

A Research Library for a Major University The Strategic Plan for the University Libraries of Virginia Tech

Report 2002-03

[This reports on tasks associated with the first year of using the strategic plan for the Libraries. Tasks for the year 2002-03 are in bold black, accomplishments in red, disposition for 2003-04 in blue. Note that all objectives are not tasked each 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.

Goal 1 Collections

We will acquire, develop, and provide timely access to research-level information resources in support of research and scholarship at the university.

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

Take the lead in submitting at least one major grant proposal to an appropriate federal or foundation agency for support to maximize access to special collections of the Digital Library and Archives

Continues in 2003-04

Two successful internal grants [ASPIRES] totaling \$80,000 were funded in support of the Digital Library and Archives.

- o Women with T-Squares: Tracing the Forgotten Architects and Design Professionals <http://scholar.lib.vt.edu/grants/ASPIRESIAWA2003.html>
- o Democratizing Access to Archives: Developing the Digital Library for the South Atlantic Humanities Center <http://scholar.lib.vt.edu/grants/ASPIRESEAD2003.html>

The Libraries participated in proposing "SciDL: Toward a Science of (Personalized) Digital Libraries" (NSF \$2,550,000) and "Understanding and Improving Diffusion of Educational Innovation: Case Study on Electronic Theses and Dissertations" (FIPSE \$395,000). Funding was not awarded.

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

Conduct a formal solicitation of all academic units to identify resources that align with university reorganization or support emerging priorities such as biomedicine .

Carried over to 2003-04

Not acted on because timing was not appropriate with reorganization of departments and colleges.

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

Provide seamless access to journal literature at the article or journal level by: Identifying for potential licensure, linking services and their differentiating characteristics in regard to services provided, cost, and product coverage

Identifying all existing database providers for whom we need to indicate electronic journal coverage to get direct links, informing them of titles to be linked, and developing an ongoing system to keep these updated.

Continues in 2003-04

- Products that provide linking were identified.
- A beta test of Serials Solutions was begun
- Some links to content materials have been established

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

Acquire, organize, and make available scholarly or scientific contributions originating at Virginia Tech

As an initial step in addressing one of the research goals in the university strategic plan (*Research 1.2.3 Establish an electronic university press*) identify university

partners interested in collaborating with the Libraries in preparing a report on the current status of electronic presses in research universities.

Continues in 2003-04

A survey of electronic presses at top 30 institutions was initiated

In response to a recommendation in the visiting team's *Report* (May 6, 2002) submitted as part of the Provost's review of the Libraries (Spring 2002) "develop a cohesive plan for acquiring and preserving digital primary resources" created by Virginia Tech scholars.

Continues in 2003-04

- A paper regarding preservation of electronic theses was presented, "The NDLTD and Issues of Long Term Preservation and Archiving: It's about time!" (Berlin, Germany: ETD's 2003) <http://scholar.lib.vt.edu/presentations/ItsAboutTime2003.pdf>
- A library Digital Repository Team was established (<http://www.lib.vt.edu/innerlib/drt/>) and charged to "carry out the initial work associated with making recommendations regarding the establishment of an institutional digital repository for Virginia Tech."

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

Goal 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.

Reach out to library users to identify new services that would be valued by members of the university community

Conduct a formal solicitation of all academic units to identify services that align with university reorganization or support emerging priorities such as biomedicine

Carried over to 2003-04

Not acted on because timing was not appropriate with reorganization of departments and colleges.

Establish a Memorandum of Understanding (MOU) to identify services and where appropriate, associated fees, for use of the VT Libraries by students, faculty and staff of the College of Osteopathic Medicine.

Completed

A library section was included in the university services MOU with the College.

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

Identify audiences which may be underserved in regard to direct library services (e.g., departmental staff, transfer or international students) and determine whether they have special information needs that could be met through seminars or outreach sessions.

Continues in 2003-04

- Several underserved populations (athletes, international students, graduate students, University administrators) have been identified.
- A seminar for university staff was offered in spring 2003.

Partner with Faculty Development Institute (FDI) and Center for Excellence in Undergraduate Teaching (CEUT) to incorporate information management sessions into their programs for faculty and graduate students

Continues in 2003-04

FDI and CEUT both included library workshops in their 2002-03 schedules.

FDI

- Electronic Library Resources for Teaching and Research (Fall 2002, Spring 2003)
- Library component in Campus Instructional Resources/Computer Security (Spring 2003)
- Information Skills Modules: Online instruction in information management for 21st century classes (Spring 2003)
- Library sessions on copyright, TEACH Act in seven tracks (Summer 2003)
- Tools and Resources for Faculty Research (Summer 2003)

CEUT

- Designing Effective Research Assignments (Fall 2002)
- Using Information Literacy Concepts to Enhance Critical Thinking Skills (Spring 2003)

Promote, on an annual schedule, existing services that are available to extended campus faculty members and students

Continues in 2003-04

Extended campus faculty and grad students were contacted by e-mail from College Librarians

Assess, annually, levels of satisfaction with available services

Continues in 2003-04

- LibQUAL+ 2003 completed
 - Graduate, undergraduate graphs prepared on all issues.
 - Comparisons of VT with ARL average and SCONUL average completed
- Annual ILLiad user survey completed

Identify new services needed to support teaching and learning

Carried over to 2003-04

Not acted on because timing was not appropriate with reorganization of departments and colleges.

