MISSION STATEMENT:

Boatwright Memorial Library empowers University of Richmond community members to excel in their academic, intellectual and individual pursuits by providing diverse information resources, personalized services, and creative learning spaces.

VISION STATEMENT:

As stewards of knowledge, we will inspire growth of personal and academic potential, cultivate diversity, and foster joy in lifelong learning.

GOAL 1: The Library will teach the UR Community how to locate, select, acquire and apply information and knowledge related to scholarship, citizenship, and self-development.

Library Systems: The Library Systems Department will upgrade to Voyager 7.1, ILL 6, and add any other patches that will improve the operation of the Voyager system for the UR community and library staff. This will involve testing all upgrades and patches. The Voyager 7 series is still challenging because it is structured differently. Voyager 7.1 is supposed to add connectivity via more Web Services. We must also perform system maintenance, including Disaster Recovery and ordering new servers in spring 2010.

Customer Service: Customer Service will accurately charge and double discharge library materials and we will measure this by tabulating all incident report forms on a semester basis.

Copyright Committee: By the start of the fall semester, design a web page to inform the UR community about intellectual property rights and responsibilities, enabling them to make informed decisions in their roles as both creators and consumers.

Copyright Committee: Upload the Copyright Committee web page after the new content management system becomes available, revising as necessary to reflect developments that might affect the UR community.

Liaison Librarians: The Liaison Librarians will design and implement new LibGuides for the UR community in order to provide information and instruction in how to locate, select and apply information in specific subject and topic areas.

Liaison Librarians: The Liaison Librarians will reconfigure the objectives for information fluency throughout the curriculum – beginning with LIB 100/101 skills in order to facilitate the transition from LIB 100/101 to embedded skills within the FYE seminars beginning with the Fall 2010 term.

Liaison Librarians: The Liaison Librarians will select a course/courses to assess using a common survey tool (adapted from one developed by Laura Horne) in order to measure perception of and satisfaction with current instruction provided to the UR community.

Media Resource Center: The MRC will conduct a complete and thorough inventory of the DVD collection using the RFID system during the summer of 2009. Materials will be weeded from the collection where indicated. The DVD collection will be more accurately shelved to provide patrons the ability to locate specific titles more easily.

Media Resource Center: The MRC will promote the use of the VIVA PBS video streaming collection and instruct faculty in how to access these materials. This information will be presented in September, 2009.

Media Resource Center: The MRC will provide information to patrons on how to more easily access the eAudiobook collection. The MRC staff will instruct patrons, when necessary in the process of downloading and listening to eAudiobooks. The MRC staff will revise procedures during the fall of 2009 to include changes or increased format availability and explore new possibilities for content delivery.
**Stacks/Building/Technology:** Review and state the SBI department’s copyright guidelines for our patrons. This will be stated on our website, in literature, and through using a stamp. This will be reviewed and stated by November 2009.

**Stacks/Building/Technology:** Develop a plan for the delivery of hold items with the cooperation of the customer service staff for faculty similar to document delivery. This will be put in place by September 2009, effectiveness and customer satisfaction will be measured during spring 2009.

---

**GOAL 2:** The Library will make information accessible and visible to the UR community in convenient and understandable ways through a variety of tools and services.

**Digital Initiatives:** In order to make digital collections and other appropriate information more easily accessed, we will work with the Emerging Web Technologies Librarian and University Web Services to recreate the Digital Initiatives web site.

**Collections Development Committee:** We will work with the Emerging Web Technologies Librarian and Library Liaisons to redesign the library website during 2009/2010 to make library resources more easily accessible to the UR community.

**Acquisitions/Serials:** We will make ordering and receiving of materials requested visible to the UR Community through the use of the ILS.

**Cataloging:** Cataloging will provide support for Digital Initiatives projects by assisting with metadata design and creation for new projects.

**Electronic Resources:** We will make information about our licensed and free online scholarly resources accessible and visible to the UR community in convenient and understandable ways through a variety of tools and services.

**Electronic Resources:** We will lead in the acquisition, organization, maintenance, and accessibility of licensed and free online scholarly resources.

**Main Service Desk:** All MSD staff will be retrained in basic competencies (customer service and reference) in order to provide consistent, responsive and courteous service.

**Customer Service:** Ensure consistent excellent customer service to all library patrons by maintaining ongoing improved training of MSD student employees, and measure this through survey of patron satisfaction.

**Music Library:** Evaluate, revise, and promote services that help music students discover and use the Music Library’s resources (e.g. web pages, streaming audio reserves, library orientation for new music majors, library instruction for music courses)

**Copyright Committee:** By the start of the spring semester, determine whether additional formats are needed in order to educate the UR community about intellectual property rights and responsibilities.

**Liaison Librarians:** The Liaison Librarians will use LibGuides and the new library website to market Boatwright resources in order for the information and resources to become more easily accessible and user-friendly to the UR community.
**Liaison Librarians:** The librarians will investigate the use / and create online tutorials, podcasts, workshops or other guides in order to provide useful and accessible information to the UR community and to also increase services an awareness to underserved portions of the campus, such as non-academic departments.

