

**STRATEGIC DIRECTIONS  
Central University Libraries  
Southern Methodist University  
2000-2005**

**PROGRESS UPDATE 2000-01**

**A. SUPPORT SMU'S ACADEMIC, RESEARCH AND COMMUNITY PROGRAMS**

**1) Develop, manage, organize and preserve collections to support the University's instructional and research programs**

**a) Optimize purchasing power for collections**

*Major gift collections added include 2,500 maps from ARCO; the Bromberg collection; Donald Gallup's Gertrude Stein collection; Octavio Medellin scrapbook; additions to the AWSW (papers of Lindalynn Adams, Lee Cullum, The Dallas Women's Foundation); the papers of Henry S. Miller Jr.; the Wilson D. Snodgrass Opera Vertical File.*

(1) Identify additional opportunities for consortial agreements

*Unsuccessful in establishing consortium for ScienceDirect and Wiley periodicals, although CUL was able to subscribe to the former. Participated in orchestrating major TexShare database expansion which will greatly benefit SMU library users.*

(2) Partner with campus schools and departments to secure additional resources

*Ongoing. Partnered with Bridwell Library and the BIC, as well as academic depts. such as History and Chemistry and the Meadows School, to fund multi-year print and electronic subscriptions.*

(3) Evaluate and reduce duplicate resources

*Merger of Fondren and SEL reference departments provided the opportunity to withdraw duplicate reference materials including periodical subscriptions. Duplication of materials with Bridwell and Law reduced.*

(4) Assess acquisitions vendors for responsiveness and cost effectiveness. Adjust where necessary

*Assigned library suppliers based on faster delivery and better service. Increased ordering and communication via the Internet for increased efficiency. Researched purchase options when renewing serials.*

**b) Improve collection management efforts to increase user satisfaction**

*Art and Art History collection development policy updated.*

(1) Plan and execute a shelf reading initiative

*Done. Comprehensive shelf-reading program initiated in the FLC with staff participation. Results indicate reduced user complaints, fewer missing books, increased numbers of books sent to the bindery and a tidier look to the shelves. This program will continue. Shelf-reading projects were also initiated in CUL GIRM and Fort Burgwin. Hamon staff shelf-read the entire circulating collection.*

(2) Identify and replace missing materials where appropriate

*Ongoing. Voyager reports were used to identify missing/lost/in-transit items which were searched and eventually withdrawn. Ability to identify available out-of-print materials on the Internet has greatly improved replacement capabilities.*

(3) Rethink current shelving area and processes so as to return books to the stacks more quickly

*Done. SEL and Fondren preliminary shelving areas merged and relocated for speedier shelving/item retrieval.*

(4) Develop a program to educate users on shelving policies so as to reduce mis-shelved books and allow for better collection of in-house use data

*Collection development/facilities meetings with faculty used as a forum to educate users on the importance of not re-shelving periodicals. Projects initiated in FLC reference and Hamon to collect in-house use data via PDA.*

**c) Merge Science and Fondren collections where appropriate**

(1) Standardize processing and shelving policies throughout the Fondren Library Center (FLC)

*Done (see Ab3). All Fondren and SEL reference selection, ordering and processing has been integrated.*

(2) Rethink current use of collections space throughout the FLC

*First stage completed. Periodical reading rooms merged and relocated; microforms area relocated; committee formed to rethink freed up space. Additional shelving installed on SEL 1<sup>st</sup> floor to eliminate overcrowding.*

(3) Conduct a vigorous weeding initiative of little-used and duplicate material

*Ongoing. Survey conducted of in-house use of reference materials. Browse counts will be used to make future collection development decisions. SEL reference collection weeded prior to and during merger.*

(4) Merge reference, periodicals and other collections as needed

*Reference collections, current periodicals, microforms and government documents merged.*

(5) Evaluate Electronic Resource Center applications and databases

*Ongoing. Public PC interface standardized throughout CUL. Electronic resources survey sent to faculty with minimal response. Not all databases can be networked but stand-alone titles continue to be evaluated.*

**d) Define and plan a library of digital resources integrated with traditional formats.**

(1) Design processes for acquisition, organization and management of digital resources

