



UNIVERSITY OF PUERTO RICO AT CAROLINA



LIBRARY EVALUATION REPORT
MAY 2007

**UNIVERSITY OF PUERTO RICO
AT CAROLINA**

LIBRARY EVALUATION REPORT

PREPARED FOR

AMERICAN LIBRARY ASSOCIATION
ASSOCIATION OF COLLEGE & RESEARCH LIBRARIES

SUBMITTED BY

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MAY 2007

UNIVERSITY OF PUERTO RICO

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Executive Summary

The eleven-campus University of Puerto Rico System (UPRS) is the largest institution of higher education in the Island. Throughout its 107 years of existence, it has always pursued academic excellence in all of its programs. This never-ending effort was expressed to its highest point when the UPRS President, Attorney at Law Antonio García-Padilla made public his intention of achieving accreditation for every program that may be subject to it in the entire university system.

The Vice-Presidency of Academic Affairs has clearly stated that UPRS libraries are a very important part of this plan. Since then, the UPRC library immersed itself in the process. This effort has always been conducted in compliance with institutional goals and objectives expressed by the UPRS in the following documents:

1. Ten for the Decade (Garcia Padilla, 2005).
2. UPRC Strategic Plan (Borrero Aldahondo, 2005).
3. Recent Middle States Commission on Higher Education (MSCHE) recommendations (MSCHE, 2001).
4. Recent Council on Higher Education of Puerto Rico (CHEPR) recommendations.

The UPRC Library Evaluation Committee started the process of self evaluation with limited and a non-organized existing documentation. This was certainly not the best way to begin, but at least there were some efforts that had been previously made. Prior evaluations were conducted regarding services, collections, and physical facilities. The staff was aware of priorities, what was going well, and what should be improved while most of this was never written. Through the evaluation process, the Library has been able

to determine and write specific goals and objectives that have been organized in a strategic plan that was implemented in January 2007. Furthermore, additional documentation was written such as Mission, Vision, Library Values, assessment plans, and FODA (Spanish acronym for Strengths, Opportunities, Weaknesses, Threats). The evaluation process was based on the Standards for Libraries in Higher Education approved by the Association of College and Research Libraries Board of Directors in June, 2004.

The UPRC Library Evaluation Committee is an ongoing one and has representation from most library areas and staff. Its composition includes faculty as well as assistant librarians from public service and Collection Development areas. The Committee identified some core areas that needed more attention. One of them was the status of the delivery of information literacy.

The Information Literacy and Technology Program (ILTP) has been able to impact the curriculum of UPRC. A number of syllabi have included program activities and at the institutional level it has been made part of the General Education Program (GenEd) requirements. Since all UPRC students will take courses at the GenEd, all will also go through the Information Literacy experience. Thanks to the ILTP, the demand for library services has increased as well as the use of online resources. Physical facilities needed for their delivery have also been improved in close cooperation with the Academic Computing Office.

The library has been able to support the curriculum with a budget that has remained static for the last five years. Electronic information resources have played an important role in keeping an adequate collection. The UPRC purchases many of its

databases along with other UPRS libraries. The library OPAC and web site have also made access easier for students and faculty.

The library staff accounts for 28 people who serve a community of approximately 4,000 students, 200 faculty members, 230 administrative personnel, as well as the Carolina community. Student assistants range from 25-30 each quarter-term. With this staff the UPRC library is currently unable to operate at full capacity during evening hours.

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List of Acronyms

ADA	American with Disabilities Act
ACRL	Association of College and Research Libraries
ALA	American Library Association
CHEPR	Council on Higher Education of Puerto Rico
FODA	Spanish acronyms for Strengths, Opportunities, Weakness & Threats.
GenEd	General Education Program
ILTP	Information Literacy & Technology Program
LRC	Learning Resource Center
MSCHE	Middle States Commission on Higher Education
OPAC	Online Public Access Catalog
OCLC	Online Computer Library Center
UPRS	University of Puerto Rico System
UPRC	University of Puerto Rico at Carolina

Introduction

UPRC is an autonomous unit of UPRS. The 57-acre campus is located at the city of Carolina, part of the San Juan metropolitan area. UPRC was inaugurated on September 23, 1974 as Carolina Regional College by means of Certification Number 71 (1973-74) of the Council of Higher Education. It was housed in temporary facilities until moving to its present location in academic year 1988-89.

UPRC is a teaching institution that offers the following academic programs:

Baccalaureate Degrees	Associate Degrees	Transfer Programs	Transfer Programs to Medical Sciences Campus	Articulated Transfer Programs to the Medical Sciences Campus
Business Administration <ul style="list-style-type: none"> • Finance • Management 	Hotel Administration	Natural Sciences	Pre-Health Education	Associate degree in Dental Assistance with extended functions
Hotel and Restaurant Administration	Industrial Automation	Social Sciences	Pre-Technology in Nuclear Medicine	Bachelor in Nursing Sciences
Graphic Arts	Interior Design	Education	Pre-Technology in Animal Health	
Multidisciplinary Studies with a major in Tourist Culture	Physical Education and Recreation for the Handicapped	Humanities		
Criminal Justice <ul style="list-style-type: none"> • Law and Society • Forensic Psychology 	Mechanical Engineering - Industrial Maintenance			
Office Systems	Office Systems			
Business Advertising	Automotive Technology			

Table 1. Academic programs offered by the UPRC (UPRC, 2006)

UPRC is the only UPRS unit that works under a special quarter-term system, which divides the academic year into three consecutive periods of ten weeks each. This system allows the students to obtain their associate or bachelor degree in a shorter period of time as compared to a semester system.

1.1 Vision

As a future-oriented institution, UPRC has drafted a vision statement, which comprises its fundamental projections for the twenty-first century. The text of this vision is reproduced as follows:

“We foresee a university that develops an integral human being with humanistic values and technological skills. Our innovative and proficient teaching system will keep us at the cutting edge of the times. Because of this, we will be able to respond actively to the needs of a changing society through a commitment to academic excellence, quality of services and continuous assessment”.

1.2 Mission

UPRC approved the following mission (Certification number 019, 1999-2000).

“To foster a learning community that supports the development of our student’s talents, teaching them to learn so that they can adapt to an ever-changing workforce, therefore being able to contribute to the improvement of the quality of life and to be leaders in society”.

1.3 José P. Miranda Learning Resource Center (Library)

The Learning Resource Center was the first academic department that began operations in 1974. Initial activities were related to collection development in temporary facilities located at the Recreational Community Center at the City of Carolina.

Library services to the public began in October 1974. There were three main areas: Public Services, Technical Services, and the Administrative Office. Audiovisual Services were offered in 1975, production services were added in 1978 and graphic arts in 1979.

In 1983-84, the first planning level and design of permanent physical facilities for the Library was initiated. In July 1988, the Library moved to other temporary facilities at the Carolina Regional College. The construction of permanent facilities did not begin until 1990. In March 12, 1992 it was finally moved to its current permanent facilities. The Puerto Rican Collection was also established at that time, and in 2001 the library web page was created. The Information Literacy Program was established in April 2004 (Portela, 2003).

