

### 3.8.3

#### Library and Other Learning Resources: Qualified staff

The institution provides a sufficient number of qualified staff - with appropriate education or experiences in library and/or other learning/information resources - to accomplish the mission of the institution.

#### Judgment

Compliance    Partial Compliance    Non-Compliance    Not Applicable

#### Narrative

Tennessee Technological University (TTU) provides a sufficient number of qualified staff with appropriate education or experiences in library and/or other learning/information resources to accomplish the mission of the institution through the Angelo and Jennette Volpe Library, the College of Education's Learning Resources Center, the Innovation Institute, and Information Technology Services (ITS).

#### Angelo and Jennette Volpe Library

The Volpe Library successfully meets its goals to "maintain and develop an effective library staff" and to "monitor and adjust departmental staffing patterns as needed." The library has 31 full-time positions, including 18 professional positions, 12 support staff, and 1 administrative position. The Volpe Library Organizational Chart 2014-2015 shows the titles and relationships of these positions [1]. The Volpe Library Faculty and Staff Qualifications chart shows the staffing and their academic qualifications and experience [2]. The Library's mission is "To contribute to the missions of the University by providing the collections, services and environments that lead to intellectual discovery." Through its vision

*The Volpe Library strives to be an approachable, accessible organization that is sensitive to the needs of all users while providing a positive learning experience and fostering excitement in the process of discovery. To accomplish this we will be a service-oriented organization staffed by avid learners who evaluate and organize information, provide instruction, and fulfill the information needs of the Tennessee Tech University community without regard to space or time.*

#### Professional Librarians

In accordance with the Association of College and Research Libraries (ACRL) Statement on the Terminal Professional Degree for Academic Librarians, all 8 librarians hold a master's degree in Library Science from a program accredited by the American Library Association. One administrative person holds a master's of science degree in Computer Science. Seven librarians hold a second master's degree. The archivist holds two master's degrees and is certified by the Academy of Certified Archivists. The Learning Support Coordinator holds a master's degree in English, as well as a PhD, and a current Tennessee Professional Teaching Certificate. The dean of Library and Learning Assistance holds an MLIS and an EdD in Educational Administration. Two positions, one faculty and one staff, currently have searches underway.

Recruitment to fill these positions conforms to employment procedures of the University, which generally parallels the *ACRL Guideline for the Screening and Appointment of Academic Librarians Using a Search Committee*. In accordance with *ACRL Standards for Faculty Status for College and University Librarians*, professional staff have faculty status, are in tenured lines, and serve on bodies of faculty governance. Unlike teaching faculty, librarians have a standard work week with a 12-month contract. All library faculty and administrative persons are evaluated annually and follow University and

Tennessee Board of Regents (TBR) guidelines. Librarians are evaluated in the areas of performance of job duties as assigned, research, presentations, professional development, and outreach and service.

A progressive, hierarchical system of professional ranks and promotion criteria is in accordance with the guidelines established by TTU and the TBR. The system directly addresses and ensures the qualifications of librarians. A librarian with the beginning rank of assistant librarian will have earned a master's degree from an American Library Association-accredited library school or its equivalent, and becomes eligible for promotion to the rank of associate librarian after 5 years of service. Eligibility for appointment to the rank of full professor comes after 5 completed years as an associate librarian and an earned terminal degree from an accredited institution, which for librarians, is a master's degree in library or information sciences discipline. All librarians are on tenure-track, or have tenure. Tenure may be granted after 5 completed years of service.

Librarians are evaluated annually in the spring semester in accordance with the guidelines established by TTU for all faculty. Librarians are evaluated in the areas of teaching, which equates to their professional job responsibilities; research/scholarship/creative activity, which includes professional publications and professional presentations; and service/outreach, which includes University, library, and professional organization committees. A librarian's performance of his or her job duties is the most important factor when determining eligibility for promotion and tenure [3a] [3b] [3c] [3d] [3e] [3f].

A Learning Commons area in the Library was opened in Fall 2011. Job duties shifted to accommodate the changes in how to serve students and faculty. In July 2014, Learning Assistance transferred to the Library with a learning support coordinator, tutoring services, and faculty support instructors in an effort to centralize administration of all learning assistance activities.

### **Library Support Staff**

Support staff meet or exceed the recommended minimum qualification (education and experience) guidelines established by the TBR. Classifications of positions are reviewed regularly by the library dean, and upgrades are requested when necessary. The work of each employee in a support staff position is evaluated annually by the employee's supervisor. In this process, the employee's progress on goals and performance towards the department objectives are discussed, and planning for the next year's progress is begun. Ongoing communications occur throughout the year between employees and supervisors regarding job expectations and performance.

### **Professional Development**

The Volpe Library supports educational opportunities that promote professional development, improve technical or specialized skills, increase productivity, and encourage better service to patrons. All professional librarians are encouraged to be actively involved in regional and national organizations and committees. Contributions in the form of research, published papers, and professional presentations are strongly encouraged to further the profession. The Volpe Library provides financial support in excess of \$6,500 total annually for the professional growth of the library faculty and staff. These funds are used for attending local, state, and national conferences and workshops, as well as registration fees for online webinars and courses relating to the professional responsibilities of the librarians, administrator, staff, and archivist. Faculty and staff have presented at American Library Association conferences, Southeastern Library Association conferences, Association of Christian Libraries conferences, Tennessee Library Association conferences, and many others. They have also presented and attended numerous workshops and seminars at other conferences and within the University in order to improve their knowledge and skills.