*Substantial work completed through combined efforts of staff from all units. Online Resources database created. Electronic Resources listserv established for speedier staff communication. Access to 10,000 NetLibrary books provided through PONI. E-Reserves in FLC and Hamon integrated with PONI course reserves. Number of items has increased by 60%.*

(2) Address collection development issues

*Most issues resolved with increased communication and staff reorganization. Concerns still voiced re increasing substitution of electronic products for paper.*

(3) Work with campus departments to prepare for SMU's move toward digital theses and dissertations

*Continuing. Efforts underway to ensure that support for these technologies is documented in the IT strategic plan currently being developed.*

(4) Expand current collection of digitized images

*Ongoing. Digital images increased immensely with the addition of databases such as EEBO, Scifinder and ScienceDirect. 3,000 unique images scanned for WWII digital collection. Established parameters for citation server database and provided training for appropriate staff.*

**e) Create a vigorous preservation and conservation program**

(1) Assess preservation needs in all formats across libraries

*CUL Preservation/Conservation Task Force assessed preservation needs in a report to the EC in March. Action dependent on grant funding. NCMIT collections assessed and 16mm. films moved to the Greer Garson film vault for better care. Needs being assessed in the Jerry Bywaters Special Collections and the G. William Jones Film Archive.*

(2) Develop financial and staffing support for this program

*Student assistant trained to do simple book repair. Potential donors being solicited for funding assistance in the JBSC and the Film Archive. FLC Shelf-reading project helped identify monographs needing binding or repair.*

(3) Provide adequate physical facilities for preservation unit

*No progress.*

(4) Expand cooperation among campus libraries on preservation/conservation practices

*CUL staff from the various libraries have been sharing expertise, such as on the project to restore the DMFA catalogues.*

(5) Work with library consortia, such as AMIGOS, and other organizations to optimize preservation efforts

*DeGolyer had 82 Spanish language imprints deacidified by Preservation Technologies L.P. CUL staff attended AMIGOS workshops.*

**f) Develop a separate University Archives Department**

(1) Secure funding for a full-time position and operating budget allocation

*No progress.*

(2) Secure appropriate space for both public study areas and staff processing and storage

*Space has been leased for a minimal charge at the Legacy campus to provide temporary storage/processing space for University Archives.*

(3) Work with University legal office and other campus units to obtain appropriate and relevant SMU archival documents on a regular basis

*Discussions have begun, but little progress made.*

**2) Facilitate access to a wide variety of resources and services for the use of SMU's faculty, students, staff and affiliated users**

**a) Promote CUL resources to the SMU community**

- (1) Provide more publicity about existing materials, to include new acquisitions lists  
*Ongoing. Electronic Resources Survey provided faculty with an annotated list of current resources; electronic 'New Acquisitions List' to debut fall semester 2001 (Hamon newsletter 'Quarter Notes' already includes new acquisitions lists); "New and Featured" web page added; FLC exhibits showcased CUL holdings; DeGolyer published two stellar exhibit catalogs which were well received.*
- (2) Expand current user education workshops to reach the widest possible audience  
*Ongoing. More focused workshops added. Librarians met with specific departments to develop electronic guides. Science and Engineering depts. were visited to issue passwords and evaluate periodical subscriptions. Announcement of new ILL system and other important new services preceded by several bulk mailings via email.*
- (3) Increase promotion of library resources to the faculty, focusing on electronic resources and services in particular  
*See above. Annotated listing of major resources also included in Faculty Guide to Library Services. UE workshops on electronic resources targeted faculty.*

