Strategic Priorities and Objectives
Library Goals, 2010-2011
Boatwright Memorial Library, University of Richmond

1) Spaces to inspire learning, innovation, connections, and discovery
   a. Transform space to more fully address needs of the University’s students, faculty and staff
      i. Work with a space consultant to assess needs
         • BDS will use our collections to create exhibits, both physical and virtual that will inspire learning, innovation, connections, and discovery
      ii. Analyze and use space data we already have
         • Customer Service staff will be receptive to users’ comments and questions about library space and encourage them to use the print/online suggestion form regarding building concerns during the 2010/2011 academic year.
         • The Library Assessment Committee will use survey data from five assessment sources (Counting Opinions, MISO, StudentVoice, Observations and Strategic Plan surveys) to create a report on space issues in Boatwright Library by Fall 2010.
         • The Music Library will respond to documented student demand for improved study space, and to our own long-term observations about the decline in use of certain A/V formats, by
            o Removing unneeded A/V equipment from our study carrels
            o Working with Telecomm to update the equipment in one group study room
            o Purchasing additional DVD shelving to expand capacity for this high-demand format
         • The MRC will provide additional areas for student study space during exam periods.
• The MRC will plan the conversion of the lower level from office space to a film studies/world cinema research and viewing area.

iii. Establish an annual weeding and shifting process to eliminate out-of-date and redundant materials

• The Stacks division will work this next year to better organize the periodicals collection. This includes selective weeding of JSTOR titles, integration of “current periodicals”, and better organization of the popular magazines, newspapers, and science serials. This will be complete by winter break 2010

• The Music Library manages its weeding/shifting on a two-year cycle: in year one we weed and redistribute books in the ML and MT sections while in year two we weed other sections of the library. In FY2011 we will focus on weeding the reference collection by deaccessioning some titles and transferring others to the circulating collection.

Additional activities designed to reclaim shelving space include

  o Moving most dance DVDs to the Media Resource Center
  o Replacing plastic cases in the CD storage room with paper envelopes

• The MRC will weed the VHS tape collection and rearrange collections, equipment and furniture in the MRC warehouse and studio.

• BDS will create an ongoing workflow to support the weeding and shifting process to eliminate out-of-date and redundant materials

• The Collections Development Team will implement during the summer 2010, a “library transfer (deacquisitions)” program of the book collections in Boatwright Library to provide a more useful collection for our UR community.

b. Create spaces to engage the greater Richmond community

   c. Adapt to changing student learning preferences

   d. Cultivate opportunities for additional space

2) Resources to promote learning, innovation, connections, and discovery
a. Align curriculum and collections
   i. Analyze collection use and unmet needs
      • Stacks, Building, and ILL will continue to evaluate ILL fees and practices especially in relation to paying copyright fees for journals that we do not own. The ILL division will monitor copyright fees and recommend, as needed, journals for purchase and regulate as needed how much is spent. Specific policies how much the ILL division will pay will be published and conveyed to patrons. A report will be filed at the end of each semester for the 2010-2011 year.
      • (Music Library) Our patrons often use music scores in unique ways that are not reflected in standard metrics like circulation statistics. For example, when selecting repertoire for private lessons, a professor and his/her student typically examine dozens of scores before choosing one or two for checkout. To measure these “hidden” uses of the Music Library’s collections, and to uncover unmet needs, we plan to
         o Create and distribute a short survey to music faculty
         o Retain and look for patterns in patrons’ written suggestions for new library materials
         o Ask a cross section of adjunct music faculty if they are satisfied with library holdings in their area of specialization
      • The MRC will acquire video materials in support of the Middle Eastern Studies program and the Film Studies major.
      • The MRC will identify video materials that are in the collection or items that need to be acquired to support the topics taught in the First Year Seminars.
      • The MRC will assess the Blu-ray collection in terms of meeting the needs of students and faculty.

b. Provide easy access to all collections
c. Assure collection reflects the needs of the University’s diverse and inclusive community
   • The Collections Development Team will complete an updated and revised version of the Collections Development Policy (20050 based on changes in the UR curriculum and the changing research needs of our UR community.

d. Capitalize on potential of new technologies

e. Support continuous development of staff knowledge and commitment to service
   i. Strengthen supervisor-employee link in establishing training needs and opportunities
      • The Library Assessment Committee will continue to offer educational opportunities to library staff on assessment issues via meetings, open forums and the library assessment website.
      • The Staff Development Committee will create a Resource Sheet to enable employees and supervisors discuss and plan individual training goals each year. The resource sheet will be completed by October 2010.
      • The Music Library is always looking for ways to connect our student employees’ duties to their educational or career goals, increase their awareness of cultural activities on campus, and improve customer service. To accomplish these ends, we will
         o devise a pilot program to pay student employees to attend selected concerts that will enhance their understanding of the library’s role in music making on campus.
         o Design and implement exit interviews for departing student staff
         o Find a more effective replacement for our all-staff meeting for student employees in the fall
         o The MRC permanent and student staff will receive additional training in the operation classroom and media station equipment.
• Administration Office will carefully track training and travel expenditures to ensure that these budget lines support the most important professional development opportunities for staff.

