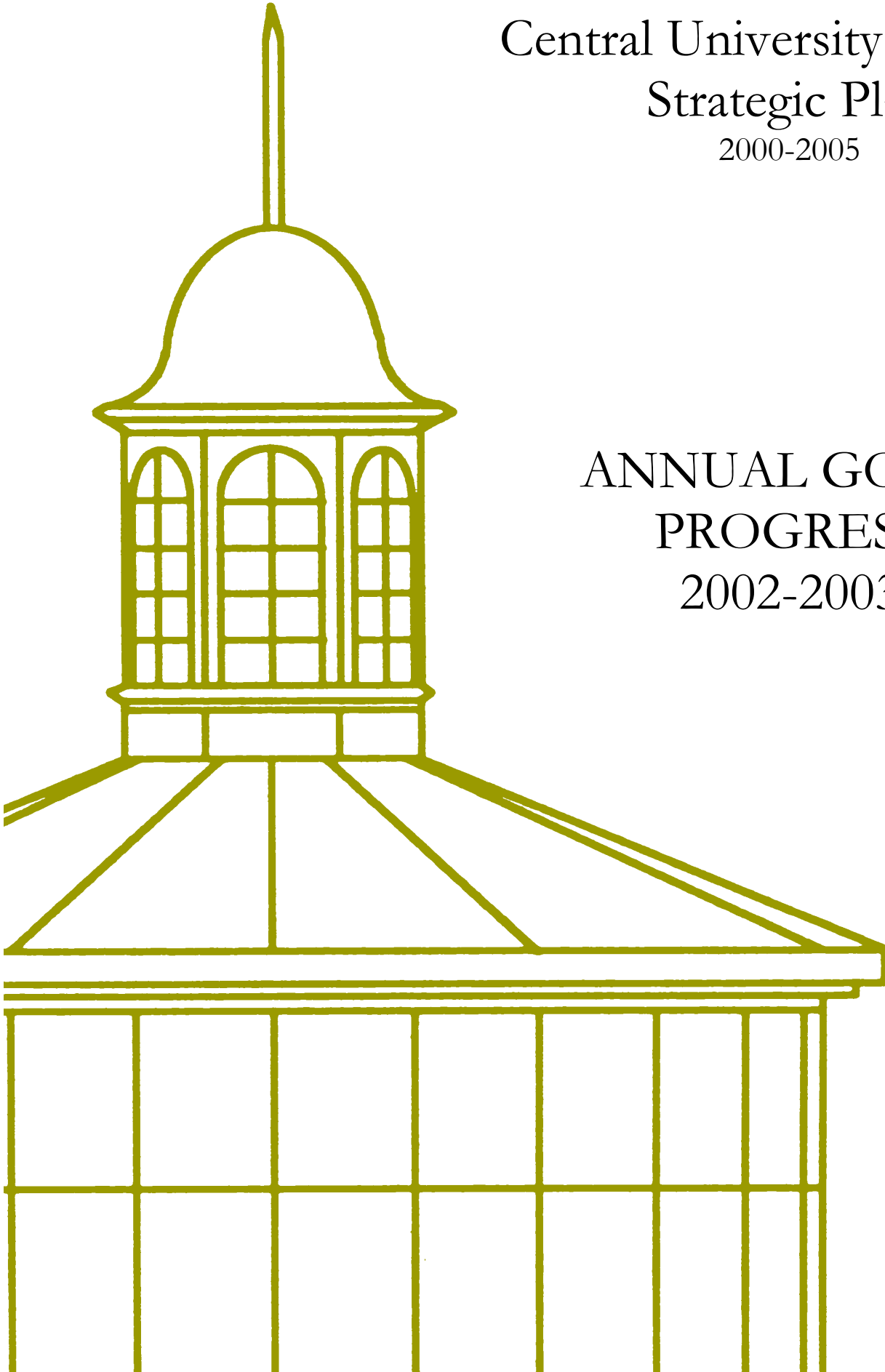


Central University Libraries
Strategic Plan
2000-2005

ANNUAL GOALS
PROGRESS
2002-2003

Southern
Methodist
University



Central University Libraries
Southern Methodist University
Strategic Plan 2000-2005