**b) Develop the CUL web site as the gateway to all information needs**

- (1) Increase access to resources and services via the CUL web pages  
*Ongoing. Established PONI as the repository for contact information concerning archival rights, ILL policy, passwords/ building/computer restrictions and URLs. OR index and web page regenerated bi-weekly to catch newly cataloged resources. 'Reference by appointment' link added. Atomz Site Search added to CUL web pages to facilitate searching. Linkbot software added to monitor web links. CUL web migrated to new SMU campus web server with consolidated web directory structure to include all CUL libraries. ITS now provides regular statistics on use of CUL web pages. Developed process of organizing resources by curriculum based key words. Access to ILL system now available from PONI and OCLC FirstSearch. New PONI interface introduced.*
- (2) Add and promote electronic information literacy tutorials  
*In process. Macromedia Authorware purchased to create tutorials. Link provided to the Texas Information Literacy Tutorial from the CUL web page.*
- (3) Assess current web pages to ensure they meet users' needs, in particular the satellite libraries and community services  
*Ongoing. Link added for users/staff to send comments/requests to Web Librarian. Committee currently assessing CUL web pages, although most have been considerably upgraded during this time frame.*
- (4) Increase access to print and e-resources through web-based user guides  
*Ongoing. Subject areas targeted this year included women's studies, medieval and renaissance history, U.S. history, the American Civil War and economics.*
- (5) Develop more subject-based web pages  
*Ongoing. Redesign of subject guides provided listings grouped by major academic domains.*

**c) Increase and improve delivery of services to CUL users**

- (1) Develop tools to assess user needs  
*Ongoing. CUL Student Advisory Council formed. Suggestion boxes placed at all circulation desks. Comments and staff responses are posted both physically on bulletin board and virtually on the web. Comment buttons placed on the OR/CUL web pages. Confusing 'in-process' messages removed. Students in the SMU-in-Taos and Legacy programs surveyed as well as history Ph.D. and Hamon students.*
- (2) Promote and enhance services to distance students  
*Ongoing. CUL MLA course is the only fully Internet-based course provided by SMU. Special brochure developed for Legacy students as well as classroom orientations and presentations.*
- (3) Implement authentication and security technology to facilitate off-site access to electronic resources  
*Done. In August 2000, off-campus access to library online resources was implemented using a proxy server, allowing off-campus access to electronic resources from home, office or elsewhere. Citrix win/frame terminal server implemented to provide improved access to SMU Libraries CD-ROM LAN subscriptions.*

(4) Assess library policies and modify them as necessary to be more responsive to users' needs  
*Ongoing. Online renewal offered to most categories of users; checkout privileges extended to TexShare Public Libraries and undergraduates; 'What's on your mind' suggestion box responses included posting clearer copier instructions, making sure circulation students have good language skills and investigating use of email for circulation notices.*

### **3) Assist users in their research; work to help them increase their ability to use information resources**

#### **a) Enhance reference services**

- (1) Provide more one-on-one service through individual appointments  
*Added 'schedule a reference appointment' link on web page; used faculty workshops/classes to schedule conferences; provided specialized reference service for documents, maps and periodicals. DeGolyer continued its one-on-one personalized reference service.*
- (2) Assess the electronic reference service and modify where necessary  
*Analysis of current offerings ongoing. 'Ask a Librarian' service updated, although usage so far has been minimal.*
- (3) Enhance the subject specialization services of reference staff  
*See above.*

#### **b) Assess current User Education programs and work to increase user participation**

- (1) Promote to all faculty  
*Ongoing. Tools used include workshop flyers, Faculty Guide to Libraries, Teaching Effectiveness Symposium and e-mail. All Meadows faculty receive promotional material about Hamon's customized user education programs.*
- (2) Customize programs for targeted student populations  
*New initiatives include mandatory tours for new international students and Career Center workshops. Groups targeted this year included history, anthropology and rhetoric students. DeGolyer held special sessions for classes in history, law and music.*
- (3) Develop ways to involve staff from all library departments  
*Non-UE staff gave orientation tours at the beginning of the Fall 2000 semester. Library specialists were recruited to be classroom roamers for large classes.*
- (4) Expand information literacy program efforts  
*Discussions underway with various campus units.*

#### **c) Develop campus partnerships to increase information literacy efforts**

- (1) Coordinate teaching of library skills with Altshuler Learning Enhancement Center  
*No official partnership as yet with ALEC, although meetings have taken place. Joint student orientations were held with the International Office and the Center for Teaching Excellence.*
- (2) Develop librarian involvement in first-year Rhetoric curriculum planning and other classes as appropriate  
*Discussions with faculty underway. Some instruction given on new ILL system.*
- (3) Expand involvement with Presidential Scholars  
*Continuing. Tours were given of the DeGolyer Library.*