**Media Resource Center:** The MRC will provide information to patrons (handout sheet and statement on MRC website) about the means by which faculty can use our collection to assign out-of-class student viewing of videos via cable television, reserves, special showings in MRC classrooms. This information will be available by September, 2009.

**Library Assessment:** The Library Assessment Committee will work with the Emerging Web Technologies Librarian to design and develop a library assessment webpage (including an annual report) in order to present the library’s accomplishment and value to the UR community.

**Special Collections:** Special Collections will offer two half-day open houses in the fall, 2009, and the spring, 2010, to publicize its collections for the UR community.

**GOAL 3:** The Library will provide secure and comfortable physical environments that enhance learning experiences, creativity, efficiency and innovation.

**Customer Service:** Customer Service will provide a monthly report of study room usage through Voyager reports.

**Music Library:** Evaluate study spaces, public furniture, and A/V equipment to determine if they are functional, up-to-date, and conducive to learning. Investigate replacing or reconfiguring where necessary.

**Media Resource Center:** The MRC director will provide recommendations to Telecom and the UR Classroom Committee on how to enhance the Nostrae Filiae Room media equipment and other facilities in order to make it a more functional and comfortable classroom. The enhancement to the NFR is tentatively planned to take place in the summer of 2010.

**Stacks/Building/Technology:** The SBI department will help in conducting observational studies as to how our users use the quiet and not quiet study spaces. This will be performed through direct observation, questionnaires, and using Student Voice to survey patrons. This will be completed by May 2010.

**Special Collections:** The Boatwright Library Stacks Supervisor, working with the University Facilities, has requested the replacement of the 33 year air circulating units in the fall semester, 2009, on the Fourth Floor area of the Special Collections, in order to better conserve and protect the rare materials located in this area.
GOAL 4: The Library will create, acquire, organize, manage, assess, and preserve collections and resources in all relevant media for the UR community.

Digital Initiatives: We will work with the Law Library, Tricom Document Management, the Collections Development Librarian and the Preservation Team during the packaging, shipping, digitization and recovery of the Sutton Collection to ensure that materials are safely packaged and handled, and that all materials shipped are digitized by the vendor.

Digital Initiatives: We will lead in the implementation of an updated electronic reserves scanning process, working with the Customer Service Supervisor and other appropriate individuals to ensure the program’s success.

Collections Development Committee: The committee will complete a full review of all individual journal, newspaper, and continuation titles held with EBSCO Subscription Services by September, 2009, for possible cancellation in order to meet the budget reductions by the University.

Collections Development Committee: The committee will continue to evaluate all individual electronic resources for potential cancellation as deemed necessary because of University budget reductions for 2009/2010.

Electronic Resources: Commits to ongoing investigation and testing of new licensed and free online scholarly resources to support the learning needs of the UR community.

Acquisitions/Serials: We will work with the Collection Development Committee and Cataloging Department to update the serial holdings in the database.

Acquisitions/Serials: We will work with the Liaison Librarians and Cataloging Department to complete the Bindery Project.

Cataloging: Cataloging will complete re-cataloging and re-housing of the Gov. Docs Map Collection

Cataloging: Cataloging will complete the cataloging and preservation of the UR Honors theses collection

Cataloging: Cataloging will look at options for funding ongoing authority control for the library catalog and will develop a plan to implement automated authority control through Marcive.
**Customer Service:** New computer notebooks will be promoted to students. Use Voyager reports for usage data.

**Library Systems:** The Library Systems Department plans to review all Voyager reports that we currently have in our system. This will be performed in conjunction with the Access Reports Team. Part of the reason for this is to create better reports and to provide more useful statistics. The other part is to check the validity and consistency of our data. We have had the Voyager System for eight years and it is time to start closely examining our data. The Library Systems Department will also evaluate Ex Libris Analyzer to see if it would be of value to the library. The Library systems department is responsible for the technical and system administration for DLXS, our primary digital repository, which meets all the criteria of Library Goal 4. The Library systems department will be involved in the PC replacement of staff computers which allows them to better perform all the functions listed in Library Goal 4.

**Music Library:** Make parts of the Bolling Music School archival collection physically accessible to the UR community.

**Special Collections:** The Fourth Floor Special Collections area will be shifted and reorganized with special summer student help under the direction of the Special Collections Librarian and the BML Stacks Supervisor during the summer and fall semesters, 2009, in order to relieve overcrowding and allow better access and storage of recently acquired gift collections and the US Serials Set.

**GOAL 5: The Library will be innovative in anticipating, developing and evaluating resources, programs and processes for the information needs of our communities.**

**Acquisitions/Serials:** We will work with the Cataloging Department and the Electronic Resource Librarian to develop more efficient ways to acquire electronic materials and make them available to the UR Community.

