities improved the academic quality of the library instruction and curriculum programs. All of the grant project goals and objectives were related to the curriculum of the university. New partnerships and collaborative funding with Nursing, Social Work, and Business helped to strengthen the library's collection and virtual library services. The library collection has 759 current serial subscriptions (including government documents) and 799,316 microfilm units.

The specific evidence that has been collected to document the achievement of each identified objective are post surveys and library use surveys from database training sessions for students and staff, library orientation post surveys and library use surveys.

All students, graduate, undergraduate, and distance learners, have access to Albany State Off-Campus Libraries with Cooperative Agreements:

- Baldwin Library at Abraham-Baldwin Agricultural College [\[19a\]](#)
- Troy State University [\[19b\]](#)
- Learning Resource Center at Darton College [\[19c\]](#)
- Bainbridge College Library [\[19d\]](#)
- Albany Technical College Learning Resource Training [\[19e\]](#)

The library's print collection is enhanced via Galileo or Georgia Library Learning Online. Galileo is a world wide web-based virtual library. It provides access to over 100 databases. These databases index thousands of periodicals and scholarly journals. Galileo has over 2,000 journal titles in full-text. Other resources that are included in Galileo are encyclopedias, business directories, and government publications.

The statewide library system known as Galileo Interconnected Libraries (GIL), referenced earlier, allows the library to have an automated integrated library system. The automated system has modules for Circulation, Cataloging, Interlibrary Loan, GIL Express, Acquisitions and Serials. GIL stands for Galileo Interconnected Libraries. It provides an integrated library management system for Acquisitions, Cataloging, Accessing and circulating all of the University System of Georgia libraries' collections. Therefore, any student at Albany State has access to the library collections of all 35 units of the University System of Georgia. GIL is an extension of Galileo which is known as Georgia's Virtual Library. It enhances the number of full-text journals, magazines, encyclopedias and electronic books.

Students also have access to Net Library [\[20\]](#), a collection of electronic books. NetLibrary is an ebook service accessible to Albany State University students, faculty and staff through Galileo. It provides access to more than 15,000 electronic books.

The library offers even more serials and journals titles through the library's EBSCO Subscription

Service. Additional periodicals, scholarly journals, electronic journals are all available to library patrons for research purposes. Through interlibrary loan, universal borrowing a strong collaboration of resource sharing exists among the educational institutions that participate in Galileo. Patrons can also access the Digital Library of Georgia [\[21\]](#). The Digital Library of Georgia is a continuous growing gateway to Georgia's history and culture. It is composed of digitalized books, manuscripts, photographs, government documents, newspapers, maps, audio, video and resources about the history of Albany State. The Digital Library of Georgia is an initiative of Galileo. Currently work is being collected and digitized on the Albany Civil Rights Movements. This collection will provide a rich research collection on Albany's cultural history.

The library also assists faculty and students by placing books and articles designated as reading for specific courses on reserve at the circulation desk. Reserve materials may consist of materials from the library collection or submitted by faculty members and retrieved by them at the end of the designated period of use. Use of reserve materials and the length of time students may use such materials are determined by faculty members, who notify students that materials are on reserve, and the library staff assists students in requesting these materials.

The library organization includes four departments: Acquisitions, Cataloging, Circulation and Reference. The Acquisition staff is responsible for purchasing library resources and acknowledging receipt of gifts, while the Cataloging staff processes materials and equipment in preparation for patron use. Circulation is responsible for easy access, and the Reference Department assists patrons in their search for materials. The library provides orientation services to faculty and students on a regular basis, and there is access to several computer labs located in the library.

The Reference Department provides automated services and traditional printed sources and offers orientation and instruction programs for students. Services such as photocopying machines, audio and video equipment, microfiche reader/printers and study rooms are available.

The Reference Department houses a collection which includes books of a general nature, including periodical indexes, encyclopedias, dictionaries, almanacs and atlases. Such materials support the curricula of the University and provide information on topics of current interest. Since these materials are not circulated, ample time for use of them is available during regular library hours. Policies governing the collection, weeding and location of reference materials are included in the Collection Development Manual p.28 [\[22\]](#).