### **4) Develop outreach and community programs**

#### **a) Increase campus awareness of library exhibits and events**

- (1) Work with Tate Lecture Series staff to get advance notice of programs and publicize library exhibits  
*Done. Displays were set up for each Tate Lecture with special bookshelf of related materials and targeted bibliographies.*
- (2) Publicize CUL activities in campus press and targeted local publications  
*Ongoing. CUL events/exhibits frequently featured in local media both on campus and within the DFW area. A column was contributed regularly to the Daily Campus during the spring semester. CUL 'news' link added to the web page. CUL now considered a regular 'beat' by SMU's publicity units.*

**b) Analyze Industrial Information Services and its mission in serving the business community**

- (1) Revamp public relations materials, such as web page and information brochures  
*Ongoing. Web page has been redesigned. Further enhancements to come once renaming (or not) issue has been resolved. Work is progressing on updating the brochure.*
- (2) Develop expanded marketing plan  
*Recommendations from the Blue Ribbon task force on the future of the IIS are being implemented. Survey conducted of key clients to ascertain level of satisfaction and responsiveness to potential name change.*
- (3) Aggressively expand customer base  
*Ongoing. Various business sources being used to systematically make new contacts via Internet, phone and in person. Presentation made at World Trade Center in Dallas. 15 new members were acquired, 43 members renewed. Business continues to increase. IIS balanced its budget for the first time in several years.*
- (4) Look at ways to streamline document delivery services in conjunction with ILL  
*Number of documents delivered via Ariel increased. IIS offices consolidated to provide more efficient workflow. Analysis of potential use of ILLiad for document delivery/ILL still ongoing.*
- (5) Develop more efficient business practices using accounting software  
*Under discussion, but no progress made yet.*

**c) Develop outreach efforts with both campus and community groups**

- (1) Promote library internships for neighboring library schools  
*Ongoing. Interns sponsored in both Fondren and Hamon from UNT and TWU library schools.*
- (2) Develop partnerships with groups such as the Women's Museum  
*Partnership announced with much fanfare between the Women's Museum and the DeGolyer's AWSW. NCMIT partnered with the Hart e-Center and Dedman College to provide funding for staffing. Partnership with Clements Center strengthened. DeGolyer also hosted events sponsored by the National Railroad History Association and the Age of Steam Museum. Worked with SMU Plant Dept. to develop a CUL recycling program.*
- (3) Work with Alumni Office to develop improved alumni services package  
*Ongoing. FLC circulation staff continued to process in Voyager the alumni who purchase key tags for check out privileges. CUL news article included in alumni newsletter.*
- (4) Convene Student Advisory Group to initiate a regular dialog with student users  
*Done. Group of about 12 members began meeting monthly at the beginning of the fall semester with the CU Librarian and other library staff. Several of the group's suggestions were implemented and the concept was embraced enthusiastically by the student body. Now considered a standing committee.*
- (5) Use the Friends of the Libraries for joint sponsorship opportunities  
*Ongoing. FOL sponsored Faculty Recognition event and DeGolyer Mexican Tourism exhibit.*

## **B. IMPROVE CUL SYSTEMS, SERVICES AND FACILITIES TO MEET USER NEEDS**

### **1) Develop quality human resources and organizational structure to support user needs**

#### **a) *Recruit, develop, and retain an excellent and diverse staff. Support and encourage professional development and training opportunities***

(1) Increase salaries and improve benefits to become more competitive

*Ongoing. Upgraded Library Specialist positions to reflect new assignments. LS salary minimum increased.*

(2) Develop and encourage participation in staff mentoring program

*Ongoing. Mentoring program established for librarians and staff. Feedback after one year will indicate effectiveness. Nine mentees have been sponsored so far. Program instrumental in developing cooperative staff projects such as map retrospective conversion and organization of digital images.*

(3) Promote advantages of the university environment

*Free tickets were provided for many SMU sports. Campus email alerts invite staff to a variety of cultural events. Use of tuition benefits and the newly refurbished Dedman Center encouraged.*

(4) Provide training for cross-functional work to accomplish efficient and effective delivery of services and processing of library materials

