

## Library Strategic Plan - 2007-2008

### The Library as articulated in the University Strategic Plan

<http://www.president.vt.edu/strategicplan/learning.php#elearning>

*Goal III. Strengthen the ability of the library systems to acquire, preserve, and manage research-level collections and user services that advance Virginia Tech's research capabilities.*

#### Strategies:

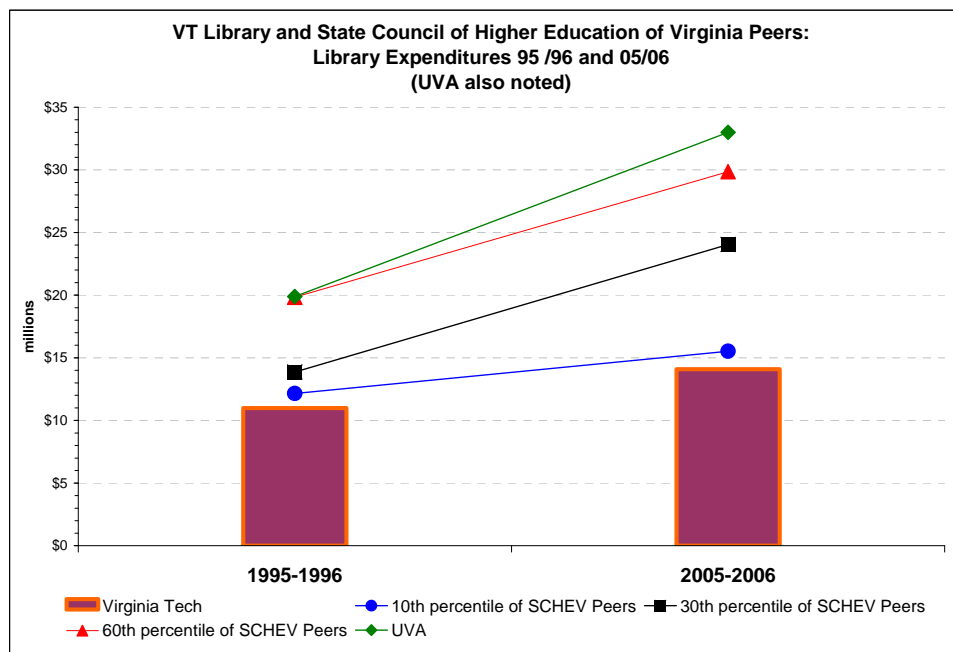
- *Develop and preserve print and electronic collections within the university library system that support faculty and student research needs.*
- *Provide programs that develop information literacy skills.*
- *Re-purpose physical spaces to meet user needs through renovations.*

#### Performance Measures:

- *Adjust library funding to at least the 30th percentile level of the average funding associated with peers.*
- *Use annual surveys of customers to determine the quality of services delivered by the library.*

Moving the Library Strategic Plan forward is dependent in part upon the University's ability to strengthen support for the library system so that it can acquire, preserve, and manage research-level collections and user services that advance Virginia Tech's learning, discovery and engagement aspirations.

The University Strategic Plan calls for funding for the Library at the 30th percentile of peers. The Library is currently funded at the 8th percentile. Each year we will note the library placement in relation to this goal at the beginning of the Library Strategic Plan.



Moving the Library Strategic Plan forward is also dependent upon the ability of the library staff to assess, understand, and adapt in creatively to a constantly changing environment shaping the delivery of academic information services.

## Library Actions in Support of the University Strategic Plan in 2007-2008

Our activities for each year are informed by our Mission, Values, and Vision.

### **Library Mission**

The University Libraries at Virginia Tech provide and promote access to information resources for the achievement of the University's objectives in teaching, learning, research, creativity, and community service. We are dedicated to meeting the information, curricular and research needs of students, faculty, and staff of the Virginia Tech community, wherever located, in a manner that respects the diversity of community and ideas.

We provide selected services to a wider community of users.

### **Library Values**

We are defined by our core commitment to the sharing of what humanity has discovered and thought. We value:

- Information, whose free flow throughout the university provides an accurate basis for its work
- Ideas, the university's defining occupation
- Knowledge, which preserves the progress of past generations
- Discovery, which builds the future
- Truth, which guides our interactions with one another and with our public

### **Library Vision**

We will be collaborative partners with members of the university community as we collectively work to position the university as a top-tier research institution. Wherever they are located, members of the Virginia Tech community will be supported by the library as they engage in research, as they share in quality learning experiences at the undergraduate and graduate levels, and as they work in transferring knowledge and expertise between the university and society.