• In her role as student employment coordinator Iria Jones will convene a meeting of student employees’ supervisors to identify ways to strengthen the supervisor-student employee link in establishing training needs and opportunities.

ii. Implement departmental review of internal and external customer service

• The MRC will complete a three-year assessment of the educational cable TV service.

• The MRC will provide a written evaluation of the RFID project.

• BDS will analyze all workflows to
  o Determine if changes are needed to increase efficiency
  o Integrate print and electronic workflows where applicable
  o Identify training and current awareness needs and implement a staff development plan to address them

• Jim Rettig will work with appropriate bodies to develop a plan for a library-wide review of internal customer service.

• The budget tracking group will rebuild budget tracker and assign responsibility for updating. Monitor renewals and claim any late renewal invoices (Creech, Berger)

• The budget tracking group will meet monthly with Music, Science and Business collection heads to review budget reports, check accuracy of balances, review upcoming renewals, and any other budget related issue as needed (Butterfield, Jenkins, Gwin)

• The budget tracking group will monitor, monthly, the accuracy of Voyager and Banner reports and account for any discrepancies between them (Jenkins, Jones)
• The budget tracking group will analyze workflows involved with entering information into banner and Voyager systems with goal of reducing complexities that may be creating inaccurate balance reporting (Jenkins, Jones, Berger)

iii. Pursue new technologies to make information resources more accessible to users and ensure staff are fully trained in their use

• Stacks, Building, and ILL will evaluate and implement, if necessary, ILLiad or a comparable ILL management package to replace the Clio ILL suite which will embrace new more efficient technology and provide a better patron experience. The ILL team will conduct site visits to ILLiad institutions, compare and contrast ILLiad other ILL management solutions, and look at overall costs of implementation. A report will be supplied by budget requisition time 2010.

• The Library Assessment Committee will offer assistance to library staff members and departments on how to utilize assessment tools and evaluations to implement surveys and studies in their respective areas.

iv. Establish a set of core technology and services skills for all library staff and assess the current needs

• The IIS liaison librarians will proactively investigate and implement new technologies as they are related to student learning.
  
  o Continue to develop Kindle pilots in collaboration with faculty; offer checkouts to monitor viability of usage in an academic environment. Checkout pilot Summer 2010; Incorporate in class each term Fall/Spring 2010-2011
  
  o Investigate purchase of iPads for liaisons to incorporate into instruction and reference. Prepare proposal for iPad pilot with librarians during 2010-2011 academic year
o Incorporate additional depth of coverage and/or new media options into LibGuides. Librarians will learn Jing or other necessary software to integrate value-added content to LibGuides as appropriate through videos, tutorials, and podcasts

f. Ensure reliable access for library users to state-of-the-art equipment
g. Adapt services and resources to the changing needs of the University community
h. Pursue opportunities for collaboration with internal and external partners

3) Communication and education to accelerate learning, innovation, connections, and discovery

a. Strengthen information literacy of library users
   i. Work collaboratively with FYS faculty to introduce students to basic library services and develop students’ critical inquiry in the context of library research
      • The IIS liaison librarians will work collaboratively with all First Year Seminar faculty to introduce students to basic library services and develop students’ critical inquiry in the context of library research. The outcomes for the labs will correlate to the FYS assessment rubric for Information Literacy and Critical Thinking. Labs will be provided in all sections, totaling over 110 sections of FYS
      • The IIS liaison librarians will increase usage of LibGuides, Course Guides and library resources online through increased visibility & instruction.
         o Create and administer library content of Blackboard page for FYS faculty.
         o Offer minimum of five workshops each term during 2010-2011 academic year for campus on library resources and “how tos”
         o Increase collaboration with faculty by offering additional instruction offerings and research consultations.
o Assess impact of LibGuides through courses by creating usage reports for liaison areas and distributing to faculty.

• The Head of the MRC will introduce students to basic library services and develop students’ critical inquiry in the context of library and media research by teaching FYS sessions as needed.

• The Collections Development Team will focus on more resources on new and developing programs in the subject/liaison areas; especially those needed for the fall/spring academic year of the new First Year Symposium (FYS) classes.

ii. Make the catalog and its holdings more visible in order to increase discovery of library resources

• The MRC will revise its brochure describing services, policies and procedures for distribution to faculty as needed.

• The MRC will educate the University community on the value and potential of expanded library services and resources through display case exhibits and lists of “recommended” titles to view from our video holdings.

• BDS will continue to evaluate the development of discovery layer resources and reevaluate the current suite of products used to enhance the catalog to determine their relevance.

b. Communicate the opportunities offered by existing library resources and services

c. Educate the University community on the value and potential of expanded library services and resources

May 2010
FY10-11 goals added summer 2010