

- 3.8.1** The institution provides facilities, services, and learning/ information resources that are appropriate to support its teaching, research, and service mission.
(Learning/information resources)

Judgment of Compliance

Compliance

Narrative

Facilities

The James Pendergrast Memorial Library provides facilities, services, and learning/ information resources that are appropriate to support its teaching, research, and service mission of Albany State University [1]. The Library offers a variety and wealth of informational resources and services to the university community and to the citizens of southwest Georgia, and surrounding counties. The building is a modern three-story building which comprises 73,197 square feet. At the time of its construction, this size building was 25,000 more square feet than the Association of College and Research Libraries (ACRL) recommends for a university the size of Albany State University.

The library's seating capacity and individual study room has been reduced due to the housing of other departments within the library building. In order to maintain an adequate academic study climate, noise levels are monitored by the library staff because of the architectural design of the building. The master plan for the library is located in the Facilities Management Office.

The first floor of the library houses the Student Technology Lab. This is an academic computing lab where students complete projects, papers, PowerPoint presentations, WebCT.

The library functions located on second floor are: Online catalog public access catalog, Reference, Circulation and Interlibrary Loan, Current Serials, Special Collections and Galileo workstations, Audiovisual Collection, Reserves, and Photo duplication center are located on the second floor of the library.

The third floor of the library houses the main collection of books. The main collection or book collection is housed in open stacks and arranged by the Library of Congress Classification System. The serials collection or journal collection is located on third floor, and the Curriculum Resource Center Book Collection is located there on third floor.

A Space Inventory was conducted to determine how many departments reside in the library, and how much floor space the various departments utilize. The finding of the report is that the library has many units inside of it, and space needs to be reclaimed for library functions.

The James Pendergrast Memorial Library has housed several administrative offices since the flood of 1994. The library comprises 73,197 square feet. These square feet have drastically changed for the library due to the fact that other departmental offices take up most of the library's space. The following departments are located in the library. They are:

1. Center for Excellence in Teaching, Learning, and Advising (1st floor)
2. Educational Technology Training Center (1st floor)

3. Instructional Student Technology Laboratory (supervised by Library Director) (1st floor)
4. NASA SEMMA (Science, Engineering, Mathematics and Aerospace Academy) (1st floor)
5. IP Conferencing Lab (replaced GSAMS Distance Learning) (1st floor)
6. Curriculum Resource Center (3rd floor)
7. Freshman First & Second Year Experience Tutorial Sessions (Room 231)
8. Information Technology (All offices on 3rd floor and 2 offices on 2nd floor)

A description of other units that are located in the Pendergrast Library is described below:

The Center for Excellence in Teaching, Learning and Advising (CETLA) is responsible for providing support that will enhance the scholarship of teaching and learning in the academic community of the university. The department efforts are aimed at providing programs and activities to ensure students success in achieving academic goals during their matriculation at ASU and to support and assist faculty as they prepare to meet the various needs of the students they teach. The Center serves as a resource for both students and faculty as these two distinct groups interact to form the academic community.

The Georgia Educational Technology Training Center (ETTC) at Albany State University provides comprehensive curriculum, administrative and technology support training for P-16 educators in order to drive change in the teaching and learning in Georgia's classrooms. Our curriculum scope and sequence is found in the Georgia Framework for INtegrating TECHnology in the Student-Centered Classroom. The purpose of this professional development model is to provide Georgia educators instructional technology opportunities that would otherwise be inaccessible. Today's students must be empowered to meet the challenges of their tomorrows if Georgia's citizens are to be competitive in the world market of the 21st century.

The Instructional Student Technology Lab is located on the first floor of the library, room 108. Workstations are provided for word processing applications, Internet surfing and E-mail use. Students also have access to a color printer and a scanner.

NASA's Science, Engineering, mathematics and Aerospace Academy (SEMMA) is an innovative national program designed specifically to reach K-12 students that are traditionally underrepresented in careers involving science, technology, engineering, and mathematics. Students meet during school, after school or on Saturday mornings to engage in hands-on interactive learning sessions that are specifically designed for each grade level. Employing certified K-12 teachers to teach this curriculum. ASU currently offers three separate seven-week sessions during the academic year and four one-week sessions during the summer.

ViIP stands for Video over Internet Protocol that simply means we can now send real time videos via the Internet to any place in the world. Instead of a phone number, we use the receiver's IP address. Every computer has a unique IP address. There is no cost for the transmittal. JPL 110 is one of the two rooms equipped with Tandberg videoconferencing equipment. Both have cameras, microphones and receivers installed. The equipment in JPL 110 allows us to broadcast to three sites at the same time. The equipment replaces GSAMS which was quite expensive. The main purpose of the equipment is to enable our faculty to reach students in Bainbridge, Fort Valley and Abraham Baldwin College. As part of community outreach, we offer the use of the equipment to the community around ASU for a nominal fee.