# SCHOLARSHIP DOMAINS

## Learning

The Library will develop and offer user-centered library collections and services to support the quality of undergraduate and graduate learning experiences. We will use traditional and e-learning modes to accomplish this, and in doing so we recognize that educating the whole student will occur in both formalized class settings and as co-curricular learning opportunities.

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### *1.0 Undergraduate Education*

We will support undergraduate education.

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1.1 SPECIAL COLLECTIONS will collaborate with the RESEARCH AND INFORMATION SERVICES unit to identify reoccurring classes for which the introduction of primary resources materials would be appropriate and then co-teach at least 5 of these classes with RESEARCH & INSTRUCTIONAL SERVICES. **AP & LM**

1.2 In 2006/07 RESEARCH & INSTRUCTIONAL SERVICES worked with freshman courses to offer a library unit in the class. It will increase the number of offerings provided in 2007/08. **LM**

1.3 RESEARCH & INSTRUCTIONAL SERVICES will identify reoccurring capstone or undergraduate research initiatives across the university at the undergraduate level. **LM**

1.3.1 Once identified RESEARCH & INSTRUCTIONAL SERVICES will contact faculty or curriculum units of these classes to determine if an information literacy unit can be incorporated. **LM**

1.4 SPECIAL COLLECTIONS and RESEARCH & INSTRUCTIONAL SERVICES will work with the Director of the Honors Program to determine first steps in developing an Honors/Library unit for information literacy for Honors Students. **AP & LM**

1.5 RESEARCH AND INSTRUCTIONAL SERVICES will work with Student Affairs and other university agencies to identify learning communities (e.g., sororities, fraternities, Corps) who would welcome tailored programs of instruction regarding the use of information resources in support of learning. **LM**

1.6 Under RESEARCH AND INSTRUCTIONAL SERVICES leadership the Library Marketing Team will develop the 2007/08 agenda for promoting library services and collections useful for undergraduates. **LM**

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### *2.0 Graduate and Professional Education*

We will support Graduate and Professional education.

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2.1 In 2006/07 the Library was successful in offering many beginning sessions for EndNote, the citation software sponsored jointly by the Library, Research, and the Graduate School. Many attendees now wish to learn more advanced techniques. This year RESEARCH & INSTRUCTIONAL SERVICES will

2.1.1 Develop an intermediate level session, and publicize and offer that program in 07/08 as many times as interest suggests. **LM**

2.1.2 Identify and coordinate with experts on campus to develop discipline-specific knowledge in the use of the software. **LM**

2.2 RESEARCH & INSTRUCTIONAL SERVICES will increase support for subject disciplinary programs by filling vacant positions for a subject librarian for scientific and technical programs and for a subject librarian for the humanities. **LM**

2.3 DIGITAL LIBRARY & ARCHIVES will work with instructors in the GEDI program to develop and offer content to help graduate students understand copyright law and open access publishing issues. **GM**

2.4 DIGITAL LIBRARY & ARCHIVES will improve access to VT's unique scholarship and research in its theses/dissertations database by working with the Graduate School to introduce methods for making publicly accessible formerly restricted and withheld ETDs. **GM**

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### 3.0 eLearning and Information Systems

We will support e-learning endeavors.

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3.1 RESEARCH & INSTRUCTIONAL SERVICES will identify which classes use course management software and determine which of them include a library component. **LM**

3.2 RESEARCH & INSTRUCTIONAL SERVICES will develop an on-line one credit program for Grad 5124, to replace the current in-person, Blacksburg based course. DIGITAL LIBRARY & ARCHIVES will collaborate with RESEARCH & INSTRUCTIONAL SERVICES to incorporate important copyright and digital rights management concepts Services into the program. **LM & GM**

3.3 DIGITAL LIBRARY & ARCHIVES will work with the University's Information Technology unit to determine the level of support they can provide for the Prevail Archive, especially in conjunction with working with Rutgers on the Fedora based repository model. **GM**

3.4 DIGITAL LIBRARY & ARCHIVES will develop and cost out a plan for the Prevail Archive and larger repository issues after the support from Rutgers ends. **GM**

3.5 The Directors for RESEARCH & INSTRUCTIONAL SERVICES and TECHNICAL SERVICES will work with the Information Technology- Learning Technologies Unit to plan sessions for library faculty as they begin the Library's first time participation in the University's FDI program (1/4 of library faculty each year). **LO'B & LM**

3.6 DIGITAL LIBRARY & ARCHIVES will work with the Information Technology- Learning Technologies Unit to develop and offer an FDI session for non-library faculty that examines copyright and open access issues. **GM**

