

A Research Library for a Major University

The Strategic Plan for the University Libraries of Virginia Tech

Operating Plan 2004~05

Objectives for the year are in bold black. Note that all objectives are not necessarily tasked for this year.

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.

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

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.

1	Collections: We will acquire, develop, and provide timely access to research-level information resources in support of research and scholarship at the university.	
1.1 Acquire, organize, and make available scholarly or scientific contributions originating at Virginia Tech	<p>1.1.1 The library will partner with the College of Architecture and Urban Studies and the College of Veterinary Medicine to develop and implement a pilot program for digitizing, indexing, preserving and searching a selective archive of digital images from the university, using Insight from Luna Imaging Inc.</p> <p>1.1.2 Work with Virginia Tech's Office of Research to acquire faculty publications for the Libraries' collections and to develop and offer an event focusing on publications of Virginia Tech faculty in fall 2005.</p>	
1.2 Continuously assess library information resources in all formats so as to maintain parity with top-thirty research universities in our ability to support the evolving needs of our community		
1.3 Obtain and maintain the financial resources necessary to acquire information resources in all formats sufficient to sustain a world-class research enterprise, especially in the university's areas of emphasis	<p>1.3.1 The Digital Library and Archives will seek funding through grants and other sources to support the organization, preservation, and long-term access to its collections.</p> <p>1.3.2 Identify by title continuing costs in the present materials budget system</p> <p>1.3.3 Review existing continuation commitments for library materials to determine whether substitution of some of the recently identified needs is appropriate</p> <p>1.3.4 Develop 25, 50, 100, and \$150K brief proposals for materials that can be used as one-page handouts in donor visits.</p> <p>1.3.5 Explore with the undergraduate and graduate student government organizations the concept of initiating a library support fee for acquiring additional online materials</p>	

1.4 Reach out to our users to identify new information resources that would be valued by members of the university community

1.4.1 With the \$100,000 added to the library operations base in 2004/05 identify for purchase the most important materials identified by the Colleges in the library needs survey conducted in 2003/04

1.5 Select and work with information providers to enable all citation-to-full text linkages possible at every point in the evolution of electronic publishing

1.5.1 By the end of September 2004, ensure that Ingenta has the information needed to make connections from the Ingenta dbase to any electronic titles (single or aggregator) that the VT Libraries have access to

1.5.2 Identify users of the Ingenta TOC system as of the end of September 2004

1.5.3 By the end of September 2004 report on Ingenta 2003/04 statistics relevant to the group promoting Ingenta in 2004/05

1.5.4 Create a web team working group to assume continuing responsibility for understanding and implementing all openURL technologies

1.6 Support interlibrary loan and electronic document delivery as a transparent and cost-effective alternative to local collections

1.6.1 Through a pilot program in fall 2004, determine how many items our users might be able to get more quickly if the interloan process for getting things for our users - here and at the extended campus - included searching VT's electronic journal dbase.

2 Services: We will develop and offer user-centered library services to support the advancement of research, the quality of undergraduate and graduate learning experiences, and the transfer of knowledge and expertise with the society that surrounds us.

2.1 Develop outreach programs to ensure that members of the Virginia Tech community are aware of resources and services to assist them in their research, learning, and outreach efforts

- 2.1.1 Develop, offer, and provide continuing support for a program with the goal of registering 200 additional faculty for a Table of Contents (TOC) service from Ingenta by May 2005
- 2.1.2 By spring 2005 explain and promote the openURL logo and linking service to the university community
- 2.1.3 Identify how other Virginia libraries are acknowledging the VIVA supported resources in the mix of those they offer, and choose a way for VT to provide this information
- 2.1.4 Provide a program about library services for extended campus users
- 2.1.5 Identify other campus programs in addition to CEUT and FDI with which the library can partner to promote library services supporting research, learning and teaching
- 2.1.6 Assess annually levels of satisfaction with available services by means of the LibQUAL+ survey and the ILLiad for extended campus survey
- 2.1.7 If Information Systems licenses a citation product like EndNote for the campus community, provide training sessions in how to use
- 2.1.8 Develop a self-guided tour handout for Newman library
- 2.2.1 Ensure that all openURL database sources are linkable, and the linking logo is used in all possible locations
- 2.2.2 In support of better understanding the delivery of reference services: identify the volume and type of questions presented at the reference desk and continue the examination of how print reference materials are used
- 2.3.1 Survey Virginia Tech students, faculty, and staff to identify desired library services that are not now available.