The general book collection of the Pendergrast Library is housed in open stack areas and allows users access to browsing or selecting books. Government documents are housed in the Reference Department. Special Collections are located in Room 228. Non-circulating materials (reference, serials, and government documents) may be used during regular library hours.

### **Collections, Services and Learning Resources consistent with degrees offered**

The library supports the graduate programs by providing scholarly academic resources for the graduate students to use for research purposes. Graduate Orientation is held each semester at the beginning of the term. Graduate Students and professors are provided with the Virtual Resources of the library and on-site information resources through power point presentation by the library director. All graduate students are provided an information packet on library learning and information resources. For further instruction on electronic databases, individual training sessions are scheduled throughout the semester.

Albany State offers the following graduate programs:

- Master of Business Administration,
- Master of Science,
- Master of Education,
- Master of Public Administration
- Education Specialist Degree in Education Leadership

The James Pendergrast Memorial Library has responded to the challenge of supporting graduate and off-campus learners through remote access to online databases and other virtual reference services. Some of these are:

1. **GALILEO** (Georgia Library Online), the University System of Georgia's premier collection of over 100 electronic databases including a variety of full-text journal articles, is available from any remote site through the **GALILEO** password available to all university patrons. **GALILEO** stands for Georgia Library Learning Online. This initiative of the Board of Regents of the University System of Georgia is a world wide web-based virtual library. Galileo provides access to multiple information resources, including secured access to licensed databases and products. Participating institutions may access over 100 databases indexing thousands of periodicals and scholarly journals. There are over 2,000 journal titles provided in full-text for the distance learner.
2. Galileo Interconnected Libraries (GIL), the Library's website. The **GIL Universal Catalog** is a joint catalog for all University System of Georgia colleges and universities. Students can use the universal catalog by logging on to **GIL EXPRESS** [\[23\]](#). Students can request books owned at any UGA library through GIL Express. This service is also available from any remote site.
3. Students enrolled in an off-campus ASU distance learning course have access to all electronic library tools, materials, and services to aid in obtaining information resources to support their coursework.
4. The unified online library catalog for the university contains computerized records of books, periodicals, electronic journals, and government documents in the Library. Students can utilize the GIL RAMCAT from any remote site and may renew books from any remote site by accessing the GIL Online Catalog.
5. Electronic Journals - The library provides a subject guide called the EBSCOHost A to Z Listing [\[24\]](#), listing all of the full-text journals that Albany State University's Library owns in its Serials Collection.
6. Educational Resources Information Center (ERIC) [\[25\]](#), **ERIC** is a national information system designed to provide ready access to an extensive body of education related literature. It is the largest education database in the world. It contains more than 980,999 bibliographic records of journals, articles, research reports, curriculum and teaching guides, conference papers and books.

Graduate Students and Distance Learners can pursue knowledge through off-campus avenues as discussed in this document. This knowledge can be generated in different ways, and in places other than the classroom. The principle driving force for access to all of the resources and materials in the library is through the world-wide web.

In addition to Galileo, the Library has several databases that have been selected and acquired for in depth research for graduate students and distance learners. These databases include:

- **International Humanities Index** - The *International Humanities Index* is a collection of bibliographic references to literary, scholarly and creative journals published in the United States and Canada.
- **CINAHL® Plus with Full Text** - *CINAHL® Plus with Full Text* provides indexing for 3,001 journals from the fields of nursing and allied health, with coverage dating as far back as 1937.