Recent administrative changes in the information literacy area have been implemented in order to strengthen its delivery to our community. The area was renamed as the Information Literacy and Technology Program (ILTP). The Program was in a very high need of computer equipment and space to deliver its workshops. As a core area of the library, it was then merged with the former Audiovisual Technology Area to make an option for more space available. Additionally, plans are currently underway to build a computer laboratory within library facilities to provide for adequate computer equipment for ILTP. These changes will also facilitate the inclusion of audiovisual materials as part of information literacy offerings. One librarian, two assistant librarians, and one audiovisual technician will be part of the ILTP permanent staff.

1.4 Vision

Provide and incorporate information services and technologies into the institutional academic offerings to support the development of a citizen with humanistic values and technological skills that enable him to compete in a highly globalized world.

1.5 Mission

The mission of the José P. Fernández-Miranda Learning Resource Center is to provide information resources in a variety of formats that include both print and non-print. It acquires information resources for general and specialized institutional programs such as Hotel and Restaurant Administration, Interior Design and Automotive Technology, among others. It also teaches the process of searching; evaluation and ethical use of information (See [Appendix A](#)).

The Library offers its services to students, faculty members, and the general public. Its goal is to provide its patrons with essential resources and services to support academic programs. It also contributes to the cultural enlightenment of students and the university community.

2. Evaluation Process

Certification 138, 2003-2004 (See [Appendix B](#)) of the Board of Trustees of the UPRS establishes as an institutional policy that all academic and service programs that may be subject to accreditation should prepare to go through the corresponding process. The Certification also states that a culture of evaluation must prevail in the UPRS. Dr. Celeste Freytes, Vice-President of Academic Affairs, has stated “For an Institution to say that it is the best is not enough. It has to prove it. We want to with the best of standards” (Pérez Soto, 2005, p. 14).

Libraries are not subject to accreditation but do abide by a set of quality standards published by the Association of College and Research Libraries (ACRL Board of Directors, 2004), a division of the American Library Association. This external organization does certify accreditation to graduate library schools in the United States,

Canada, and the Caribbean (A. Garcia Padilla, personal communication, March 27, 2006).

The process required the appointment of a Library Evaluation Committee at every UPRC library. At UPRC, committee members were:

1. Alfredo Babilonia-Cortés, MLS (Coordinator, Head, Journals)
2. Elizabeth Pérez De Rosas, MLS (Head, Reference)
3. Hilda Hernández-Rivera, MLS (Head, Collection Administration)
4. Noraida Domínguez-Flores, MIS, CLA (Head, Information Literacy and Technology Program)
5. Yesenia Hernández-Santiago, Assistant Librarian, (Circulation)
6. Nydia López-Díaz, Assistant Librarian (Head, Circulation)
7. Stanley Portela-Valentín, Library Director

One of the main activities of the evaluation process was a two day meeting at Pichi's Convention Center in Guayanilla in which library directors and coordinators began to organize all the work that had to be carried out. A first group of libraries will receive an evaluation committee from ACRL by June 2007. Standards were analyzed and a schedule was prepared to set specific dates for documentation to be handed in:

Documentation	Date submitted
Committee members	January, 2006
Work schedule	January, 2006
Vision and mission analysis	January, 2006
Strategic Plan checklist	November, 2005
Strategic Plan	January, 2007
External Environment Analysis	January, 2007
FODA (Spanish acronym for Strengths, Opportunities, Weaknesses, Threats)	March , 2006
Self-Study Report	January, 2007
Vision	March, 2006
Mission	January, 2006
Library Profile	May, 2005

Council on Higher Education Self-Study	February, 2006
Internal Environment Analysis	March, 2006
Library Values	March, 2006

2.1 Planning

The Library has mission, vision, goals and objectives statements that serve as a framework for all of its activities. The mission is compatible with the Institutional mission statement. Strategies are clearly established on a strategic plan that helps to deal with future and daily activities. Library staff has participated in institutional committees that develop policies and planning (Comité de Evaluación de Bibliotecas, UPRC, 2007).

2.1.1 Strengths

- The Library has a mission statement that is compatible with the institutional mission statement.
- The Library has an assessment plan.
- The library personnel participate in the overall planning of the institution.
- The Library developed a strategic plan, which is used as a guide for the implementation of its services and programs.

2.2 Assessment

The Library provides its patrons the opportunity to actively participate in the evaluation and assessment process. Services are rendered within the library or online. Assessment is a continuing process that includes different techniques to be carried out according to the mission, vision and goals of the Library in order to improve the effectiveness and quality its services and resources.

2.2.1 Strengths

- The Library uses a number of techniques to evaluate the quality and effectiveness of its services. Some examples are: pre and post tests, user satisfaction surveys, interviews, and others.
- The Library has provided reports to accreditation agencies such as the MSCHE and CHEPR.

2.2.2 Areas for Improvement

- The current assessment plan is limited to the area of Information Literacy only.
- Library assessment for all library areas has been conducted in an informal basis.

2.2.3 Recommendations

- To carry out assessment activities in all library areas and in a formal and ongoing basis.
- To make the faculty more involved in the assessment processes.
- To develop focal groups with students, faculty members and librarians to gather their experiences while using the information resources for a specific period of time.

2.3 Outcomes Assessment

Technology has had an intense impact on the way that the Library delivers its services. Since 1992 UPRC library switched from a card catalog to an online version. Library automation software packages such as Notis and Horizon have been implemented. The entire UPRC collection is now online. UPRC always participates in system wide committees to evaluate this kind of software.

Computers have also been increased for student use in the public services areas. Networking services available include wireless access to the Internet, wireless cards for students (laptop loans will be available soon), print software in library workstations. Thanks to the technology fee, the library has received thirty (30) new Dell workstations for patron use.

The ILTP has played a key role in promoting the use of online information resources. The activities conducted in the classroom have increased the use of databases and electronic journals. Students now request even more the expertise of librarians in the use and search for information online, especially after class. Another measure that is under way is a library requested marketing campaign that the Department of Business Advertising has prepared with the intention of massively promoting library databases. Three students from the Department of Business Advertising prepared a campaign that was named *Info*. It was recently presented to the library director for his evaluation. Currently, some of its recommendations are under consideration for a prompt reaction to the department and for implementation. The campaign included a survey on student information search practices and library database acknowledgement. Other recommendations included redesigning the library web site and print and interactive means for promoting the library and its resources.

The Library participates in the consortium made of all fourteen (14) UPRS libraries for the purchase of online information products that include journals, books, and reference materials. This has greatly eased the budgetary constraints for the acquisition of multidisciplinary and specialized databases that support the UPRC curriculum.

2.3.1 Strengths

- Library service areas prepare monthly statistical reports, which are gathered and incorporated into the annual report.
- The ILTP conducts assessment practices as part of its classroom activities.
- The Library receives collaboration from other departments on campus.

2.3.2 Recommendations

- To develop a system wide process for statistical recollection at all UPRS libraries.
- To continue monthly meetings with heads of library areas in order to analyze prior assessment results and to plan for the implementation of significant changes based on these results.
- To implement the marketing campaign proposed by the Department of Business Advertising.

2.4 Services

The Library constantly evaluates the quality of its services to guarantee that they support the Institution's mission and goals. The Library provides high quality information services to its patrons through the reference, virtual reference, circulation and online resources. These services are physically available at the library or through the Internet. They are developed to support all academic programs offered at UPRC.