2.2 Provide convenient access to comprehensive reference services and collections in appropriate formats

2.3 Identify new services that would be valued by members of the university community

3 Information Literacy: We will support students' learning needs now and provide them with life-long learning skills for living in a knowledge-based society

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| 3.1 Collaborate with appropriate university programs and agencies to develop and implement a comprehensive information skills program for all incoming students | 3.1.1 Continue work with the Commission on Graduate Studies and Policies on the proposal on information skills for graduate students |
| | 3.1.2 Provide support for students or faculty researching the work, the author, or themes of the work of the <i>Life of Pi</i> , the Common Book program choice. |
| 3.2 Collaborate with faculty to develop the information literacy skills relevant to the disciplinary needs of upper-level undergraduate and graduate students | 3.2.1 Implement the information literacy grant program with the College of Liberal Arts and Human Sciences for awarding up to five stipends in 2004/05 for faculty to revamp their syllabi to incorporate information literacy concepts and skills |
| 3.3 Develop, provide, and assess the effectiveness of online modules to provide on-demand opportunities for students to develop information literacy skills. | 3.3.1 Examine the effectiveness of the library's two tutorials, <i>Information Skills Module (ISM)</i> http://www.lib.vt.edu/help/instruct/ism-info.html and <i>Tech's Information Literacy Tutorial (TILT)</i> http://www.lib.vt.edu/help/instruct/tilt-info.html in regard to how widely they have been adopted in the library's overall teaching strategy, their independent use by users connecting to them through our web page, input from users regarding their value, the up-to-dateness of their content, and how they stack up in regard to attractiveness and content when compared to other library online tutorials, to determine whether we need to abandon them, keep them as they are, or invest time in updating them, replacing them with something else we adapt from others or build here, and/or promoting them. |

4 Preservation: We will seek efficient and effective ways to preserve those information resources that will remain relevant to supporting ongoing research.

4.1 Collaborate with other research libraries to promote and preserve commonly held research assets and selected resources unique to the university or to the region in a manner that assures continuity of content and global access.

4.1.1 Collaborate with OCLC and several other libraries in the Association of Southeastern Research Libraries (ASERL) to implement a pilot program to identify and agree to preserve items held in common in storage facilities in the pilot group for the purpose of determining whether this plan can be expanded to additional libraries with existing materials in storage.

5 **Systems: We will use appropriate technologies to give the university community seamless access to library resources.**

5.1 Acquire an online library system that meets the university's research needs and can be efficiently managed with modest staff resources

5.2 Respond to information-seeking behaviors of the user community when organizing and providing library resources

5.1.1 Review responses to the library RFP (<http://www.ita.vt.edu/LMS-RFP.html>) and make recommendations

5.1.2 If vendor schedule can accommodate bring up the online public catalog (OPAC) , Circulation, Acquisitions, Cataloging, and Remote storage modules by July 2005

6 Physical Spaces: We will provide the university community with library settings that support the long-recognized needs of our community.

6.1 Give students, faculty, and staff library settings that meet their expressed needs for convenient access to collections, places for inquiry and reflection, and inviting environments

6.1.1 Install 65 public computers with support from Parents' Fund gift

6.2 Implement the concepts outlined in the Modernization Master Plan for Newman Library

6.1.2 Create four group support rooms with Parents' Fund gift
6.2.1 initiate the first phase of the Newman renovation by enlarging the Digital Library and Archives space of special collections on the lower level of Newman

7 Staff: We will employ sufficient numbers of knowledgeable, adaptable, and user-directed faculty and staff.

7.1 Hire additional faculty and staff needed to provide the excellent library resources and services essential to a top-tier research university

7.2 Establish new learning opportunities for library faculty and staff relevant to personal professional growth in the context of library objectives and operations

7.2.1 Provide programs that are directed to creating learning opportunities for all library faculty, and all other staff interacting with the public for reference services, to become expert users of the table of contents service (currently Ingenta) promoted this year by the Libraries as a service for faculty researchers

7.2.2 Evaluate the year old orientation program for new faculty and staff to determine whether it should stay the same, be updated, or replaced

7.3 Recognize and reward performance of library faculty and staff commensurate with a major research institution

7.3.1 Continue the recognition program initiated in 2003/04 for library faculty and staff

7.3.2 Work to bring library faculty salaries to the 60th percentile of SCHEV peers

7.3.3 Work with the Office of Personnel Services to determine how salaries of library staff positions compare to positions in similar pay bands across the university

7.4 Support the University's Diversity Strategic Plan by developing and implementing activities and programs designed to increase and enhance student, faculty, and staff diversity in the Library and its programs

7.4.1 Continue to support programs and activities sponsored by the Library Diversity Committee.

7.4.2 Support VT sponsored diversity events external to the Library

7.4.3 Promote library resources relevant to the University's Diversity Strategic Plan