The Curriculum Resources Center serves primarily those students in the Teacher Education Program in the area of Teacher Education by providing a simulation of materials and resources actually utilized in the classrooms (Grades K-12). Housed in the Collection are copies of Georgia State adopted textbooks and supplementary materials for elementary and high school. Curriculum guides, trade books, pamphlets, reference, non-print materials and other teacher-learning sources are available in this center.

The Peer Tutorial Session is an entity of the First and Second Year Experience housed in the library. The Peer Tutors has the privilege and an opportunity to share expertise with peers. Students who are selected to tutor must meet the following requirements:

- Must Maintain a cumulative 3.0 GPA or higher
- Must have a 3.5 GPA or higher in Tutoring Subject
- Must submit a completed application
- Two Letters of Recommendation from Faculty Members
- Must Be Certified By the National Tutoring Association Annually
- Must Join the FSYE Book Club

Information Technology, (IT) is currently under the Office of the President and employees in this unit report to the AVP/Chief Information Officer. IT is responsible for the support of academic computing, desktop management, server management, administrative applications, institutional data communications and networking. IT provides support and assistance to university faculty, staff and students through the various groups within the department. The Information Technology department provides quality technology services for the students, faculty and staff of Albany State University. They present the University with the technical tools to maximize the educational experience.

The collection of the Albany State University library is augmented in quality and scope, however, by electronic access to materials that 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. 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 by alphabetical order. Books are arranged by the Library of Congress Classification System.

The library organization includes five departments: Acquisitions and Collection Development, Cataloging, Circulation, Reference and Archives and Serials. The Acquisitions 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 for research purposes. The organizational chart reflects the structure of the library. [\[2\]](#)

Library Services

The Albany State University Library is organized and operates according to the following mission statement:

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, 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 library also encourages lifelong learning through reading and research.

Each department in the Pendergrast Library submits monthly reports to the Library Director who, in turn, synthesizes them into an annual library report which is shared with the administration. The Director of the Library also participates in the institutions planning and evaluation cycle and is annually invited to attend the President's Management Retreat, where goals and objectives for each unit of the University are revised and updated. Additionally, the University's Office of Institutional Research evaluates the library annually, determining the percentage of the goals and objectives the library achieves, partially achieves, or does not attempt. In the past five years, the library has averaged 58.7% completion of their goals. Assessment of the library is completed yearly. Assessment information is used to improve the library effectiveness and to reach goals and objectives as stated in the assessment tool. [\[3\]](#) Several years of survey reports have been helpful in revising programs, initiating electronic database training and selection of research databases.

In order to measure Galileo, the Galileo Library Survey [\[4\]](#) is also conducted to determine patron satisfaction and use of GALILEO resources. The survey is administered through a web form for one week during the Fall Semester. The survey was conducted fall 2006 during the week of November 7 through November 13, 2006. A total of 1,332 usable surveys were completed by the entire University System which included Albany State. Some of the contents included:

- Indicate your opinion about Galileo. Strongly Agree 43.5%
- Using Galileo databases saved me time. Strongly Agree 53.8%
- I think Galileo response time is acceptable. Strongly Agree 52.7%
- I think Galileo is a valuable service Strongly Agree 79.2%
- Galileo met my information needs. Strongly Agree 50.1%
- I would recommend Galileo to a friend. Strongly Agree 73.3%
- I would improve Galileo by... Over half of the responses were neutral

Most users strongly agreed that they were satisfied with Galileo and its full-text resources. The Respondent Demographics included four year public institutions, undergraduate, graduates, librarians and library staff.

The Interlibrary Loan or Universal Borrowing service also augments the library's resources, allowing students and faculty to borrow resources from almost anywhere in the world. Nearly half of the faculty responding (49.6%) to the 1997 SACS self-study survey expressed satisfaction with the library's Interlibrary Loan services, with the addition of more than one terminal with First Search connection (required for interlibrary loan), increased the efficiency of the interlibrary loan program. 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. GIL Express/ Universal Borrowing have 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 2007 fiscal year, for example, Albany State University patrons borrowed 1,289 books through interlibrary loans and GIL Express, while at the same time; interlibrary loan patrons from other colleges and universities in the University System of Georgia borrowed 1,499 books from the Albany State University library. The Pendergrass Library reports, however, that only forty-five Albany State University patron requests for materials from other libraries went unfilled. In contrast, 83 interlibrary loan requests for Albany State University materials were declined because the materials were not available.