The virtual reference service was funded by the Title V Office. It relies on QuestionPoint software from the Online Computer Library Center (OCLC). Patrons can communicate with a reference librarian using technologies such as chat, email, phone and fax. Chat hours were established and email responses are guaranteed within 48 hours.

The UPRS Libraries recently renewed a collaborative interlibrary loan agreement that sets as priority all requests among UPRS libraries. The software used for the service will continue to be ARIEL. This agreement strengthens cooperative efforts among libraries in the provision of information to all UPRC faculty, students, researchers, and administrative personnel.

In September 2005, the Dean of Student Affairs requested that the library extend its evening hours. In response to this request, a November 2005 survey was administered to students regarding evening library hours. In September 2006, hours were extended until 10:00 pm, Monday to Thursday. First quarter term 2006-2007 library attendance and usage statistics indicate that students requested more library services prior to 7:00 am than after 9:00 pm. (See [Appendix C](#)). In January 2007, recommendations to the Chancellor regarding library hours were made. He subsequently approved opening some areas of the Library at 6:30 am and closing at 9:00 pm as indicated by the above mentioned student usage statistics.

The 2001 MSCHE evaluation report recommended the creation electronic reserves. As of today, most have been digitized and will be implemented using Horizon library automation software.

2.4.1 Strengths

- According to diverse user opinion surveys (See [Appendix D](#)) and accreditation agency reports, the library offers quality services to its patrons.
- The Library offers virtual reference services that provide prompt assistance.
- Interlibrary loan services are available using ARIEL software.

- It is targeted that electronic reserves will be available by academic year 2007-2008 in the library web site.

2.4.2 Areas for Improvement

- Lack of personnel prohibits the opening of the Puerto Rican and the Journal Collections during the evenings.

2.4.3 Recommendations

- To hire additional personnel to offer services in the Puerto Rican and Periodicals Collection during the evenings.
- To implement the electronic reserves as previously planned.

2.5 Information literacy

The library has an Information Literacy and Technology Program that offers a number of activities to faculty and students. Among these are included general orientations about the library and tailor made workshops and conferences. Some of these have been included in course syllabi, linking course content directly with information literacy competencies. In order to provide post activity support, librarians are always available to answer any questions students may have.

Other means of promoting information competencies used by the Library heavily rely on technology. This may be seen in the library web site through online tutorials about information search, evaluation, OPAC, oral reports, monographs, etc. Library staff has been involved in curriculum planning through the integration of information competencies and activities in the GenEd course syllabi.

2.5.1 Strengths

- The Library developed an Information Literacy and Technology Program that integrates different activities into courses to support the development of information skills in undergraduate students.
- Librarians and other faculty members collaborate in the design and implementation of activities for the development of information skills in undergraduate students.

2.5.2 Areas for Improvement

- Many faculty members are unwilling to integrate information literacy activities into their courses.
- Currently, the Library does not have a computer laboratory to conduct information literacy activities. A request for this purpose has been sent to the Dean of Academic Affairs and was approved.

2.5.3 Recommendations

- To install a computer laboratory to conduct information literacy activities as suggested by the MSCHE in 2001.
- To integrate all library staff to collaborate with the Information Literacy and Technology Program.
- To promote the integration of information literacy activities into course syllabi among teaching faculty.
- To include information literacy activities in the GenEd course syllabi.

2.6 Resources

The Library provides a variety of information resources to its patrons that include print, online, and audiovisual formats, most available off-campus. Online information products include databases from vendors such as EBSCO, ProQuest, Gale, HW Wilson, the American Chemical Society, Ocenet Universitas, LexJuris, MicroJuris, El País Newspaper, El Nuevo Día Newspaper, etc.

Collection development is conducted in such a way as to provide an adequate support for academic programs. Faculty is always invited to analyze and submit recommendations regarding information resources in all formats. Academic departments appoint a representative that maintains communication with library staff. The library always requests course syllabi to make sure that resources are available in the collection.

2.6.1 Strengths

- The library has a policy to select and evaluate the collection.
- The Library actively participates in the UPRS consortium for the subscription of online databases. This allows for the acquisition of adequate online information resources to support the academic needs of UPRC community.

2.6.2 Areas for Improvement

- The library budget is not adequate to effectively develop the collection.
- For all practical purposes, the library budget has remained virtually static for the last five years (See Appendix E).

2.6.3 Recommendations

- To increase the library budget for bibliographic resources so that it takes into account the approximate 8 to 12% annual cost increases.
- To acquire an adequate security system for theft prevention.

2.7 Access

The Library provides effective and quick access to all information resources through the online catalogs and its databases. Horizon library automation software provides for the online catalog. Collaborative agreements for interlibrary loan among UPRS libraries have now been renewed for a second three-year period. The library will install a proxy server to guarantee access for remote users who need to use electronic journals and databases off-campus.

2.7.1 Strengths

- The information resources and online databases can be accessed 24/7 through the library Web site (<http://biblioteca.uprc.upr.edu>).
- The Library provides bilingual subject access to the collection.
- The library offers virtual reference services to its patrons. These services include email, fax, telephone, and chat.

2.8 Staff

At this time, the Library does not have enough personnel to open the Puerto Rican and the Journal Collections during the evening, both located on the second floor. Recruitment of one librarian and two assistant librarians is suggested. Library computer technicians are needed in order to support student needs especially in the public service

areas where intense use of equipment is constantly made. Current library staff is as follows:

- Eight librarians with ALA-accredited MLS or MIS degrees.
 - Librarian I – 2
 - Librarian II – 2
 - Librarian III – 2
 - Librarian IV - 2
- Ten assistant librarians
 - Assistant Librarian I – 2
 - Assistant Librarian II – 3
 - Assistant Librarian III – 5
- Library Assistants – 2
- Clerical personnel
 - Administrative Secretary V – 1
 - Administrative Secretary III – 1
 - Typist Clerk – 1
- Other personnel classifications
 - User Services Coordinator I
 - Audiovisual Services Technician – I

2.8.1 Strengths

- Library staff complies with required academic qualifications.
- Library staff is competent and makes significant contributions to the Institution.

- Library personnel frequently attend professional development activities such as workshops and conferences.
- One faculty librarian currently conducts studies towards a PhD in Information Science.
- One assistant librarian currently conducts studies towards an ALA-accredited MIS degree.
- The library staff enjoys a prestigious position among the UPRC academic community (See Appendix D).

2.8.2 Areas for Improvement

- Library staff needs to be increased to offer full library services during the evenings.
- A computer technician is needed for support during evening hours.

2.8.3 Recommendations

- To hire two assistant librarians and one faculty librarian to open the Journal and Puerto Rican Collections during the evening.
- To hire a computer technician to offer services during the evenings.

2.9 Budget

Library budget is assigned by the institution and administered by the Library Director. Main budget items include general materials, materials for educational use, equipment purchases, and bibliographic resources. The Library also has a special account where funds from student printouts in service areas are deposited. The use of these funds is limited to print and photocopy needs in public workstations. Computers needed at the

library have also been provided by special money assignments coming from the following institutional budget:

1. Technology fee
2. Title V Program

The total budget for 2006-2007 fiscal year was \$1,332,365.00 (Borrero Aldahondo, 2006). It is assigned by the UPRC Administrative Board and administered by the Library Director. Recruitment, online subscriptions and technological equipment needs are the main topics that need consideration.