- **Communication & Mass Media Complete™ (CMMC)** - *Communication & Mass Media Complete*, like *Communication & Mass Media Index*, provides the most robust, quality research solution in areas related to communication and mass media.
- **Mental Measurements Yearbook™ (MMY)** - The *Mental Measurements Yearbook™* (MMY) provides users with a comprehensive guide to over 2,000 contemporary testing instruments.
- **SocINDEX™ with Full Text** - *SocINDEX™ with Full Text* is the world's most comprehensive and highest quality sociology research database
- **EconLit** - *EconLit*, the American Economic Association's electronic database, is the world's foremost source of references to economic literature. The database contains more than 735,000 records from 1969-present. *EconLit* covers virtually every area related to economics. *EconLit* records include abstracts of books, journal articles, and working papers published by the Cambridge University Press.
- **JSTOR**- A database of scholarly electronic full text journals. JSTOR offers both multi disciplinary and discipline-specific collections. These options are designed to provide flexibility for libraries and institutions to choose the sets of journals and collection growth paths that are most appropriate for their needs. Information about all of the collections is detailed below. JSTOR is only accessible on campus. JSTOR collections available for ASU students and faculty include: JSTOR Arts & Sciences Collections I, II, and III as well as the Business Collection.
- **Micromedex**- An electronic database which provides the worlds most trusted information for healthcare, safety, and the environment. It is committed to producing high quality, reliable systems that answer questions critical to its customer's decision making. Information such as full-text databases on chemical, pharmaceutical and related biological substances used in clinical patient care can be found in the database. The database also covers teratogenicity, toxicology, alternative medicine, and pharmaceutical package inserts and drug texts: its' content covers dosing, side effects, interactions, toxicity, and drug identification.
- **NetLibrary** – An e-book service accessible to Albany State University students, faculty, and staff through Galileo. It provides access to more than 15,000 electronic books.
- The **National Library of Medicine** provides access to NLM bibliographic data for over 1.2 million journals, books, audiovisuals, computer software, electronic resources, at the National Library of Medicine, located at the National Institutes of Health (NIH).
- **Archives and Special Collections** at the Pendergrast Library preserves and maintains unique materials to support research and teaching in the history of the health sciences for faculty and students across all campus disciplines. Due to their unique and often fragile nature, these materials are available for access under supervised use and by appointment only.

Through Galileo, the library has provided the approximate 1,500 core academic journals that are required to support undergraduate instruction. Electronic access has made the information equally accessible to the System institutions and distance learning sites and avoids duplicating cost for multiple acquisitions. Several vendors now provide full-text for half of these journals-and are continually adding more-and provide indexing and abstracts for all of them. Services include:

- **University System Statewide Library Network:** Today an automated library system is essential to any academic library to support the reference, circulation, acquisitions, and cataloging activities.
- **Universal borrowing:** All University System students and faculty access to materials held at any library. Universal borrowing requires a central database of

- eligible borrowers, a courier service for books to be sent from one library to another, and a facsimile system for sharing copies of articles.
- **Sharing of research journals:** Research journals are essential to university level institutions and to faculty conducting research throughout the University System. Students have the opportunity to use journals when involved in advanced projects. Using a database loaded at the University of Georgia, students and faculty could review the contents of approximately 10,000 research journals, identify subscribers to the journals, and initiate requests for copies of articles of interest at Albany State.
  - **Electronic access to state census data:** The data contained in the U.S. Census pertaining to Georgia is of great potential use for research and instruction as well as for economic development, but the process of obtaining needed data is very cumbersome and obsolete.
  - **Distribute state publications electronically:** Under state law, the University System of Georgia Libraries is responsible for acquiring and making available all publications of state agencies. Universal access supports instruction, research, and service activities at Albany State and all other University System institutions. This is a valuable public service

### **Collections, Resources and Services Sufficient to Support Educational Research, and Public Service Programs**

Through Academic Program Review and departmental accreditation, the library has purchased books and non-print materials which have aided in the successful accreditation for the following degree programs:

- Business—Association of Collegiate Business Schools and Programs (ACBSP)
- Public Administration—National Association of Schools of Public Affairs and Administration (NASPAA)
- Nursing—National League for Nursing Accrediting Commission (NLNAC) and the Georgia Board of Nursing (GBN)
- Forensic Science—American Academy of Forensic Science (AAFS)
- Education and Education Specialist in Educational Leadership—National Council for Accreditation of Teacher Education (NCATE) and the Georgia Professional Standards Commission (GPSC)