3.7 DIGITAL LIBRARY & ARCHIVES will initiate a project to solicit approval from dissertation and theses authors to allow general accessibility to pre 1996 theses and dissertations as they are included in the ETD database. **GM**

3.8 DIGITAL LIBRARY & ARCHIVES will seek agreement from resource holders to participate in a plan for the library to archive and make accessible various VT related and local interest records and media for as they might become available to the Libraries ( e.g., Dr. James I. Robertson's Civil War radio shows, local Odd Fellows records, VT News and Information archives). **GM**

3.9 DIGITAL LIBRARY & ARCHIVES will expand collections being preserved through MetaArchive and continue to collaboratively develop PLN the Private LOCKSS Network for preserving digital materials. **GM**

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#### *4.0 Educating the Whole Student*

In support of curricular and co-curricular efforts we will be involved in the following activities directed to educating the whole student:

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4.1 COLLECTION MANAGEMENT will enhance the Library's recorded sound, film, and other non-print media collections. **PM**

4.2 RESEARCH & INSTRUCTIONAL SERVICES, ILL, and DIGITAL LIBRARY AND ARCHIVES will incorporate synchronized information regarding copyright and plagiarism into the revised library website. **LM, GM, HK**

4.3 Library units will monitor how student users work with our collections and services and solicit input from them regarding library collections and services.

4.3.1 The team to redesign the Library Web site will elicit input from students external to the library before design begins (what is helpful or not in current design), as new designs are being iterated, and when the team pilots the new design, and share the results of what they learn with the Library. **LM**

4.3.2 The report and recommendations of the 2<sup>nd</sup> floor redesign to improve the location and accessibility of frequently used library services will be shared with the Library. **LM**

4.3.3 The report from the survey of how students use library space (tables, computers and locations) will be shared with the Library. **LM**

4.3.4 ADMINISTRATIVE SERVICES and RESEARCH & INSTRUCTIONAL SERVICES will analyze the results from the survey of graduate and undergraduate students and where appropriate compare to University of Washington results on similar questions. **DK & LM**

## Discovery and Engagement

### 5.0 Research

We will support the specific focal areas of Virginia Tech research and general Virginia Tech research goals through the following activities. We will do this by:

5.1 Implementing recommendations from the 2<sup>nd</sup> floor redesign to bring our most heavily used services and collections together in a way that is intelligible, approachable, and convenient. **LM**

5.2 Creating two specialized reference service centers for science and technology, and for the liberal arts and social sciences. **LM**

5.3 Restructuring Research and Instructional Services faculty into two distinct research assistance teams to focus on the specialized subject needs of our faculty, students and staff as they use the physical or virtual library. **LM**

5.4 Developing and distributing a content package for faculty and graduate students to address copyright and fair-use issues relevant to research. **PM, GM, LM**

5.5 Developing print and electronic collections that support faculty and student research needs articulated in the strategic plan. **PM & GM**

5.5.1 In support of Energy, Materials, and Environment we will

- add a database resource that focuses on environmentally conscious building programs (BuildingGreen.com). **PM**
- add electronic books on energy. **PM**

5.5.2 In support of Social and Individual Transformation we will

- acquire retrospective and ongoing resource in support of the Aspect program in philosophy, ethics and political science. **PM**
- increase our research and teaching music holdings by improving our collections in recorded classical music. **PM**

5.5.3 In support of Health, Food, and Nutrition DIGITAL LIBRARY AND ARCHIVES will scan and make optically readable selected out-of-copyright library resources relevant to this research area. **GM**

5.6 In support of the Carilion /VT joint medical program

5.6.1 COLLECTION MANAGEMENT will identify materials and costs relevant to supporting an accredited medical program. **PM**

5.6.2 RESEARCH AND INSTRUCTIONAL SERVICES will identify current support in the Carilion program for serving the information needs of the joint medical program. **LM**

5.7. Making selected out-of-copyright books in the library's collections more accessible to VT and the world.

5.7.1 DIGITAL LIBRARY AND ARCHIVES staff will work with faculty to identify out-of copyright and not yet digitized books in the Libraries' collections which faculty would find useful to have digitally available, with an emphasis on choosing items related to areas of VT research focus. **GM**

5.7.2 DIGITAL LIBRARY AND ARCHIVES staff will organize the digitization and accessibility space for the identified titles. **GM**

5.7.3 TECHNICAL SERVICES will catalog the items for Addison and for WorldCat. **LO'B**

5.8 Identifying all the ways that openurl technologies can be applied to library resources to make the use of electronic resources a more seamless process. To do this we will

5.8.1 Review current possibilities for resolving services to get users from citations from books, articles, media and other resources (SOURCES) to resources held by the Libraries. (TARGETS). **LO'B, LM, CC**

5.8.2 Identify all Library databases, journal sets, and bibliographic items in individual publications which are capable of being an openurl Source and indicate the state of completion for resolving them to Library owned target resources. **LM, LO'B**

# Foundation Strategies

## Organizational Development

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6.0 We will support issues relevant to fostering a high quality, diverse and inclusive academic environment.