PROGRESS UPDATE 2002-2003

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

- (1) Identify additional opportunities for consortial agreements
Continued work on establishing a consortium for the Kluwer databases. Joined the LVIS and ULG consortial groups for preferential ILL. HAL initiated discussions to develop a Dallas Art Library Consortium with local museum and art libraries, one aim of which will be to initiate consortial purchasing.
- (2) Partner with campus schools and departments to secure additional resources
Donation of Chinese gift books received from the Foreign Language Dept. Bridwell library transferred a massive collection of Dewey books outside of the 200 classification to CUL. Worked with the Dean of Dedman College to provide additional library funding for incoming professors in political science and English. Continued purchasing partnerships with the BIC, the History Department, the Chemistry Department, Education and Lifelong Learning, and the Provost's Office. Secured highly advantageous contract with new bindery that will free up funds to purchase more resources. HAL worked with Division of Cinema/Television on Public Domain film leasing.
- (3) Evaluate and reduce duplicate resources
Withdrew 2,000 LP recordings duplicated in CD format. Reviewed print periodical and microform subscriptions lists overall to identify and eliminate duplicate subscriptions. Evaluated SEL materials not transferred to FLC Reference, disposing of duplicate, superseded, and dated volumes. Continued to decrease duplication between electronic and print titles and increase electronic coverage
- (4) Review periodicals listings in targeted science and engineering departments
Reviewed lists in Environmental and Civil Engineering, Mathematics, Biology, and Economics with significant changes made in most areas.
- (5) Monitor vendor performance through Voyager software
Began extensive cleanup of vendor records in acquisitions module. Also began to take advantage of the vendor record discount function in order to look overall at the averages.
- (6) Study the benefits of reducing binding for JSTOR e-journals and others
Developed a task force to plan a coordinated program of reducing binding of JSTOR titles throughout PHOENIX academic libraries.
- (7) Participate in curricular review of new programs to prepare library impact statements
Thorough participation in curricular review re-enforced departmental recognition of the importance of assessing library resource support. HAL began to assess needs for the new Museum Certificate Program as well as programs in the Temerlin Advertising Institute.

b) Improve collection management efforts to increase user satisfaction

- (1) Identify and replace missing materials where appropriate and in a timely manner
Ongoing. Units cooperated internally to provide missing or use information to assist with timely monograph replacement. Began using Alibris "wish list" account in order to reduce CIP's workload and to speed processing and payment of out-of-print orders. Made regular use in Periodicals of back volume and missing issue replacement services to fill gaps, replace damaged or missing issues, and offer our own duplicates to other libraries.
- (2) Assess stack maintenance processes so as to improve shelf order
Added 140 shelves to SEL first floor circulating collection to reduce overcrowding and improve shelving. Staff as a whole continued to participate in shelf reading. HAL improved its processes
- (3) Develop a means to collect relevant in-house use data
Made increasing use of both electronic and paper data on periodicals use. HAL implemented PDA technology to gather data.
- (4) Revise collection development policies and library mission statements as needed
FLC Curriculum Collection titles changed to circulating status. Collection development policy developed for the Map Library, and almost completed in the DeGolyer.
- (5) Reduce backlogs of purchased/unaccessioned materials
Prioritized unaccessioned materials for processing. Substantially reduced uncataloged backlogs, particularly in the DeGolyer. All bound journals and state geological survey volumes have been processed. Sent several hundred volumes of SEL gift duplicates to organizations in

the Dallas area.

- (6) Restricted Access Taskforce to review CUL policies on storage of valuable/high risk/fragile materials
Done. Final report submitted with recommendations for storage and retrieval of valuable and high-risk materials. Many recommendations were addressed with the Clean Sweep Project. SEL restricted materials now used in the DeGolyer Reading Room under the same restrictions and supervision as DeGolyer materials.
- (7) Consider transfer of selected current DeGolyer materials to Fondren and de-emphasize current secondary literature acquisition
Ongoing. Transfer of materials begun on a small scale. DeGolyer has drastically curtailed purchase of current secondary literature.

c) Merge collections where appropriate

- (1) Analyze current use of collection space throughout the FLC
FLC Space Planning Group worked on plans for future collection space in a renovated FLC.
- (2) Conduct vigorous weeding of unaccessioned little-used and duplicate material
Ongoing. Over 2,000 print items withdrawn as well as 2,000 LP recordings held in CD format. GIRM conducted major weeding of duplicates throughout the entire Federal Register. Recycled or sold 2,000 volumes from the Collins gift and 3,500 volumes of monographs and journals from the McNaughton gift. DeGolyer has sold several hundred unaccessioned, duplicate and out-of-scope materials.
- (3) Merge specific collections as needed
Various collections moved between the libraries to better serve the public. Federal Documents merger continued apace. Moved the NASA publications out of SEL storage so they are more publicly accessible. Continued evaluation and withdrawal of duplicate and dated SEL reference materials.