The Pendergrast Library collection consists of a broad range of materials, including print, audiovisual and computer-assisted materials; and through the acquisition and discarding of materials, the library supports the overall mission of the University by providing students with resources to complement their programs of study, supporting professional development of faculty and staff and offering educational programs and cultural activities for the local community. Both professional practices and university goals govern the development of the university's collection, and the Pendergrast Library collection contains some important collections of books, microfilm and other materials. Unique in Southwest Georgia, its extensive African-American history collection contains numerous volumes on microfilm including the celebrated Schomburg Collection, African Repository & Colonial Journal 1825-1982, Slavery Source Materials ~ Books & Pamphlets written before the Civil War by and about the Negro and about slavery and anti-slavery, The Negro: Emancipation to World War I ~ Books & Pamphlets written between 1863 and 1914 by and about the Negro, Opportunity: Journal of Negro Life ~ Volumes 1-18 ~ 1923-1940, American Colonization Society Annual Report, and American Anti-Slavery Annual Report ~ Volumes 1-8 & Volumes 8-21 (never published), Papers of the NAACP ~ Selected Branch Files ~ 1913-1939, Papers of the NAACP ~ Selected Branch Files ~ 1940-

1955, Papers of the NAACP ~ Selected Branch Files ~ 1956-1965, The Claude A. Barnett Papers: The Associated Negro Press ~ 1918-1967, and Records of The Freedman's Hospital (correspondence & memoranda) ~ 1872-1910.

The Pendergrast Library is also one of the many sites of the university's educational and cultural programs, including lectures, readings, public programs and departmental activities. The large multipurpose auditorium in the library is ideal for moderate size public gatherings, video and satellite conferencing, and the Pendergrast Library, committed to offering its resources and services, contributes to the educational, intellectual and cultural development of the University and local community.

### **Library Training**

To assist library users in locating bibliographic information and other learning resources, the library offers a variety of general and technical orientation programs. The library staff makes available specialized references, including catalogs, indexes, bibliographies, maps, pamphlets, government documents and manuscripts that treat topics of special interest. The library provides other user services to faculty members who teach Freshman Orientation, English courses or other introductory courses and schedules entire classes for instruction in research methods. After consultation with the instructor, the library staff conducts a general orientation on how to use the library, including a demonstration of specialized references, online services and the computerized catalog. Faculty may also schedule times for the library staff to teach students or classes how to conduct research or assist students in compiling specialized bibliographies. To improve and facilitate user services, the library staff is revising its *Undergraduate Catalog*.

A Library Orientation Session is given to all students enrolled in the Freshman Seminar Classes, and a library test is administered by the instructor to insure that students are familiar with library services and resources. The Library Orientation session is delivered as a power point presentation. Individual tours and Bibliographic Instruction sessions are also provided and hands-on demonstrations of how to use the library resources is also offered to students. A Library Post Survey [\[26\]](#) is given to students after each session.

The library staff is also available to provide point-of-use instruction and assistance in Reference, Circulation, Serials, Government Documents and Interlibrary Loan. Individuals who are unfamiliar with databases, microform, microfiche or other library resources or who have difficulty locating or using resources are assisted by staff in accessing Galileo, ERIC databases, microfilm and microfiche to retrieve information. Several departments have databases specifically geared to their disciplines. Electronic Database Training Sessions are scheduled each semester to offer instruction to navigate the Internet in searching the library's electronic databases. Post Training Surveys [\[27\]](#) are administered to patrons at the end of each electronic database training session to assess the effectiveness of the session.

### **Assessment of the Library**

The library services are evaluated in accordance with the Library's Strategic Plan as related to the goals of the library.

The general library survey [\[28\]](#) is administered each semester to determine best practices in the library. The survey determines if the collections and resources are sufficient to support all its educational, research and public service programs. Library survey results are used for continuous quality improvement in library services.

LibQual+ is an instrument used for assessment of library quality and was completed in 2006. This state-wide survey included both student and faculty respondents. State-wide, 5,383

students and 1,083 faculty members responded. The James Pendergrast Memorial library was one of 20 University System of Georgia Libraries that participated in LibQual+ electronic survey. The collective results showed that students were very satisfied with the Library System [\[29\]](#). Some of the areas with a high degree of service adequacy for students are:

- Giving users individual attention
- Group space
- Library orientation / instruction
- Convenience of borrowing books from other colleges

Some areas with a high degree of service adequacy for Faculty are:

- Ability to navigate Library web pages easily
- Giving users individual attention
- Employees who instill confidence in users

When benchmarked with other colleges and universities in the University of Georgia (UGA) System, Albany State was very similar to the other institutions.