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 Library Handbook and has begun to create customized PowerPoint presentations on specific subjects. Subject Bibliographies have been created for Nursing, Forensic Science, English and English Literature in order to assist students with finding the resources that are available at the library. The primary goals for Bibliographic Instruction program are: to teach patrons how to find information; to teach patrons how to evaluate the information that they find; and to teach patrons how to use the information for research purposes. Patrons will develop the skills to use the information that they have found to help them conduct scholarly research.

The library staff is also available to provide point of use instruction and assistance in Reference, Circulation, Serials, Government Documents, and Interlibrary Loan to assist individuals who are unfamiliar with databases, microform, microfiche or other library resources or who are locating or using resources to retrieve information. Two departments, Nursing and Criminal Justice, also have databases specifically geared to their disciplines. Nursing students attend a Nursing Boot Camp which is customized to resources related to the subject of Nursing.

Other services provided by the library include:

Media Services – Transparencies, overhead projectors, tape recorders, VCRs and VCR/TV combos, tape recorders, camcorder and flip charts are available.

Interlibrary Loan - Resources which are not available at ASU Library may be obtained from another library by submitting an interlibrary loan request form at the Circulation Desk.

Reserves - Faculty may provide special reading assignments to their students by placing Resources on Reserve at the Circulation Desk. Video cassettes may also be placed on Reserve and may be viewed at the library.

Online Catalog - The GIL/RAMCAT, the Pendergrast Library's online catalog provides quick

access to books, videos, and Special Collections, as well as the collection of other institutions in the University System of Georgia.

GIL Workstations - GIL(Galileo Interconnected Libraries) is a statewide library online catalog network designed to improve information access in college and university libraries throughout the state of Georgia. Users are being provided access to a wide variety of databases and full text periodicals, state census data, state publications and the Internet.

Mobile Laptop Teaching Unit –This unit is used for hands on instruction and electronic database training. This unit is also available for staff training, and is used as an additional site for online registration for students.

Additional Services – Laptops are available for checkout, digital camera, photocopiers, change machine, laminations and a computer lab for word processing is available.

Adaptive Technology Workstations - The library has a computer workstation equipped with special software for the handicapped located in the Student Technology Lab, Room 108. An enhanced magnifier reader television is located in the Special Collections Room.

Email Workstations - E-mail workstations are available specifically for the sending and receiving of student e-mail. Several workstations are located in the Student Technology Lab on the first floor are available for e-mail access. Only one workstation on the second floor has been designated for access to e-mail.

Galileo Password - The password is available via our online catalog at <http://gil.asurams.edu> for users who are off-campus. Select “your account”, enter your “RamID number” and “last name”, click “OK”. Select “Request” from the menu bar and then “Passwords”, click “OK”. The password for the current term will appear in the text box.

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. During holidays and between semester breaks, limited hours are scheduled to accommodate faculty and students. Library hours are extended during final exams to accommodate the students’ need for library use and the final exam schedule. The library’s staff, though currently under-staffed, is available to serve library users. The Reference Department provides automated services and traditional printed sources and offers orientation and instruction programs for students. Services such as photocopy machines, audio and video equipment, microfiche reader/printers and study carrels are available. In 1999, the library increased the number of hours that the library operates. The yearly operating hours from 1998-2007 are expressed in the chart below. [\[5\]](#)

Learning and Information Resources to Support Teaching, Research and Service

The James Pendergrast Memorial Library aids Albany State University in support of the academic programs of the University. It supports the achievement of the goals as stated in the mission of the University in serving a regional role in rural southwest Georgia in the area of library resources and library technology. The library fosters lifelong learning and a positive academic climate, and good customer service in order to meet the demands of a student centered environment that will ultimately achieve positive student learning outcomes. The library acquires and maintains a collection that adequately supports faculty and student research activities. It also promotes good reading habits and study skills. The library continually adopts

new ideas and technology for the ongoing provision of quality services to the University and the community at large.

Albany State University and the Pendergrast Library recognize that resources and services are essential to teaching and learning, and both strive to ensure that resources and services are available to students, faculty and other library users. A new book listing called The New Acquisitions List is circulated to faculty and staff to communicate to them what new books and library materials are available to them. 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 to the library. Access to materials in other libraries is provided through the Interlibrary Loan and GIL Express/ Universal Borrowing services managed by the Circulation Department. The Pendergrast Library is readily accessible and adequate in size, encourages use through maintenance of adequate library hours and an appropriate collection. In order to facilitate the use of its resources, the library provides a competent staff to assist users.