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

- (1) Refine processes for acquisition, organization and management of digital resources
Continued to refine processes for communicating information regarding status of electronic resources. CUL Electronic Resources group formed.
- (2) Work with campus departments to prepare for SMU's move toward digital theses and dissertations
Joint discussion ongoing with Dedman Graduate Studies and UMI ProQuest re changes in electronic submission of theses and dissertations.
- (3) Expand current collections of digitized images where appropriate
WW2 digital collection expanded with the addition of the Melvin C. Shaffer collection. Enhancements to that site include a search feature and subject browse interface.
- (4) Reorganize the Digitization Committee to develop, facilitate and plan CUL digitization project
Committee reconvened with new membership. WW2 project further developed. Implemented use of EAD as a standard for web-accessible finding aids. Work begun to develop criteria for developing local digital content.
- (5) Provide a cohesive structure for management of CUL digital resources
Digitization Committee restructured with new charge and membership.
- (6) Convene the E-Serials strategic network and assess responsibilities in light of recent CUL organizational changes
Committee has convened, established its charge and project plan. Actively pursuing recommending serials management tool for managing access to electronic journals.

e) Create a vigorous preservation and conservation program

- (1) Draft a comprehensive preservation program statement for CUL
Fledgling program begun in Map Library with donor funding already received.
- (2) Address preservation needs in all formats across libraries
Ongoing. Some NCMIT programs have been converted to DVD and/or web. A Greer Garson scrapbook was preserved by the NDCC. GIRM staff devised cost-effective and easy to use system for archival-quality storage of WW2 government documents. Map Library purchased Air Source air treatment device to kill 99% of mold. Damaged maps successfully treated and cleaned while rare maps have been relocated to reduce handling.
- (3) Develop financial and staffing support for this program
\$25,000 received from donor for map preservation. Developed a cooperative program with the circulation department to utilize students in mending.
- (4) Provide adequate physical facilities for centralized preservation unit
No progress. On hold for inclusion in the FLC renovation planning process.
- (5) Promote education and training for CUL staff in conservation/preservation techniques
UT-A map librarian visited Map Library to advise staff.
- (6) Improve conservation/mending workflow and record keeping
Mending processes were further standardized and productivity increased with the use of student workers.
- (7) Expand cooperation among campus libraries on preservation/conservation practices
DeGolyer staff trained Map Library staff in preservation techniques.

- (8) Work with library consortia, such as AMIGOS, to optimize preservation efforts
CUL hosted an AMIGOS workshop on "Introduction to Digitization."

f) Develop a separate University Archives Department by 2006

- (1) Secure funding for a full-time position and operating budget allocation
Ongoing. Campus-wide group convened, with CUL Dean included, in order to assess the need for an archivist – Records and Archives Management group (RAM).
- (2) Secure appropriate space for public study areas and for staff processing and storage
Ongoing. Request for additional space included in CUL Dean's proposal to the administration for a campus records management program.
- (3) Work with University legal office and other campus units to obtain appropriate and relevant SMU archival documents on a regular basis
Discussions begun to build support. Two units (Faculty Senate and the FOL) have allowed the processing of their records to be funded pilot projects.
- (4) Start planning to prepare for SMU's centennial in 2011
Ongoing. First steps begun in consciousness-raising and support-building.
- (5) Work with campus units to develop SMU Record Retention/Management plan
Ongoing. CUL Dean presented a comprehensive proposal to the SMU administration for a centralized records management/archives operation.