*Ongoing in many units. SEL and Fondren reference staff compiled cross-training syllabi to prepare for the merger of the two departments. Various units cross-trained on CIP processes to handle maps and other materials. Hamon cross-trained staff within circulation units.*

(5) Provide opportunities for timely and targeted dissemination of information from professional conferences and workshops

*Brown bag lunches and other workshops sponsored by LEAD were well attended. Conference notes circulated as appropriate.*

(6) Provide and publicize training in computing skills for all staff as needed

*Staff attended classes in Outlook and Voyager 2000 as needed. CUL web librarian provides individualized training as needed. Series of information meetings held to orient CUL web writers on use of the new SMU web server. CULISS provided informal training for staff in the use of software and hardware. Library technical support and training module added to new employee orientation packet.*

(7) Develop strategies to reduce student worker turnover

*Ongoing. FLC reported an improvement in retention, due largely to pay increases. However Hamon reported no change. CIP developed Student Orientation Checklist and improved training to help with retention efforts. Public Services expanded its current handbook.*

#### **b) *Organize CUL staff to effectively support library services***

(1) Assess user needs, staff workload demands, and building configurations to determine any restructuring of the organization and/or reallocation of staff

*FLC restructured organizationally. All distance/ILL services grouped under the SEL director. FLC reference, periodicals, maps, user education, web services and government resources grouped under the director for Public Services. CUL technical support restructured to provide centralized support for all CUL units so as to improve service and better meet staff needs. Several positions were moved to an expanded unit - CUL Information Support Services. One full-time temporary position was made permanent and the CUL web and distance librarians included in this cross divisional team. A technology planning process was established to determine priorities. One major project which resulted from this was the Electronic Futures project, designed to capture ideas for new technology from all levels and areas of staff. .5 CUL development officer position created. NCMIT staff duties reassigned and new position created to fill need for increased technical staff. Director of NCMIT took on expanded job responsibilities to include high level personnel functions. CUL courier position eliminated by purchasing instead a golf cart to use for deliveries (shared with NCMIT and CULISS.) CIP periodical check-in processes moved to student workers to allow for better use of high-level staff. More cataloging responsibility assigned to para-professional staff enabling catalogers to focus on examining and redesigning workflow, developing training programs, creating processes for electronic resources and providing bibliographic control for special materials such as maps, digital content, and the Budner and Hedberg gift collections.*

(2) Enhance or strengthen relationships with other SMU Libraries and campus departments

*Much progress has been made. Libraries were represented on the SMU Steering Committee for IT Strategic Planning. SMU Library Systems led systems planning through CoLD and the Automation Technology Steering Committee. NCMIT developed a partnering relationship with the Tate Lecture Office by becoming a "supporting"*

organization for Fall 2001. Partnerships created with the Bridwell and BIC libraries, as well as various academic departments, to share the cost of expensive electronic resources. CIP staff worked with the BIC, Underwood and Bridwell libraries to support cataloging and database maintenance. Hamon staff participated in the Meadows staff retreat and the Meadows Academic Leadership Council.

(3) Streamline workflow and policies across CU libraries

Ongoing. Some examples include: UE classroom calendar placed on Outlook Exchange to permit all staff to view schedule; OR staff streamlined the process of cataloging and providing access to electronic resources; ordering, cataloging and invoicing of e-journals streamlined. Reduced number of CIP workflow exceptions and standardized processes across CU libraries. Developed CULISS support plan to streamline procedures among technical staff so as to increase awareness of policies and make obtaining support more convenient.

(4) Reassess processes in light of integrated information systems and collaborative efforts

Ongoing. Binding procedures streamlined within Voyager and integrated in FLC circulation, reference and periodicals units.

(5) Develop policies for providing services for CUL's many varied categories of users

Circulation created two new TexShare user groups - undergraduate and public library users - with appropriate policies for check out privileges. Undergraduates now allowed direct access to ILL through ILLiad although still encouraged to seek reference help first.

(6) Develop assessment and evaluation tools; collect and use data to improve library services in light of SACS recommendations

SACS IE projects completed for 2000-01. Electronic Resources surveys completed. Graduate student exit surveys completed and analyzed.