The Friends of the Library organization, established in 1983, provides financial support for one-time major projects and other tangible items in the library, as well as professional development expenses for librarians, library administrators, staff, and the archivist. This past year, investment earnings and other income yielded more than \$32,000.

### **Summary**

The number, qualifications, continuing education, selection process, and evaluations are evidence that the library provides a sufficient number of qualified staff to meet its goals in providing learning/information resources to the University. The library serves more than 11,000 undergraduate and graduate students, both on campus and through distance education, and 395 faculty members. There is 105,172 ft.<sup>2</sup> of assignable space, and the building is open about 95 hours per week during the fall and spring semesters. The library currently has more than 367,000 books and e-books, 100,000 periodicals in print or microfiche, and subscribes to more than 100 electronic resources containing abstracts, articles, reports, and more.

### **Learning Resources Center (LRC)**

The LRC is part of the College of Education [4] with three full-time positions. The director of the LRC holds an EdD, EdS, and a master's degree in library media. The director reports to the dean of the College of Education. One full-time staff position currently serves as interim manager of the LRC and holds a bachelor's degree in Elementary Education. One full-time staff member handles secretarial duties [5].

In addition to the three full-time positions, three graduate assistants are employed for a total of 20 hours per week, along with 15 work-study and scholarship students for an additional five to eight hours per week.

Evaluation of all full-time employees is done annually and follows the University evaluation schedule. Full-time employees have about \$1,000 total allocated annually from the LRC budget for professional development.

As evidenced by a patron survey conducted for one year ending in October 2013, staff are very helpful and friendly and assist in meeting the students' needs [6]. Currently, another patron satisfaction survey is being conducted, and results are expected in Spring 2015.

### **Innovation Technology Institute**

The mission of the Institute is to foster the effective and innovative use of technology supporting excellence in the educational mission of the faculty of TTU. The Innovation Technology Institute is a part of the Information Technology Services unit [7a] [7b].

The Institute's philosophy of technology is that it must open new possibilities for learning and furthering education. The Institute's philosophy of education is that of a positive and collaborative experience which must be challenging, engaging, interactive, and communicative. The Innovation Technology Institute is available to the faculty of TTU as a community of interest, activity, and experience for effectively engaging participants with tools of technology for learning.

The Innovation Technology Institute co-sponsors a series of workshops for faculty development. These seminars cover a variety of pedagogical and managerial topics related to teaching in the classroom and online.

To assist faculty, the Institute is staffed with all full-time qualified employees as follows: an academic director, a manager, an instructional media specialist, and an instructional technology expert, along with ten trained student workers [8].

### **Information Technology Services (ITS)**

ITS provides computer resources, services, and support for instruction, research, and administration at TTU. Staff positions are added based on the needs of the faculty, staff, and students. Several ITS support members provide first-level support for faculty, staff, and students across campus, including system analysis, new purchase consultation, software site licenses, and managing labs in the Library, College of Arts & Sciences, College of Business, College of Education, College of Engineering, and the School of Nursing.

ITS is divided into four major sections: Enterprise Application Systems, Systems Support, Network and Operations Services, and Academic and Client Technologies [9]. Other positions include an IT project manager, a financial analyst, a chief information security officer, and 50 student workers [10].

The CIO of ITS holds a master's degree and has 39 years of experience. Currently, there are 47 full-time permanent positions, with 41 filled positions, and six searches underway. Three have associate degrees (or credit hour equivalencies); 24 employees have a bachelor's degree, 10 have a master's degree, and two have a PhD [11].

Professional development for staff members is offered in many areas of technology so that they might provide more timely and robust support to campus constituents. Each unit within ITS is allocated money for professional development. Approximately \$100,000 was distributed in the 2013-2014 budget year for growth and training opportunities.

## Conclusion

TTU provides a sufficient number of qualified staff with appropriate education or experiences in library and/or other learning/information resources to accomplish the mission of the institution. The Angelo and Jennette Volpe Library is staffed by professional librarians and support staff who are regularly supported with professional development. Three individuals who hold appropriate credentials for their respective responsibilities staff the College of Education's Learning Resources Center. Last, Information Technology Services including the Innovation Technology Institute is appropriately staffed to carry out its services in relation to the University's mission. TTU is, therefore, in compliance with Comprehensive Standard 3.8.3.

## Sources

-  [01] Volpe Library Organization Chart
-  [02] Volpe Library Faculty and Staff Qualifications
-  [03a] Assist TT Faculty Evaluation
-  [03b] Assist TT Teaching Evaluation
-  [03c] Assoc Tenured Faculty Evaluation
-  [03d] Assoc Tenured Teaching Evaluation
-  [03e] Professor Tenured Faculty Evaluation
-  [03f] Professor Tenured Teaching Evaluation
-  [04] LRC Organizational Chart
-  [05] LRC Faculty and Staff Qualifications
-  [06] LRC Patron Survey Results Oct 2013
-  [07a] ITS Organizational Chart Page 1
-  [07b] ITS Organizational Chart Page 2
-  [08] Innovation Institute Faculty and Staff Qualifications
-  [09] ITS Admin Groups
-  [10] ITS Staff Roster
-  [11] ITS Faculty and Staff Qualifications