Recruitment constitutes a UPRS issue. Lack of funds has not allowed libraries to have sufficient staff to meet all service needs. The UPRS should consider library recruitment a priority in the future. Funds for online information resources often fall short since library budgets have remained the same for years. Library public service needs in terms of computer and related equipment have received good support. However, equipment for the Collection Development area is not supported as well.

Conservation and preservation also should be considered by the University as a priority issue. Library materials constantly require special treatment to prevent deterioration. Mold outbreaks sometimes affect print books and audiovisual resources. University libraries loose collection resources that cannot be treated.

2.9.1 Strengths

- Library computer and network infrastructure needs are supported by special institutional grants.
- Availability of print related and photocopying account.

2.9.2 Areas for Improvement

- The budget for bibliographic resources in all formats does not take into account the 8-12 percent approximate annual increase.
- There are no funds for mold prevention strategies.

2.9.3 Recommendations

- To increase budget for online subscriptions, print resources and audiovisual materials.
- To include funds in the library budget for mold treatment and avoid deterioration or loss of library materials.

2.10 Facilities

The library is located in a three-storey building on the east side of campus. Its facilities currently occupy the first two floors of the building, while most of the third one houses the Hotel and Restaurant Administration Department. Currently, a computer laboratory for Information Literacy activities is being planned to be located in the third floor. Library seating capacity for 350 (Reference 150; Serials and Newspapers 75; Puerto Rican Collection 75). In addition, the Information Literacy and Technology Program has two multimedia rooms with a seating capacity of 30 each. An amphitheatre is also being planned to be located on the second floor of the library.

2.10.1 Strengths

- Library facilities provide for meeting space for the community.
- Heavy use of library areas to conduct academic classroom activities.

- Heavy use of library lobby for multicultural activities (music, art exhibitions, faculty lectures, etc.)

2.10.2 Areas for Improvement

- The physical facilities of the Hotel and Restaurant Administration Department are currently located at the third floor of the building. This limits library space.
- Access doors in public service areas should be ADA compatible.
- Air conditioning system is not effective, complaints due to humidity and cold temperatures are constant among personnel and patrons and cause library material deterioration.

2.10.3 Recommendations

- To install new access doors to comply with ADA requirements.
- To acquire new workstations (chairs and tables) for computers.
- To improve the lighting in study areas.
- To paint the building interiors.
- To acquire compact shelves.
- To redesign the Reference Area.
- To acquire a new reference desk.

2.11 Communication and Cooperation

The library administration promotes effective communication with its staff. The library director is always available and receives recommendations from personnel and shares ideas about library initiatives and daily activities. Library staff meets regularly during non-lecture periods. The library director also meets with the Dean of Academic

Affairs and other department directors. He is also an ad-hoc member of the Academic Senate.

Collaborative efforts with other departments on campus take place as part of library administration. This can be seen through a recent agreement to offer services along with the Academic Computing Office (L. D. Torres Torres, personal communication, April 23, 2007). This cooperative arrangement promises to render many benefits to the academic community both in terms of services and facilities. Two of the largest academic service departments work together on a daily basis to satisfy the needs of classroom activities. In this case, both Departments share personnel, equipment, and physical facilities to offer audiovisual services and equipment to the UPRC community. The Academic Computing Office has been relocated in a space located on the second floor of the library where computer technicians and librarians work together to serve students and faculty. In terms of facilities, the two departments have also agreed to build a state of the art amphitheatre on the second floor of the library. This initiative strengthens institutional human resource efforts and serves as a model of teamwork worthy of imitation.

2.11.1 Strengths

- There is effective communication between library staff and the administration.
- Efficient communication exists between the campus administration and the library director.
- There are collaborative efforts with other campus departments.

2.11.2 Areas for Improvement

- More audiovisual equipment is needed.

2.11.3 Recommendations

- To continue to promote effective communication inside and outside the library.
- To purchase additional audiovisual equipment.

2.12 Administration

The Office of the Library Director is in charge of all administrative affairs. The Director has a MLS from an ALA-accredited institution. Its staff includes two full time secretaries and is advised by a Library Services Coordinator, and a Collection Development Coordinator. Responsibilities are clearly defined in a written document. The Library Director reports to the Dean of Academic Affairs and participates in a number of institutional committees such as committees for Strategic Planning, Technology Implementation, etc. The Director is also a member of the Academic Senate.

The library administration promotes the use of library resources through a variety of means. Among these are general and specialized workshops offered to faculty about online databases. Students receive information literacy training as part of their courses. The library has a representative in the Institutional committee that orients newly admitted students every year. The library web page offers access to all information resources purchased by the library either individually or in conjunction with other UPRS libraries.

Academic departments appoint a member of their faculty as library representative. This professor works together with librarians to develop the collection and provide advice on acquisitions. They also receive orientation regarding library development tools available for their use such as Spanish Books (Libros en Venta), Choice Online, etc. The library makes efforts to promote faculty participation in the collection development process so that all necessary materials are acquired.

Services are offered to UPRC students, faculty, staff, and the general community, all in compliance with the ALA “Bill of Rights”. All patrons receive equal attention regardless of origin, background, and views. Information resources are not limited according to differences in opinions. No preference is given to specific doctrines. Everyone is allowed to freely express different ideas and beliefs. Thus, equal opportunity is given to all patrons who wish to exhibit or promote any ideas. Censorship of any kind is not allowed.

2.12.1 Strengths

- Library has adequate tools to conduct satisfactory and ongoing collection evaluation processes.
- Staff is well prepared to orient faculty in collection development.
- Library Web page offers access to most information resources.

2.12.2 Areas for Improvement

- The number of faculty members who use the library is not sufficient.
- The Library has not been sufficiently successful in reaching all 11 academic departments.

2.12.3 Recommendations

- To develop a working plan to reach faculty.
- To develop strategies to involve professors in collection development.
- To make cooperative agreements with the Graphic Arts Department to prepare a library marketing plan to draw more attention from students and faculty.
- To meet with student governing bodies to share their views on library services.

- To include collection developments policies in the library web site.
- To announce newly acquired materials in library web site.

2.13 Conclusions and implications

The internal evaluation process has significantly contributed to help identify some aspects of library services that were not organized in a logical manner. Worth mentioning are user satisfaction and compliance with some ACRL Standards. Other standards require more effort to be attained, and budget limitations remain a challenge to work with. Key documentation has been prepared such as Mission, Vision, and a five year Strategic Plan. Assessment tools like surveys helped in gathering patron and staff views and opinions. Collaboration relationships with other departments have made possible the recruitment of additional staff through the Title V proposal, the establishment of a computer lab for information literacy delivery, virtual reference services, and new library facilities. Other achievements are increased demand for library services and the acquisition of new updated technological equipment.

2.14 References

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Appendixes

APPENDIX A: Mission & Vision

*UNIVERSIDAD DE PUERTO RICO EN CAROLINA
CENTRO DE RECURSOS PARA EL APRENDIZAJE
JOSÉ P. FERNÁNDEZ-MIRANDA*

**VISION**

Provide and incorporate information services and technologies into the institutional academic offerings to support the development of a citizen with humanistic values and technological skills that enable him to compete in a highly globalized world.

MISSION

The mission of the José P. Fernández-Miranda Learning Resource Center is to provide information resources in a variety of formats that include both print and non-print. It acquires information resources for general and specialized institutional programs such as Hotel and Restaurant Administration, Interior Design and Automotive Technology, among others. It also teaches the process of searching, evaluation and ethical use of information.