## **2) Improve and enhance library information systems and related technologies to support the University's instructional and research programs**

### **a) Improve and expand library information management system (PONI/Voyager)**

(1) Evaluate and implement future Voyager modules

Upgraded to Voyager 2000. Evaluated variety of products for future use in managing digital collections but decided to postpone further evaluation until products have matured and more funding/staff support available. Second server purchased for library management system to provide separation of web access and staff modules and to provide for continuous OPAC when main server down for planned upgrades.

(2) Explore new ways to streamline technical processing tasks

Electronic alternative developed to internal routing of professional journals. Utilized new Voyager features such as data management and electronic claiming. Serials patterns completed in Voyager, allowing for electronic check-in and automatic claiming. Processing of videos streamlined and moved down to support staff with backlogs eliminated. Implementation of ILLiad resulted in streamlined ILL workflow, improved record keeping and increased ability to monitor request status.

(3) Strive for continued improvement with upgraded public interfaces and new systems releases

Implemented major upgrade to library management system June 2001. OPAC team utilized new functionality, designed user search screens to meet user needs. Provided access to Preview server to assist staff in preparing for workflow changes. Schedule of regular patron extracts achieved. OPAC self-renewal initiated. Implemented new financial interface with PeopleSoft. Preliminary work begun to integrate holdings of the JBSC into PONI and to complete the cataloging of the G. William Jones Film and Video Collection.

### **b) Integrate library information systems with other campus/non-campus systems**

(1) In conjunction with other SMU libraries, test, evaluate, purchase and implement ILL software

Done. Various ILL systems were evaluated. ILLiad was purchased with TIF funds and brought up Dec 2000. Much positive feedback received.

(2) Investigate use of wireless networking technologies to enhance access to resources

Implemented DHCP access for FLC 2<sup>nd</sup> floor study area. Other wireless projects being studied in all libraries. Proposals submitted for 01/02 TIF grant funding.

(3) Explore enhancements to public printing and copying capabilities

Ongoing. Most CUL copiers are now digital. UniPrint Pharos server provides batched printing in the FLC electronic resources area. UniPrint software being upgraded at the Hamon.

(4) Work with appropriate campus groups to upgrade and maintain technology in classrooms and to develop plans for funding these upgrades

*NCMIT worked with Dedman College, ITS and the ACSC to upgrade several classrooms in Fondren Science. Planning underway to design and specify AV equipment for the Dedman Life Sciences Building.*

(5) Develop and implement plans for updated campus cable television system

*NCMIT provided input for design of new campus cable system, in cooperation with Belo Foundation and the Journalism Dept. Some future involvement expected.*

**c) Develop CUL's ability to support digitizing, imaging and archiving services**

(1) Identify possible sources of funding for digital library projects

*Ongoing. Smallwood Foundation and TIF funds being used to help create the infrastructure necessary for building a digital collection. TIF guidelines evaluated for digitizing support, however grant will not fund staff support.*

(2) Purchase software/hardware to expand capacity for program support

*TIF and Smallwood funds allowed the purchase of new scanners, software and a second server for digital collections.*

(3) Cooperate/coordinate with other SMU departments on digitization projects

*DeGolyer Library working with graduate students in the history department to digitize the current exhibit "Destinacion Mexico."*

**3) Create an environment conducive to quality education and work**

**a) Provide adequate space for users, operations and collections**

(1) Develop a unified Fondren Library Center complex where one can move within that complex without having to go outside

*Proposal under discussion for funding from Student Senate to reopen the south corridor from NCMIT and Fondren. Vision document developed to solicit funding for architectural plans for a full scale renovation of FLC complex.*

(2) Reclaim space currently in use by non-library tenants (e.g. Digital Commons, Academic Computing, Computer Science dept.)