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-profit 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, Galileo, JSTOR, and NLM, 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 is a member of the Galileo Interconnected Libraries which is a statewide network of all of the libraries in the University System of Georgia and the Public Libraries in the state of Georgia. The university participates in Universal Borrowing via GIL Express Books and Interlibrary Loan of Periodicals. The Ariel Document Delivery System provides swift receipt of any periodicals ordered via Interlibrary Loan. The UPS arrangement for delivery of items is within a two to three day delivery when books are borrowed from other University of Georgia System colleges and universities. The library also provides UPS service for GIL Express/Universal Borrowing and Interlibrary Loan requests. These requests are filled in approximately two days.

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 Ex Libris Voyager. As the name implies, GIL continues the Galileo project by creating a statewide library network that is available from any remote site. 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 now available through any web browser. Other changes include library patrons are now able to place

their own holds and recalls placed by patrons. Patrons must enter their barcode number (Ram ID#) 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. Students may also request interlibrary loan of books online without having to go directly through the library for this service. Books that have been borrowed are picked up at the home Library. The Voyager modules for Serials and Cataloging provided an integrated library system for the operation of the library.

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 materials submitted by faculty members and retrieved by them at the end of the designated period of use. The use of reserve materials and the length of time that students may use such materials are determined by faculty members, who notify students that materials are on reserve and the library staff assists in requesting these materials.

The Reference Department houses a collection which includes books, microform materials, electronic journals, including journals, 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.

The Albany State University Library has a collection of 192,582 volumes, electronic and print periodicals, government documents, microform resources, Galileo Interconnected Libraries (GIL), National Library of Medicine Databases, EBSCOHost Full Text Journals and the EBSCO A to Z Listing, JSTOR Arts and Sciences I and II Collections and Business Collection, Micromedex, and NetLibrary which helps to update the library's collection online. It also contains and makes accessible: 791,321 microform units, 1,058 videos, 139, CDs, 223 Music Scores, 323 print subscriptions, and electronic databases. The library's resources are available to students, faculty and staff currently enrolled or employed at the institution. The library also loans materials to alumni of the university as an outreach effort for Albany State graduates.

GALILEO is an acronym **GeorgiA Library LEarning Online**, a University System of Georgia on-line library initiative. GALILEO is a web-based virtual library that provides access to a multitude of information resources. The product includes secured access to licensed products. Participating colleges and universities have access over 100 databases indexing thousands of periodicals and scholarly journals through GALILEO. The virtual library includes electronic access to over 2000 full-text journals as well as government publications, encyclopedias, and business directories.

Additional Learning Information Resources

GIL (Galileo Interconnected Libraries) - A statewide library network system designed to improve information access in college and university libraries throughout the state of Georgia. Users are provided access to a wide variety of databases and full text periodicals, state census data, state publications, and the Internet. [\[6\]](#)

NLM (National Library of Medicine) - 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). This is a world of health information online. Learn how to access the most comprehensive and accurate health information available in easy to understand language. [\[7\]](#)

EBSCO A to Z Listing- This list provides library patrons with a single, comprehensive list of titles to which they have access. With A to Z, users can quickly locate and link to journals of interest. The listing allows students to access over 12,000 electronic journals that are available at Albany State University. [\[8\]](#)

JSTOR- This is 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. [\[9\]](#)

JSTOR Arts & Sciences I, II, III, Titles in Business, Language & Literature, Mathematics & Statistics, and Music Collections.

The Arts & Sciences I Collection includes the complete archives of 117 titles in fifteen academic disciplines. The collection is JSTOR's first and was established in 1997. It includes many of the core research and society published journals in economics, history, political science, and sociology, as well as in other key fields in the humanities and social sciences. This collection also includes a selection of titles in the more science-oriented fields of ecology, mathematics, and statistics.

The Arts & Sciences II Collection The 124 titles included in this collection adds to the disciplines introduced in the first Arts & Sciences collection. The collection provides additional information regarding economics, history, and Asian studies while adding journals for new disciplines including classics, archaeology, and various area studies.

The Business Collection includes forty-six disciplines from the Arts and Sciences. Topics include economics, finance, risk assessment, management, marketing, accounting, and labor relations to name a few.

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. [\[10\]](#)

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. [\[11\]](#)

Supporting Documentation

- [1] [Albany State University Undergraduate Catalog 2004-2007 page 9](#)
- [2] [Library Organization Chart](#)
- [3] [Assessment Record 2005-2006](#)
- [4] [Galileo Annual User Survey 2006](#)

- [5] [Chart of Library Hours](#)
- [6] [GIL \(Galileo Interconnected Libraries\)](#)
- [7] [NLM \(National Library of Medicine\)](#)
- [8] [EBSCO A to Z Listing](#)
- [9] [JSTOR](#)
- [10] [Micromedex](#)
- [11] [NetLibrary](#)