Albany State library has established formal procedures to assess and evaluate its programs, usage, services, resources, and personnel in accordance with Southern Association of Colleges and Schools (SACS) criteria and University System assessment policies. The library conducts usage surveys on the main collection and the Serials Collection.

The Galileo website allows monitoring capabilities for assessing usage in the electronic software.

At Albany State we use surveys and usage statistics to improve program's effectiveness and to reach the stated objectives and goals by revising programs, initiating training for students to learn to use the library both on campus and off campus and publicizing services through the library newsletter, and the campus email system. Twenty years of library usage statistics and analyses are currently available for comparison and assessment.

The Galileo Annual Survey is used to measure patron satisfaction and to determine how much the Galileo Databases collections are used [\[30\]](#). The library users rated Galileo highly in terms of access to many journals and speed of response time. Eighty-nine percent of the respondents agreed or strongly agreed that the product is easy to use and over ninety percent of the respondents responded that the product saved them time. Ninety-two percent of the respondents agreed or strongly agreed that Galileo saved them time.

### **Supporting Documentation**

- [1] [Library Goals, Library's Strategic Plans](#)
- [2] [Survey, Association of College and Research Libraries \(ACRL\)](#)
- [3] [Collections, Collection Development Policy Liaison Program, p. 8](#)
- [4] [Circulation, GIL Express/Universal Borrowing](#)
- [5] [Mission Statement James Pendergrast Memorial Library Policies and Procedures Manual p. 2](#)

- [6] [Electronic Access, CS 3.8.1](#)
- [7] [Available Database, EBSCOHost Full-Text Journals](#)
- [8] [Available Database, GALILEO](#)
- [9] [Available Database, JSTOR](#)
- [10] [Available Database, National Library of Medicine](#)
- [11] [Resource Use, Library Statistics](#)
- [12] [Library Site, ASU Web Site](#)
- [13] [Online Tutorial, GALILEO Tutorial](#)
- [14a] [Policy, GALILEO Access Policies and Information 1.1](#)
- [14b] [Policy, GALILEO Privacy Policy 2.1](#)
- [14c] [Policy, Institutional Use of GALILEO Express Links Policy 3.1](#)
- [14d] [Policy, GALILEO Logo Use Guidelines and Style Guide 4.1](#)
- [14e] [Policy, GALILEO Screen Captures Policy 5.1](#)
- [14f] [Policy, Regents' Guide to Understanding Copyright and Fair Use](#)
- [15] [GIL Online Public Access Catalog](#)
- [16] [Member of the University System of Georgia, USG web site](#)
- [17] [Member ALA, American Library Association \(ALA\)](#)
- [18] [Member GLA, Georgia Library Association \(GLA\)](#)
- [19a] [Agreement, Baldwin Library at Abraham-Baldwin Agricultural College](#)

- [19b] [Agreement, Troy State University](#)
- [19c] [Agreement, Learning Resource Center at Darton College](#)
- [19d] [Agreement, Bainbridge College Library](#)
- [19e] [Agreement, Albany Technical College Learning Resource Training](#)
- [20] [Electronic Books, Net Library](#)
- [21] [External Resources, Digital Library of Georgia](#)
- [22] [Materials Policies, Collection Development Manual, page 27-33](#)
- [23] [Gil Express, web site](#)
- [24] [Electronic Journals, EBSCOHost A to Z Listing](#)
- [25] [Educational Database, ERIC](#)
- [26] [Orientation Survey, Assessment Form](#)
- [27] [Training Survey, Survey Form](#)
- [28] [Library Survey, Survey Results](#)
- [29] [Library Survey, LibQUAL+](#)
- [30] [Library Survey, Galileo Survey Results](#)