*Agreements being worked out with the School of Engineering to reclaim some of the 3<sup>rd</sup> floor space in the SIC.*

*Detailed floor plans of space occupied by non-library tenants have been developed. Next step is to identify strategies to reclaim these areas and begin negotiations. Provost Emerita vacated her 2<sup>nd</sup> floor office (to be used by the CUL Deputy Director) to accommodate need for an office for the new development officer. Reclaimed Bruton Lab, which had been in use for two years by PeopleSoft trainers.*

(3) Combine Science and Fondren reference departments

*Completed Fall 2000. All FLC reference service provided from Fondren. Former SEL reference desk removed and space converted into combined periodicals room.*

(4) Evaluate the relocation and combination of current periodicals sections in Fondren and Science into a comfortable space conducive to research and study with convenient copying and related services

*Almost completed. Current periodicals have been combined in the SEL using space released by the removal of the old reference desk. Receipt of a Presidents Partners grant allowed the purchase of new furniture (currently on order). Extensive floor cleaning and retiling, removal of original SEL curtains and other improvements have been completed.*

(5) Review space in all libraries on a continual basis; formulate plans to relieve space shortages in Ft. Burgwin, ISEM, and other libraries as needed

*Ongoing. Tentative plans underway to build a new library at Fort Burgwin. Separate task forces formed to assess use of space in the SEL and in the FLC. Proposals being sought in the Hamon to expand shelving on the 2<sup>nd</sup> floor. FLE stack maintenance staff shifting collections on the 3<sup>rd</sup> floor to reduce crowding in heavily used areas.*

(6) Assess and improve building security in all libraries

*FLC circulation staff now handle all SEL and FLC deliveries, elevator keys and monitor building security. Work continues at the Hamon to upgrade the security system - cameras have been repositioned and a new camera will be added to the basement.*

(7) Overhaul current disaster planning process and procedures

*No progress.*



(8) Update fire emergency evacuation plans and distribute to all staff. Conduct regular fire drills. Review emergency exit signage.

*Ongoing. New fire evacuation plan for FLC currently under review by the UP fire Marshall. Some new signage hung in the FLC.*

**b) Provide equipment and furnishings that enhance the productivity of users and staff and secure regular building maintenance services**

(1) Assess and improve current microfilm location, services and equipment

*Done. Fondren and Science microforms merged and moved to the SEL with staff located close by for more convenient assistance.*

(2) Develop plans and obtain funding for compact or offsite storage of lesser-used materials

*Ongoing. SEL has several areas that have potential for construction of compact storage. The Hamon has specs out for a bid to install used compact shelving in the JBSC. DeGolyer has made use of used compact shelving at the Legacy campus.*

(3) Renew and refurbish CUL buildings as needed and opportunity permits to ensure that all buildings are welcoming, safe, and well functioning environments

*Ongoing. Public Services staff cleared out and discarded old and broken furniture from various areas throughout the FLC. Several areas in the SEL were retiled and repainted. Hazardous floor electrical outlets removed. Funding received to refurbish and name the 4<sup>th</sup> floor conference room to make an attractive meeting room. Main office suite repainted and recarpeted. New carpet ordered for FLE foyer and reference area. DeGolyer Director's office and FLC Government Document area repainted. Most of these projects have been handled as part of 'routine maintenance' by the SMU Plant Department with minimal cost to the CUL. Created the **Recycling Ad Hoc Group (RAG)** to look at how we could be better organized environmentally. Recycling program increased to include mixed colored paper, cardboard, aluminum cans, plastic bottles and toner cartridges, as well as the standard white office paper.*

(4) Provide adequate work space with ergonomic furniture and equipment for staff members to carry out their duties

*Projection screen installed in CIP conference room to assist with computer training. Ergonomic equipment, such as wrist rests, optical mouse devices, natural keyboards, stools etc., purchased as needed. Refurbishing needs identified for staff areas. Five new staff offices created.*

**c) Maintain and upgrade equipment, furniture, and appearance of physical environment**

(1) Obtain a new roof for both Fondren and SEL

*Fondren roof replaced. SIC roof has a high replacement priority for the upcoming fiscal year due to continuous leaking and flooding.*

(2) Maintain and upgrade library classrooms, offices, public equipment, furniture, carpeting, paint, and physical appearance on a scheduled basis

*Process of monitoring these projects has been automated to allow for easier tracking. Refurbishing committee formed to help identify projects that need attention. Hamon has replaced office chairs and will replace staff task chairs next fiscal year. Flat screen monitors have been requested from TIF funds for several public areas. Conducted inventory and analyzed desktop PCs and peripherals, targeted highest needs and replaced 66 PCs. Upgraded additional equipment in public and staff areas.*