APPENDIX B: Certificación Número 138 2003-2004, Junta de Síndicos

JUNTA DE SÍNDICOS
UNIVERSIDAD DE PUERTO RICO

CERTIFICACIÓN NÚMERO 138
2003-2004

Yo, Luis M. Villaronga, Secretario Ejecutivo de la Junta de Síndicos de la Universidad de Puerto Rico, CERTIFICO QUE:

La Junta de Síndicos, en su reunión ordinaria del sábado, 26 de junio de 2004, (la Dra. Gloria Butrón Castelli, Secretaria de la Junta de Síndicos, no estuvo presente en la discusión de este asunto) a tenor con las disposiciones del Reglamento General de la Universidad de Puerto Rico, y con el endoso del Presidente de la Universidad de Puerto Rico, aprobó la :

**POLÍTICA INSTITUCIONAL SOBRE LAS ACREDITACIONES
DE LOS PROGRAMAS ACADÉMICOS Y SERVICIOS QUE RINDE LA
UNIVERSIDAD DE PUERTO RICO**

- Por Cuanto: La Universidad de Puerto Rico está comprometida con una cultura de evaluación de sus programas académicos, así como de los servicios especializados que rinde;
- Por Cuanto: La comunidad académica, tanto nacional como internacional, ha adoptado los procesos de acreditación para canalizar la revisión por pares externos de programas y servicios académicos y, de esa forma, elevar y fortalecer la calidad de dichos programas y servicios;
- Por Cuanto: Ha sido la tradición de la institución buscar la acreditación de sus programas y de los servicios que ofrece, que son susceptibles de dicha acreditación, y esta tradición ha fortalecido los programas, acrecentando el prestigio de la Universidad y ampliando las posibilidades académicas y profesionales de sus egresados.
- Por Tanto: La Junta de Síndicos resuelve:
1. Que es la política institucional de la Universidad de Puerto Rico mantener la acreditación de los programas académicos ya acreditados




Certificación Número 138
2003-2004
Página 2 de 2

y promover la acreditación meritoria de aquellos programas académicos y servicios que son susceptibles de ello; y

2. El Presidente de la Universidad de Puerto Rico, conjuntamente con los rectores, elaborarán un plan con su debido calendario para alcanzar la meta de la política institucional aquí establecida e informará a la Junta de Síndicos sobre el progreso de la misma.

Y PARA QUE ASÍ CONSTE, expido la presente Certificación, en San Juan,
Puerto Rico, hoy 6 de julio de 2004.




Luis M. Villaronga
Secretario Ejecutivo

APPENDIX C: Library Hours User Survey



UNIVERSIDAD DE PUERTO RICO EN CAROLINA
CENTRO DE RECURSOS PARA EL APRENDIZAJE
 José Paulino Fernández-Miranda



Estimado usuario:

En este momento la Biblioteca (CRA) evalúa extender el horario de cierre nocturno de lunes a jueves en las áreas de Referencia, Circulación y Reserva, por lo que agradeceremos contestes la siguiente encuesta con el propósito de conocer tu opinión y necesidades:

1. Indica la frecuencia con la cual visitas la Biblioteca en el horario actual:				
Referencia, Circulación y Reserva	Más de cinco veces en semana	Tres a cinco veces en semana	Dos veces en semana o menos	Nunca
L-J 7:00 A.M. – 9:00 P.M.				
V 7:00 A.M. – 4:30 P.M.				
S 9:00 A.M. – 1:00 P.M.				
2. Indica la frecuencia con la cual visitarías la Biblioteca durante el siguiente horario extendido:				
Referencia, Circulación y Reserva	Más de cinco veces en semana	Tres a cinco veces en semana	Dos veces en semana o menos	Nunca
L-J 7:00 A.M. – 10:00 P.M.				
3. Indica la frecuencia con la cual utilizarías el horario extendido para :				
	Más de cinco veces en semana	Tres a cinco veces en semana	Dos veces en semana o menos	Nunca
Estudiar				
Hacer uso de la Colección de Circulación y Reserva				
Hacer uso de la Colección de Referencia.				
Hacer uso de Internet y las bases de datos				
Hacer trabajos en computadora				
Sacar fotocopias				
Otros				
4. Comentarios				

Universidad de Puerto Rico en Carolina
Oficina de Planificación y Estudios Institucionales
Resultados del Cuestionario Administrado
a Estudiantes Usuarios de la Biblioteca

Tablas de frecuencias

FREC. CON LA CUAL VISITA LA BIBLIOTECA EN HORARIO
ACTUAL:L-J 7AM - 9PM

	Frecuencia	Porcentaje
nunca	12	2.3
2 veces en semana	126	23.8
3 a 5 veces en semana	164	30.9
Más de 5 veces en semana	116	21.9
No contestó ó No Aplica	112	21.1
Total	530	100.0

FREC. CON LA CUAL VISITA LA BIBLIOTECA EN HORARIO
ACTUAL: V 7AM -4:30PM

	Frecuencia	Porcentaje
nunca	90	17.0
2 veces en semana	138	26.0
3 a 5 veces en semana	61	11.5
Más de 5 veces en semana	45	8.5
No contestó ó No Aplica	196	37.0
Total	530	100.0

FREC. CON LA CUAL VISITA LA BIBLIOTECA EN HORARIO
ACTUAL:S 9AM-1PM

	Frecuencia	Porcentaje
nunca	223	42.1
2 veces en semana	51	9.6
3 a 5 veces en semana	19	3.6
Más de 5 veces en semana	16	3.0
No contestó ó No Aplica	221	41.7
Total	530	100.0

**FREC. CON LA CUAL VISITARIA LA BIBLIOTECA EN
HORARIO EXT.: L-J 7AM - 10PM**

	Frecuencia	Porcentaje
nunca	28	5.3
2 veces en semana	106	20.0
3 a 5 veces en semana	163	30.8
Más de 5 veces en semana	122	23.0
No contestó ó No Aplica	111	20.9
Total	530	100.0

Preparado por: Prof.Carmen L. Cruz/Investig. Asistente/feb. 2006

**FREC. EN LA CUAL UTILIZARIAS EL HORARIO
EXT:ESTUDIAR**

	Frecuencia	Porcentaje
nunca	20	3.8
2 veces en semana	109	20.6
3 a 5 veces en semana	152	28.7
Más de 5 veces en semana	110	20.8
No contestó ó No Aplica	139	26.2
Total	530	100.0

**FREC. EN LA CUAL UTILIZARIAS EL HORARIO
EXT:COLECCION CIRCULACION Y RESERVA**

	Frecuencia	Porcentaje
nunca	40	7.5
2 veces en semana	145	27.4
3 a 5 veces en semana	133	25.1
Más de 5 veces en semana	61	11.5
No contestó ó No Aplica	151	28.5
Total	530	100.0

**FREC. EN LA CUAL UTILIZARIAS EL HORARIO
EXT:COLECCION DE REFERENCIA**

	Frecuencia	Porcentaje
nunca	55	10.4
2 veces en semana	160	30.2
3 a 5 veces en semana	98	18.5