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

a) Promote CUL resources to the SMU community

- (1) Provide more publicity about existing materials and services
CUL publicity included on the Tyler, Texas DVD set. ATC tools demonstrated to SMU OSSD staff and students.
- (2) Expand current user education workshops to reach the widest possible audience
2,311 users assisted in 185 user education classes, workshops and tours. Online User Education module customized for use at SMU. New User Education training room, website and guides offered. GIRM developed new workshop on "Getting Started with Government Documents." Held Open House at the Ft. Burgwin Library as part of the Fort's 150th Anniversary Celebration where staff provided handouts and featured displays of Ft. Burgwin history and collections.
- (3) Increase promotion of library resources to the faculty, focusing on electronic resources and services in particular
Ongoing. Usage of electronic materials such as ScienceDirect has increased markedly as a result. Pursuing proof of concept pilot project for a library/course resources system utilizing and linking Access.SMU, Voyager library management system, library electronic resources, WebCT, ILL, and digital reference services. Met with faculty and staff participating in Ft. Burgwin activities during Spring/Summer of 2003 to promote library services and ensure collections met their teaching needs.
- (4) Market NCMIT services to campus departments and schools not currently served
Done. Brochure developed and distributed to both new and current clients. Discussions continue with School of Engineering.
- (5) Publish a DeGolyer annual report
In process. Two volumes will be issued for the fall in order to be on track.

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
Provided PONI access to special collections materials in DeGolyer and HAL; added 8,000 e-book titles (NetLibrary); implemented the "Notify Me" project for retrieving materials 'on order' or 'received' through Voyager. Selected video programs tested by NCMIT for web delivery. "Ask a Circulation Question" website developed and local interface for new online reference chat service. 'Disability services' web page linked to SMU OSSD. Revised the FLC and SEL web sites making them more efficient and effective.
- (2) Add and promote electronic information literacy tutorials
Minimally successful. Only one faculty member in Rhetoric took advantage of TILT online instruction module.
- (3) Assess current web pages to ensure they meet users' needs, in particular those of the satellite libraries and community services
Distance Learning Librarian assessed web pages for distance students. HAL's new web site went live 5/15/03.
- (4) Increase access to print and e-resources through web-based subject or collection user guides
Diacritics now properly displayed in OR database.

c) Increase and improve delivery of services to CUL users

- (1) Develop tools to assess user needs
ATC software upgraded to assist users with disabilities. Public Services staff responded to "What's on your mind" suggestion box slips. Computer lab and reference area users were surveyed as part of the Information Commons planning process. Questionnaires were created

to solicit input for both library and non-library users in preparation for developing the FLC renovation case statement.

- (2) Promote and enhance services to distance students: evaluate current services/authentication processes
Library brochures included with School of Engineering videotape deliveries to distance students. Established working partnership with Pony Express office to populate voyager patron records with student barcodes. Developed a User Survey and assessed the needs and satisfaction level with the Ft. Burgwin Library's collections and services during both May and summer terms. White paper presented to assess three years of service to distance users through the programs at the Legacy campus.
- (3) Assess library policies and modify them as necessary to be more responsive to users' needs
New policies drafted regarding staff safety and attempted theft/mutilation of material. Implemented online request function for in-process library materials. HAL is working to standardize the loan periods of Art History materials.
- (4) Improve the quality of the bibliographic database through addition of new records and ongoing maintenance
Began using vendor authority control service and removed all duplicate records. Enhanced access through analytics. Outdated finding aids being converted to digital format for inclusion in PONI.
- (5) Upgrade UPS shipping software
Done. Installed new PC, software upgraded to WorldShip.
- (6) Continue to assess new and beneficial ILL consortia
Done. Joined the LVIS and ULG consortial groups for preferential ILL with '04 cost review scheduled.
- (7) Offer electronic delivery of all ILL articles
Done. Service began January 2003.

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

a) Enhance reference services

- (1) Assess electronic reference services and modify where necessary
QuestionPoint digital reference service implemented fall 2002. User surveys provided high satisfaction ratings.
- (2) Enhance the subject specialization services of reference staff to include faculty liaison responsibilities
Ongoing. Director of SEL performed electronic citation searches for Cox School of Business, the economics department, and the statistics department, providing both expertise and public relations.
- (3) Complete the reorganization of the FLC Reference Department into a team-based unit
Done. Teams will rotate annually.
- (4) Evaluate FLC Electronic Resource Center location, applications and databases
Done. MSoffice applications loaded on all FLC reference computers to facilitate easier research/writing together with XP upgrades and improvements to Internet Explore browsers. ERC to be physically relocated.
- (5) Continue to assess reference service models in all CU libraries
Ongoing in the FLC with the new team organizational model.
- (6) Assess usage of DeGolyer Library for the past 5 years and adjust service levels as needed
Continuing. Tuesday evening hours were discontinued for lack of interest. Evening hours were expanded for two railroad history classes offered through Education and Lifelong Learning.
- (7) Explore use of GIS software to support various academic programs
Done. GIS added to Map Library computers to provide web-based mapping products for patrons. Outreach efforts to geology faculty initiated.