(3) Develop a climate-controlled environment for proper preservation and storage of all rare and unique collections  
*No progress.*

**4) Develop the necessary fiscal resources to augment collections, systems, staffing, and facilities**

*Ornish Conference Room funded; Kahn Endowments increased; Norwick CMIT annuities increased.; LEB library staff award endowment fully funded; substantial grant received from President's Partners.*

**a) Work with campus partners to make most effective use of fiscal resources**

(1) Enhance current working relationship with Annual Fund staff to increase CUL gift accounts

*Ongoing. CUL added to AF pledge card and general AF publicity.*

(2) Work with Development staff to secure full-time Library Development officer for CUL

*Partially successful. Vacant position resulting from merger of Fondren and Science areas was converted to .5 CUL development officer.*

(3) Work with the SMU Library Executive Board to develop its potential and capability for fund raising

*Ongoing. \$25,000 initial library staff award endowment target met.*

**b) *Engage in a vigorous program of fund-raising and library development***

(1) Expand the membership and fund raising initiatives of the Friends of SMU Libraries

*Ongoing. Preliminary discussions have taken place re starting a Young Friends group.*

(2) Develop funding plan to endow appropriate library positions e.g. Central University Librarian, Director of the Hamon Arts Library

*No progress, although CU Librarian position listed in overall capital campaign giving opportunities document.*

(3) Designate significant dates in CUL history as fund raising opportunities

*10<sup>th</sup> anniversary of the Hamon Library celebrated. Retirement of the Director of the DeGolyer became a successful tool to add to the DeGolyer collections.*

(4) Evaluate the addition of fund raising capabilities to the CUL web site

*No progress can be made until SMU as a whole makes the decision to implement. CUL can now accept credit card payment for gifts and pledges.*

(5) Develop short-term plan to raise money for design document for a renovated and refurbished Fondren Library Center

*Ongoing. Vision document brochure developed to solicit funding for architectural plans for a full scale renovation of FLC complex Have received a first gift. Proposals being worked on to submit to local foundations.*

(6) Position CUL to play a greater role in the next SMU capital campaign

*NCMIT staff and others developed a video program as a tool to use in fund-raising efforts. Increased donor stewardship efforts (number of actual donors increased by 15%) so as to have strong donor base for the next capital campaign. 'Thank you' postcards printed so that all donors can receive personalized CUL thanks. Donors added to Annotations and Annual Report mailing lists.*

## GLOSSARY

ACSC	Academic Computing Steering Committee
AMIGOS	Local library services consortium
Ariel	Document delivery product
AWSW	Archives of Women of the Southwest
BIC	Business Information Center
CIP	Center for Information Processing
CoLD	SMU's Council of Library Directors
CUL	Central University Libraries
CULISS	Newly formed CUL Information Systems Support Department
DeGolyer	DeGolyer Library of Special Collections
DMFA	Dallas Museum of Fine Arts
EC	Executive Council - CUL's management team
FLC	Fondren Library Center complex
FOL	Friends of the SMU Libraries organization
Fondren	Fondren Library East
GIRM	CUL's Government Information Resources & Maps Department
Hamon	Jake & Nancy Hamon Arts Library
IIS	CUL's Industrial Information Services, a corporate research service
ILL	Interlibrary Loan
ILLiad	New ILL online module
IT	Information Technology
ITS	SMU's Information Technology Services
JBSC	Jerry Bywaters Special Collections, located in the Hamon
LEAD	CUL's Library Enrichment and Development standing committee
NCMIT	Norwick Center for Media & Instructional Technology
OCLC FirstSearch	One of CUL's primary databases
OR	Online Resources database and/or cross functional team
PONI	SMU Libraries Public Online Information System - the OPAC
SACS	SMU's accrediting body, the Southern Association of Colleges and Schools
Science	Science & Engineering Library
SEL	Science & Engineering Library
SIC	Science Information Center - the building which houses the SEL
TexShare	Texas wide consortial library program
UE	User Education Department
URL	Uniform Resource Locator
Voyager	SMU's library information system. PONI is the OPAC module