Más de 5 veces en semana	52	9.8
No contestó ó No Aplica	165	31.1
Total	530	100.0

**FREC. EN LA CUAL UTILIZARIAS EL HORARIO
EXT:INTERNET Y BASES DE DATOS**

	Frecuencia	Porcentaje
nunca	46	8.7
2 veces en semana	107	20.2
3 a 5 veces en semana	133	25.1
Más de 5 veces en semana	101	19.1
No contestó ó No Aplica	143	27.0
Total	530	100.0

**FREC. EN LA CUAL UTILIZARIAS EL HORARIO
EXT:TRABAJOS EN COMPUTADORA**

	Frecuencia	Porcentaje
nunca	72	13.6
2 veces en semana	110	20.8
3 a 5 veces en semana	108	20.4
Más de 5 veces en semana	95	17.9
No contestó ó No Aplica	145	27.4
Total	530	100.0

Preparado por: Prof.Carmen L. Cruz/Investig. Asistente/feb. 2006

**FREC. EN LA CUAL UTILIZARIAS EL HORARIO EXT:SACAR
FOTOCOPIAS**

	Frecuencia	Porcentaje
nunca	18	3.4
2 veces en semana	84	15.8
3 a 5 veces en semana	139	26.2
Más de 5 veces en semana	160	30.2
No contestó ó No Aplica	129	24.3
Total	530	100.0

**FREC. EN LA CUAL UTILIZARIAS EL HORARIO EXT:
OTROS**

	Frecuencia	Porcentaje
--	------------	------------

nunca	40	7.5
2 veces en semana	34	6.4
3 a 5 veces en semana	23	4.3
Más de 5 veces en semana	29	5.5
No contestó ó No Aplica	404	76.2
Total	530	100.0

Preparado por: Prof.Carmen L. Cruz/Investig. Asistente/feb. 2006

Cuestionario estudiantes Carolina

Facultad

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	6	2.2	2.2	2.2
Administración de Empresas	71	26.0	26.0	28.2
Administración de Hoteles y Restaurante	23	8.4	8.4	36.6
AGRA	5	1.8	1.8	38.5
Artes Gráficas	7	2.6	2.6	41.0
Asistente Dental	1	.4	.4	41.4
Ciencias Naturales	61	22.3	22.3	63.7
Ciencias sociales	22	8.1	8.1	71.8
Ciencias Sociales	3	1.1	1.1	72.9
Comunicaciones	1	.4	.4	73.3
Cultura Turística	2	.7	.7	74.0
Diseño Interiores	3	1.1	1.1	75.1
Educación	35	12.8	12.8	87.9
Enfermería	1	.4	.4	88.3
Hotelera	1	.4	.4	88.6
Humanidades	14	5.1	5.1	93.8
Justicia Criminal	2	.7	.7	94.5
MAIN	1	.4	.4	94.9
Publicidad	3	1.1	1.1	96.0
Publicidad Comercial	7	2.6	2.6	98.5
Sistemas de Oficina	3	1.1	1.1	99.6
Turismo	1	.4	.4	100.0
Total	273	100.0	100.0	

Género

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	1	.4	.4	.4
Masculino	73	26.7	26.7	27.1
Femenino	198	72.5	72.5	99.6
3	1	.4	.4	100.0
Total	273	100.0	100.0	

Nivel Académico

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Grado asociado	69	25.3	25.3	25.3
	Bachillerato	181	66.3	66.3	91.6
	Otro	22	8.1	8.1	99.6
	12	1	.4	.4	100.0
	Total	273	100.0	100.0	

Especifique: Otro nivel académico

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		252	92.3	92.3	92.3
	Educación Continúa	1	.4	.4	92.7
	Graduado Bachillerato 2002	1	.4	.4	93.0
	Pre tenología Medicina Nuclear	1	.4	.4	93.4
	Programa de Traslado	14	5.1	5.1	98.5
	Terminé grado asociado y ahora me voy de traslado a terminar	1	.4	.4	98.9
	Traslado	3	1.1	1.1	100.0
	Total	273	100.0	100.0	

Año de Estudio

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.4	.4	.4
	Primero	110	40.3	40.3	40.7
	Segundo	83	30.4	30.4	71.1
	Tercero	39	14.3	14.3	85.3
	Cuarto	28	10.3	10.3	95.6
	Quinto o más	12	4.4	4.4	100.0
	Total	273	100.0	100.0	

Programa de Estudio

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Diurno	253	92.7	92.7	92.7
	Nocturno	11	4.0	4.0	96.7
	12	9	3.3	3.3	100.0
	Total	273	100.0	100.0	

Frecuencia del uso de la Biblioteca

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	3	1.1	1.1	1.1
Tres o más veces por semana	101	37.0	37.0	38.1
Una o dos veces por semana	118	43.2	43.2	81.3
Una o dos veces al mes	43	15.8	15.8	97.1
Sólo en época de exámenes	8	2.9	2.9	100.0
Total	273	100.0	100.0	

Acceso a los recursos

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	5	1.8	1.8	1.8
Acudo directamente a las instalaciones	77	28.2	28.2	30.0
De forma remota, a través de la Internet	34	12.5	12.5	42.5
De ambas maneras	157	57.5	57.5	100.0
Total	273	100.0	100.0	

Frecuencia del uso de computadoras

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	3	1.1	1.1	1.1
Dos o más veces por semana	90	33.0	33.0	34.1
Una vez por semana	75	27.5	27.5	61.5
Una vez al mes	68	24.9	24.9	86.4
No las utilizo	37	13.6	13.6	100.0
Total	273	100.0	100.0	

Rotulación dentro de la Biblioteca

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	5	1.8	1.8	1.8
Muy Satisfecho	93	34.1	34.1	35.9
Satisfecho	114	41.8	41.8	77.7
Neutral	55	20.1	20.1	97.8
Insatisfecho	5	1.8	1.8	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Áreas de Estudio

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	4	1.5	1.5	1.5
Muy Satisfecho	131	48.0	48.0	49.5
Satisfecho	104	38.1	38.1	87.5
Neutral	27	9.9	9.9	97.4
Insatisfecho	7	2.6	2.6	100.0
Total	273	100.0	100.0	

Comodidad de las instalaciones en general

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	3	1.1	1.1	1.1
Muy Satisfecho	114	41.8	41.8	42.9
Satisfecho	101	37.0	37.0	79.9
Neutral	47	17.2	17.2	97.1
Insatisfecho	8	2.9	2.9	100.0
Total	273	100.0	100.0	

Ambiente de trabajo y estudio de la biblioteca

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	3	1.1	1.1	1.1
Muy Satisfecho	131	48.0	48.0	49.1
Satisfecho	100	36.6	36.6	85.7
Neutral	26	9.5	9.5	95.2
Insatisfecho	11	4.0	4.0	99.3
Muy insatisfecho	2	.7	.7	100.0
Total	273	100.0	100.0	

Horario de servicio regular

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	4	1.5	1.5	1.5
Muy Satisfecho	136	49.8	49.8	51.3
Satisfecho	94	34.4	34.4	85.7
Neutral	24	8.8	8.8	94.5
Insatisfecho	14	5.1	5.1	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Horario de servicio durante el verano

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	27	9.9	9.9	9.9
Muy Satisfecho	83	30.4	30.4	40.3
Satisfecho	75	27.5	27.5	67.8
Neutral	80	29.3	29.3	97.1
Insatisfecho	7	2.6	2.6	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Horario de servicio durante exámenes finales