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

Make existing resources more visible to our publics by writing guides to extensive microform holdings

Completed

Guides were reviewed and updated to make microform holdings more visible to users.

Establish dynamically generated subject web pages that link automatically to all content relevant to user-specified criteria

Continues in 2003-04

Dynamic subject pages are available from the library home page, some are being refined for consistency.

Goal 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

Collaborate with appropriate university programs and agencies to develop and implement a comprehensive information skills program for all incoming students

Develop a business plan for including an information skills program in the Core Curriculum, and present the plan to the Committee currently reviewing the Core Curriculum

Continues in 2003-04

- A plan for including information skills in the Core Curriculum was presented at a daylong UCCC workshop held on January 9, 2003.
- Information literacy was included as goal in Core Curriculum Proposal: From Writing Intensive to Communication Intensive, which went through the governance process during spring semester 2003 and was defeated.

Determine whether there is an audience for a 1-credit hour (elective) course on research skills, information literacy, and/or using the library.

Continues in 2003-04

Director of Instruction, Reference, Outreach met with members of Commission on Graduate Studies and Policies. A credit course is one possibility to be considered by subcommittee created by that agency to examine incorporation of information literacy into graduate curriculum

Collaborate with faculty to develop the information literacy skills relevant to the disciplinary needs of upper-level undergraduate and graduate students

Develop and market a plan to support the delivery of discipline-specific information-management skills in collaboration with:

- faculty teaching upper-level undergraduate research methods courses
- faculty teaching graduate-level research methods courses

Continues in 2003-04

- The Instruction Department's Upper Level Skills Team worked on a program of offerings that could provide upper level students with discipline-specific skills needed for successful completion of their academic career, lifelong learning, and/or graduate school success. This has served as a foundation for a proposal regarding information skills for graduate students requested during Spring 2003 by the Commission on Graduate Studies & Policies (CGSP).
- The general plan for upper level undergraduates has not yet been developed

Develop, provide, and assess the effectiveness of online modules to provide on-demand opportunities for students to develop information literacy skills

Goal 4

Preservation

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

Develop and implement a preservation plan that uses emerging technologies to preserve intellectual materials of enduring value for Virginia Tech's missions

Evaluate possible risks of physical damage to the libraries' various collections and update the libraries' disaster response and recovery plan to guide library personnel in using modern methods and technologies to respond to physical damage that might occur to the collections.

[Continues in 2003-04](#)

[Information gathering has been completed.](#)

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.

Goal 5 Systems

We will use appropriate technologies to give the university community seamless access to library resources.

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

Establish a team of library and university members to:

- **define short and long-term needs of the library community of users and the library staff for an integrated library system**
- **investigate and compare features of existing products in integrated library systems used by other major research libraries in the U.S.**
- **determine what kind of mechanism for purchase should be used**
- **recommend a basic integrated system and appropriate components for VT Libraries with an installation timetable**

Continues in 2003-04

A team was formed to investigate and compare features of existing library systems. In 2002/03 team members and/or co-chairs:

- Hosted a series of forums to solicit info from library users, spring 2003
- Co-chairs visited Virginia Commonwealth University to learn the process for their procurement and the possibility of having a cooperative contract, spring 2003
- invited 6 vendors (Dynix, Endeavor, Ex Libris, III, Sirsi, VTLS) for presentations and information sessions, summer 2003

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

Identify current research and findings relevant to understanding information-seeking behaviors of library users and share these findings with library faculty and staff in seminar format

Carried over to 2003-04

Not initiated.

Goal 6

Physical Spaces

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

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

Implement the concepts outlined in the Modernization Master Plan for Newman Library
Develop foundation proposal(s) for funding support of Special Collections renovation and expansion.

[Continues in 2003-04](#)

- A renovation proposal with cost and phase estimates for initial renovation was commissioned and received from Train & Associates at the end of the year, delaying timing on foundation proposal
- A successful proposal was made to the Class of 1956 to raise funds (\$35,000) in partial support of library café immediately outside Special Collections.

Goal 7 Staff

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

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

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

Plan, implement and assess a program of training that will support data-driven decision making.

Continues in 2003-04

Two programs were held:

- Using Data for Making Decisions by John Muffo in October 2002
- Media Comparison Studies by Barbara Lockee in April 2003.

Plan not yet developed

Plan, implement and assess an orientation program for new employees.

Continues in 2003-04

Planning and development were accomplished in 2002/03.

The Employee Orientation Team developed an orientation program with the following components: new employee packet, an orientation web site, Life of a Book and other media formats, glossary of library terms, to do lists for supervisors and the team contact, a tour, and assessment.

Identify ways in which the new program of training paths might link to the University's mandatory job dimensions (diversity, safety, teamwork) for classified staff.

Continues in 2003-04

- Various programs through Health & Safety and Common Health were scheduled to address the safety dimension.
- Two staff members attended the Black Alumni Reunion Program in March 2003

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

Identify recognition programs used in other university colleges or units.

Completed

The presidents of the Library Faculty Association and the Library Staff Association worked together to identify similar programs and to develop a plan which is being initiated in 2003/04.