**Library Systems:** The Library systems department will commit to reviewing, assessing and implementing resources and tools that will move us closer to having a Next Generation Library Catalog. We will explore new customizations for WebVoyage, adding connections to WorldCat, installing third party spell check software, testing Library Thing, and in general take advantage of the most popular features of the Next Generation Catalogs. We will also setup vufind in a test environment for evaluation purposes.

**Collections Development Committee:** Collections Development Committee will develop new policy strategies for selecting new library resources as a result of the impact of University budget reductions in the library materials funds for 2009/2010.

**Cataloging:** Cataloging will work with the MacroExpress Committee to become more proficient in using macros in cataloging operations. Specifically we will investigate the use of MacroExpress to create macros for more efficient of processing of Yankee books.

**Liaison Librarians:** The Liaison Librarians will be proactive in looking at innovative ways to provide resources for newly approved courses and for first year seminars.

**Liaison Librarians:** The Liaison Librarians will provide a variety of FYE seminars for faculty in anticipation of the Fall 2010 curriculum changes – outlining ways for information fluency to be incorporated into classes.

**Media Resource Center:** The MRC will assess the need for providing video titles via streaming from Ambrose Video and the Film Media Group during the fall of 2009. This will be accomplished by identifying titles presently held in video format that are heavily used and in soliciting input from selected faculty members as to their desire to have titles available through video streaming.

**Media Resource Center:** The MRC will begin the assessment of the growth of the CATV service by faculty for assigning out-of-class viewing by students. Data will be analyzed for the years 2009/2010, 2010/2011, and 2011/2012 to include; number of faculty using the service, number of videos used in the service, number of bookings for videos showings.
Library Administration: We will review the communications strategies, practices, and procedures of the Friends of Boatwright Memorial Library to assure that members and the media receive announcements of events and other information on a specified schedule. We will rely on feedback from members of the FBOML executive council to judge the success of this endeavor.

Library Assessment: The Library Assessment Committee will facilitate sharing of completed library assessments during 2009-2010 with all library staff via documents, meetings, and open forums.

Library Assessment: The Library Assessment Committee will review all library goals and objectives in June 2009 and determine at least three outcomes/goals for the 2009-2010 SACS Assessment requirements.

Library Assessment: The Library Assessment Committee will review and learn how to administer a national library assessment (Counting Opinions) on customer service satisfaction in 2009-2010.

GOAL 6: The Library will create an environment for library staff that fosters supportive, transparent, and collaborative work.

Cataloging: Cataloging will be responsible for training the new CMC director on Voyager procedures and on Cataloging workflow.

Customer Service: Reference staff will attend Customer Service staff meetings for update of new reference tools.

Music Library: Restructure student employee training as a comprehensive, semester-long program that introduces and reinforces Music Library policies and procedures.

Copyright Committee: Investigate formal and informal opportunities for Library staff to learn about intellectual property so that they can make informed decisions in their daily work and assist members of the UR community who might have questions in this area.

Library Administration: We will compile and report statistics that describe activities that are the sole responsibility of members of the Administration Office. These include number of community service students who work at the library and the cumulative number of hours they work, number of public lockers used, number of DMCA complaints received and number of students (or others) those complaints cite. We will ask library staff how useful and informative these statistics are to them.

Library Administration: We will codify and document procedures for two programs managed by the Administration Office that also involve other staff: the Book-A-Year donor recognition program and the program instituted in the spring of 2009 to honor the library’s student workers who graduate in the spring. We will resubmit the documentation to other staff involved for review and revision. We will also ask for suggestion for improvement to the procedures after these events occur.

Library Administration: We will complete the reorganization of the library’s netfiles folders. The issue that remains is a subject authority control issues. Some make “policies” the main heading with: e.g., policies – xxxxx subdivided by various topical or departmental subheadings; others make those topical or departmental headings the main heading and “policies” a subheading. We will confer with the library’s experts in authority control and settle on a consistent approach and revise folders as appropriate.

Library Administration: We will develop a program of ongoing maintenance for the library’s netfiles space. This will include moving outdated documents and folders to and archives folder, notifying all library staff of changes in netfiles organization, alerting all library staff to deletions under consideration to assure that important information is not lost, identify and specify a contact person who has principal responsibility for each folder. We
will ask the contact person for each folder to review its contents to determine what needs to be updated, deleted, or archived. We will ask the contact persons for feedback on the usability of the netfiles organization and we will poll the entire staff to determine if there are some things that are difficult to find, absent, etc.

**Stacks/Building/Technology**: Review and rewrite information on Blackboard for training student employees based on the needs of the department. This will be reviewed by September 2009 and then each semester thereafter. Effectiveness will be measured through asking employees and possibly a departmental quiz.

**Stacks/Building/Technology**: Continue work with the aid of library systems on our departmental flow chart that will aid in problem solving of our complex interlibrary loan system. Total completion of a working flow chart by December 2009.