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	13	4.8	4.8	4.8
Muy Satisfecho	126	46.2	46.2	50.9
Satisfecho	82	30.0	30.0	81.0
Neutral	44	16.1	16.1	97.1
Insatisfecho	7	2.6	2.6	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Iluminación

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	5	1.8	1.8	1.8
Muy Satisfecho	156	57.1	57.1	59.0
Satisfecho	95	34.8	34.8	93.8
Neutral	15	5.5	5.5	99.3
Insatisfecho	1	.4	.4	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Nivel de temperatura

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	4	1.5	1.5	1.5
Muy Satisfecho	88	32.2	32.2	33.7
Satisfecho	92	33.7	33.7	67.4
Neutral	54	19.8	19.8	87.2
Insatisfecho	27	9.9	9.9	97.1
Muy insatisfecho	8	2.9	2.9	100.0
Total	273	100.0	100.0	

Control de ruido

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	4	1.5	1.5	1.5
Muy Satisfecho	105	38.5	38.5	39.9
Satisfecho	99	36.3	36.3	76.2
Neutral	41	15.0	15.0	91.2
Insatisfecho	14	5.1	5.1	96.3
Muy insatisfecho	10	3.7	3.7	100.0
Total	273	100.0	100.0	

Acceso a personas con impedimentos

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	15	5.5	5.5	5.5
Muy Satisfecho	127	46.5	46.5	52.0
Satisfecho	84	30.8	30.8	82.8
Neutral	40	14.7	14.7	97.4
Insatisfecho	5	1.8	1.8	99.3
Muy insatisfecho	2	.7	.7	100.0
Total	273	100.0	100.0	

Satisfacción general

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	3	1.1	1.1	1.1
Muy Satisfecho	104	38.1	38.1	39.2
Satisfecho	136	49.8	49.8	89.0
Neutral	30	11.0	11.0	100.0
Total	273	100.0	100.0	

Computadoras

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	3	1.1	1.1	1.1
Muy Satisfecho	104	38.1	38.1	39.2
Satisfecho	104	38.1	38.1	77.3
Neutral	39	14.3	14.3	91.6
Insatisfecho	17	6.2	6.2	97.8
Muy insatisfecho	6	2.2	2.2	100.0
Total	273	100.0	100.0	

Escáner

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	14	5.1	5.1	5.1
Muy Satisfecho	45	16.5	16.5	21.6
Satisfecho	78	28.6	28.6	50.2
Neutral	98	35.9	35.9	86.1
Insatisfecho	19	7.0	7.0	93.0
Muy insatisfecho	19	7.0	7.0	100.0
Total	273	100.0	100.0	

Fotocopiadoras

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	2	.7	.7	.7
Muy Satisfecho	86	31.5	31.5	32.2
Satisfecho	113	41.4	41.4	73.6
Neutral	49	17.9	17.9	91.6
Insatisfecho	19	7.0	7.0	98.5
Muy insatisfecho	4	1.5	1.5	100.0
Total	273	100.0	100.0	

Impresoras

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	5	1.8	1.8	1.8
Muy Satisfecho	80	29.3	29.3	31.1
Satisfecho	119	43.6	43.6	74.7
Neutral	51	18.7	18.7	93.4
Insatisfecho	15	5.5	5.5	98.9
Muy insatisfecho	3	1.1	1.1	100.0
Total	273	100.0	100.0	

Comunicación o acceso inalámbrico por "Wireless"

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	24	8.8	8.8	8.8
Muy Satisfecho	94	34.4	34.4	43.2
Satisfecho	85	31.1	31.1	74.4
Neutral	55	20.1	20.1	94.5
Insatisfecho	9	3.3	3.3	97.8
Muy insatisfecho	6	2.2	2.2	100.0
Total	273	100.0	100.0	

Satisfacción general

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	5	1.8	1.8	1.8
Muy Satisfecho	91	33.3	33.3	35.2
Satisfecho	126	46.2	46.2	81.3
Neutral	44	16.1	16.1	97.4
Insatisfecho	5	1.8	1.8	99.3
Muy insatisfecho	2	.7	.7	100.0
Total	273	100.0	100.0	

Página Web de la Biblioteca

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	12	4.4	4.4	4.4
Muy Satisfecho	108	39.6	39.6	44.0
Satisfecho	114	41.8	41.8	85.7
Neutral	35	12.8	12.8	98.5
Insatisfecho	4	1.5	1.5	100.0
Total	273	100.0	100.0	

Catálogo en línea

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	20	7.3	7.3	7.3
Muy Satisfecho	91	33.3	33.3	40.7
Satisfecho	106	38.8	38.8	79.5
Neutral	53	19.4	19.4	98.9
Insatisfecho	3	1.1	1.1	100.0
Total	273	100.0	100.0	

Bases de datos

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	18	6.6	6.6	6.6
Muy Satisfecho	106	38.8	38.8	45.4
Satisfecho	107	39.2	39.2	84.6
Neutral	37	13.6	13.6	98.2
Insatisfecho	5	1.8	1.8	100.0
Total	273	100.0	100.0	

Acceso a la Internet

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	10	3.7	3.7	3.7
Muy Satisfecho	133	48.7	48.7	52.4
Satisfecho	110	40.3	40.3	92.7
Neutral	15	5.5	5.5	98.2
Insatisfecho	3	1.1	1.1	99.3
Muy insatisfecho	2	.7	.7	100.0
Total	273	100.0	100.0	

Recursos Audiovisuales

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	16	5.9	5.9	5.9
Muy Satisfecho	102	37.4	37.4	43.2
Satisfecho	99	36.3	36.3	79.5
Neutral	47	17.2	17.2	96.7
Insatisfecho	8	2.9	2.9	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Revistas electrónicas

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	18	6.6	6.6	6.6
Muy Satisfecho	91	33.3	33.3	39.9
Satisfecho	103	37.7	37.7	77.7
Neutral	53	19.4	19.4	97.1
Insatisfecho	8	2.9	2.9	100.0
Total	273	100.0	100.0	

Microformas

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	26	9.5	9.5	9.5
Muy Satisfecho	72	26.4	26.4	35.9
Satisfecho	84	30.8	30.8	66.7
Neutral	81	29.7	29.7	96.3
Insatisfecho	9	3.3	3.3	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Satisfacción general

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	12	4.4	4.4	4.4
Muy Satisfecho	106	38.8	38.8	43.2
Satisfecho	117	42.9	42.9	86.1
Neutral	32	11.7	11.7	97.8
Insatisfecho	6	2.2	2.2	100.0
Total	273	100.0	100.0	

Referencia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	5	1.8	1.8	1.8
Muy Satisfecho	117	42.9	42.9	44.7
Satisfecho	116	42.5	42.5	87.2
Neutral	33	12.1	12.1	99.3
Insatisfecho	2	.7	.7	100.0
Total	273	100.0	100.0	

Reserva

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	5	1.8	1.8	1.8
Muy Satisfecho	122	44.7	44.7	46.5
Satisfecho	110	40.3	40.3	86.8
Neutral	29	10.6	10.6	97.4
Insatisfecho	6	2.2	2.2	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Reserva digital