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6.1 We will provide competitive compensation.

6.1.1 We will work with HR to assign funds the library has reallocated internally to bring staff salaries to .9 of the average market value for surrounding areas. **DK**

6.1.2 We will work to bring library faculty salaries to the 60<sup>th</sup> percentile of SCHEV peers. **EH**

6.1.3 We will support library faculty and staff efforts to work as contributing partners in governance areas that consider compensation and compensation related issues such as medical insurance. **All**

6.1.4 Library Directors set compensations for their student employees in compliance with university policies. Compensation may differ across library units. The Directors will review current practices for compensating student employees and providing wage increases with the intent of identifying and agreeing to common practices as they may be helpful and useful in attracting and keeping good student wage employees. The results of their deliberations and agreements will be shared with the Library as a whole. **All**

6.2 We will provide educational and growth opportunities for our staff.

6.2.1 LFA and LSA Program Committees will develop joint programs for speakers to address HR issues of interest to both groups (health care costs, compensation, counseling services, development opportunities, etc.) within the framework of the training budget designated by the Dean. **LSA LFA**

6.2.2 We will encourage library faculty and staff participation in structured and voluntary service commitments related to the library and the university (e.g., VT Engage). **All**

6.2.3 We will develop and offer the Library biennial In-service workshop for library faculty and staff. **All**

6.3 We will foster a diverse and inclusive environment that fosters diversity and mutual respect

6.3.1 We will offer a library workshop detailing examples of how faculty and staff across the university engage in goals that move the university forward in creating a diverse climate within the university. **LM**

6.3.2 We will promote publications in the collections relevant to diversity research. **PM and web team**

6.3.3 We will review examples used in our teaching materials, the web, and our handouts to identify those we will want to improve to better reflect our diverse and multicultural constituencies. **LM**

6.3.4 All units will apply the W3C Web Content Accessibility Guidelines to the publications and pages it provides through the web. **GM, LM, CC, HK, DK**



## Campus Infrastructure

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7.0 We will improve our infrastructure in regard to library staff and library users and their spaces, security, information resources

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7.1 LAC will review the proposal from the second floor review team to allocate funding for changes.  
**All**

7.2 Project work on the study café will begin in spring 2008. **DK, EH and others**

7.3 Work will be initiated to lead to the opening of the second floor doors as main Newman library entry by 2008/2009. **DK and LM**

7.4 A graduate study space will be opened on the 4<sup>th</sup> floor of Newman in spring 2008. **DK**

7.5 The Library will provide \$30,000 in development funding support for the Art and Architecture library renovation. **EH**

7.6 We will work with the University Security office to review the Library emergency plans of each library location so that they are consistent with overall university security plans. **DK and LM**

7.8 We will monitor temperature and humidity data for the general spaces of Newman and for Special Collections and share this information with the Office of Health and Safety and University Facilities.  
**PM and AP**

7.9 DIGITAL LIBRARY AND ARCHIVES will determine the level of support that the campus Information Technology unit wishes to provide for the Prevail Archive and for a larger overall campus repository. **GM**

## Resource Management

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8.0 Effective resource management is enhanced by the consideration and appropriate use of data relevant to the issues being considered.

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8.1 We will consider performance metrics as appropriate in developing our collections, in allocating our resources, and in initiating, advancing, changing or eliminating services. **All**

8.2 When we don't know much about what might happen if we create a program that we have reason to believe will be useful to our users, we will develop an assessment method, initiate a pilot program for a period, and then assess the outcomes of the pilot program. **All**

8.3 We will assess the status of faculty funding for travel at other research libraries. **LFA and EH**

8.4 We will provide a review of the SEAS student application project and make recommendations within the scope of the team charge to address items related to student applications. **Team to LAC**

8.5 We will do an annual survey of ILLiad users (extended campus, and on-campus). **HK**

8.6 We will understand and break-out by contributing components the costs associated with using OCLC's fee payment system. **HK, PM**

8.7 We will replicate the spring 2007 survey of students with faculty in spring 2008. **DK and LM**