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	16	5.9	5.9	5.9
Muy Satisfecho	102	37.4	37.4	43.2
Satisfecho	97	35.5	35.5	78.8
Neutral	53	19.4	19.4	98.2
Insatisfecho	3	1.1	1.1	99.3
Muy insatisfecho	2	.7	.7	100.0
Total	273	100.0	100.0	

Circulación

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	11	4.0	4.0	4.0
Muy Satisfecho	111	40.7	40.7	44.7
Satisfecho	96	35.2	35.2	79.9
Neutral	53	19.4	19.4	99.3
Insatisfecho	2	.7	.7	100.0
Total	273	100.0	100.0	

Colección Audiovisual

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	17	6.2	6.2	6.2
Muy Satisfecho	92	33.7	33.7	39.9
Satisfecho	92	33.7	33.7	73.6
Neutral	64	23.4	23.4	97.1
Insatisfecho	4	1.5	1.5	98.5
Muy insatisfecho	4	1.5	1.5	100.0
Total	273	100.0	100.0	

Sala de Revistas

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	18	6.6	6.6	6.6
Muy Satisfecho	89	32.6	32.6	39.2
Satisfecho	95	34.8	34.8	74.0
Neutral	61	22.3	22.3	96.3
Insatisfecho	9	3.3	3.3	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Colecciones Especiales (e.g., colección puertorriqueña, colección de mapas)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	19	7.0	7.0	7.0
Muy Satisfecho	96	35.2	35.2	42.1
Satisfecho	88	32.2	32.2	74.4
Neutral	65	23.8	23.8	98.2
Insatisfecho	3	1.1	1.1	99.3
Muy insatisfecho	2	.7	.7	100.0
Total	273	100.0	100.0	

Préstamos

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	24	8.8	8.8	8.8
Muy Satisfecho	73	26.7	26.7	35.5
Satisfecho	83	30.4	30.4	65.9
Neutral	82	30.0	30.0	96.0
Insatisfecho	6	2.2	2.2	98.2
Muy insatisfecho	5	1.8	1.8	100.0
Total	273	100.0	100.0	

Préstamos Interbibliotecarios

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	25	9.2	9.2	9.2
Muy Satisfecho	78	28.6	28.6	37.7
Satisfecho	75	27.5	27.5	65.2
Neutral	84	30.8	30.8	96.0
Insatisfecho	6	2.2	2.2	98.2
Muy insatisfecho	5	1.8	1.8	100.0
Total	273	100.0	100.0	

Salones de Estudio Grupal

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	12	4.4	4.4	4.4
Muy Satisfecho	102	37.4	37.4	41.8
Satisfecho	105	38.5	38.5	80.2
Neutral	37	13.6	13.6	93.8
Insatisfecho	11	4.0	4.0	97.8
Muy insatisfecho	6	2.2	2.2	100.0
Total	273	100.0	100.0	

Consulta general

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	16	5.9	5.9	5.9
Muy Satisfecho	89	32.6	32.6	38.5
Satisfecho	103	37.7	37.7	76.2
Neutral	57	20.9	20.9	97.1
Insatisfecho	6	2.2	2.2	99.3
Muy insatisfecho	2	.7	.7	100.0
Total	273	100.0	100.0	

Orientación sobre el uso de la Biblioteca

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	12	4.4	4.4	4.4
Muy Satisfecho	101	37.0	37.0	41.4
Satisfecho	87	31.9	31.9	73.3
Neutral	60	22.0	22.0	95.2
Insatisfecho	9	3.3	3.3	98.5
Muy insatisfecho	4	1.5	1.5	100.0
Total	273	100.0	100.0	

Talleres o cursos acerca de destrezas de información

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	12	4.4	4.4	4.4
Muy Satisfecho	105	38.5	38.5	42.9
Satisfecho	89	32.6	32.6	75.5
Neutral	57	20.9	20.9	96.3
Insatisfecho	4	1.5	1.5	97.8
Muy insatisfecho	6	2.2	2.2	100.0
Total	273	100.0	100.0	

Satisfacción general

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	9	3.3	3.3	3.3
Muy Satisfecho	97	35.5	35.5	38.8
Satisfecho	114	41.8	41.8	80.6
Neutral	47	17.2	17.2	97.8
Insatisfecho	5	1.8	1.8	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Disponibilidad para ofrecer servicio

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	1	.4	.4	.4
Muy Satisfecho	119	43.6	43.6	44.0
Satisfecho	113	41.4	41.4	85.3
Neutral	37	13.6	13.6	98.9
Insatisfecho	3	1.1	1.1	100.0
Total	273	100.0	100.0	

Trato

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	1	.4	.4	.4
Muy Satisfecho	128	46.9	46.9	47.3
Satisfecho	107	39.2	39.2	86.4
Neutral	29	10.6	10.6	97.1
Insatisfecho	5	1.8	1.8	98.9
Muy insatisfecho	3	1.1	1.1	100.0
Total	273	100.0	100.0	

Rapidez del servicio

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	2	.7	.7	.7
Muy Satisfecho	114	41.8	41.8	42.5
Satisfecho	106	38.8	38.8	81.3
Neutral	45	16.5	16.5	97.8
Insatisfecho	5	1.8	1.8	99.6
Muy insatisfecho	1	.4	.4	100.0
Total	273	100.0	100.0	

Conocimiento de los recursos

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	2	.7	.7	.7
Muy Satisfecho	121	44.3	44.3	45.1
Satisfecho	104	38.1	38.1	83.2
Neutral	39	14.3	14.3	97.4
Insatisfecho	4	1.5	1.5	98.9
Muy insatisfecho	3	1.1	1.1	100.0
Total	273	100.0	100.0	

Satisfacción general

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	1	.4	.4	.4
Muy Satisfecho	129	47.3	47.3	47.6
Satisfecho	107	39.2	39.2	86.8
Neutral	33	12.1	12.1	98.9
Insatisfecho	3	1.1	1.1	100.0
Total	273	100.0	100.0	

APPENDIX D: Budget

UNIVERSIDAD DE PUERTO RICO EN CAROLINA
Centro de Recursos para el Aprendizaje



 *Administración de Colecciones*

AÑOS <i>Partida Presupuestaria</i>	LIBROS { 5201 }	SUBSCRIPCIONES { 3193 }	AUDIOVISUALES { 3191 }
1994-1995	23.000.000	52.000.00	0
1995-1996	23.000.000	93,000.00	5,290.00
1996-1997	51.000.000	93,000.00	10,290.00
1997-1998	23.000.000	52,310.00	* 0
1998-1999	23.000.000	93,000.00	0
1999-2000	22,707.00	87,604.00	0
2000-2001	29,725.21	79,000.00	0
2001-2002	58,774.00	93,000.00	0
2002-2003	53,061.00	93,000.00	0
2003-2004	53,606.08	93,000.00	0
2004-2005	27,000.00	93,000.00	0
2005-2006	21,861.00	93,000.00	0
2006-2007	27,000.00	93,000.00	0

- ❖ A partir del año 1997, los recursos audiovisuales se han adquirido con el Presupuesto de Libros. Desde este año, no se ha asignado presupuesto para la adquisición de los mismos.
- ❖ Las Bases de Datos se adquieren con el presupuesto de subscripciones.
- ❖ Surgieron cambios durante el año fiscal. Luego de las transferencias la cantidad real fue \$20,051.00 para libros, y \$94,810.00 para subscripciones