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

- (1) Promote to all faculty
Ongoing. Resignation of User Education librarian delayed progress.
- (2) Customize programs for targeted student populations with an emphasis on online tutorials such as TILT
See A2 b2
- (3) Develop ways to involve staff from all library departments
Staff from CIP taught UE workshops and, with Collection Development staff, conducted tours and worked at the reference desk.
- (4) Expand information literacy program efforts and include evaluation tools
A version of the UT-Austin online module was customized for UE programs. Evaluations still need to be retrieved and analyzed.
- (5) Develop long range User Education proposal to support the objectives of SMU's Strategic Enrollment Management Plan
Completed by User Education Librarian before she left.

c) Develop campus partnerships to increase information literacy efforts

- (1) Seek partnerships with academic departments and offices for expansion of library's role in information literacy instruction
Discussions ongoing for the first year experience. The Information Commons will be in full swing for the fall semester.
- (2) Develop involvement in curriculum planning for both graduate and undergraduate courses where appropriate

Research Methods course taught for Continuing Education as well as a course in the Meadows School.

- (3) Expand library outreach to educate and provide opportunities to unique SMU student populations and orientation events (e.g. international, graduate, honors, President's Scholars, AARO, First Year Experience)
Ongoing. The library component in the President's Scholars orientation program is being revamped and User Education librarians are participating in WOW and One Stop Shop.

4) Develop outreach and community programs

a) Increase campus awareness of library exhibits and events

- (1) Work on exhibits with other campus groups to highlight academic areas
Permanent exhibit of Film Collection treasures opened at HAL. FLC Exhibit Committee developed direct line to Public Affairs staff so as to generate greater publicity. DeGolyer partnership with the Meadows School for the Horton Foote events was extremely successful.
- (2) Publicize CUL activities in campus press, targeted local publications, and on SMU's web pages
Tyler, Texas collection TIFB DVD grant received local, regional and national coverage, as did the expanding collection of Trans-Mississippi cookbooks in the DeGolyer. Considerable publicity generated locally for the Horton Foote events.
- (3) Continue to send CUL publications to BOT members and others as appropriate
2002 CUL Annual Report set a new high. CUL newsletter Annotations won the 2003 CASE silver award. DeGolyer published a French railroad catalog and a Horton Foote keepsake volume.
- (4) Complete CUL development video and integrate into PR activities
Done. Video has been used by SMU PR and parts of it incorporated into the Tyler, Texas DVD.

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
Developed two different IIS brochures for use in promoting services to the business community and distributed to over 200 potential clients and current members. A revised glossy version is almost complete. Program now known solely as IIS. Updated and improved the IIS web site.
- (2) Develop expanded marketing plan
Contacted over 130 membership prospects and 55 expiring memberships for renewal. Planning for the coming year included a new glossy brochure, improved web site, partnering with other SMU departments to assist in marketing the program or in referring clients, and the use of local and state-wide directories to develop prospects. Distributed new brochures to various SMU sites such as FLC Circulation, FLC Reference Desk, BIC Circulation & Information Desk; and Underwood Law Library Reference.
- (3) Aggressively expand customer base
Obtained 11 new members and 46 renewal members. Made presentations to six SMU faculty members seeking their help in referring potential clients to IIS and spoke at Rotary Club International meetings.
- (4) Look at ways to streamline document delivery services
Developed ways to scan documents directly into PDF files and transmit them to clients.
- (5) Develop more efficient business practices, including use of ILLiad as appropriate, and increase customer charges
In process. Began ILLiad interlibrary loan setup, created templates, developed billing tables. Reduced salary expenses in order to remain within budget. Increased cost of some services.

c) Develop outreach efforts with campus, community and professional groups

- (1) Promote library internships with neighboring library schools
FLC reference department hosted a UNT intern spring semester.
- (2) Develop partnerships and volunteer opportunities, as needed, with area schools, colleges, libraries, museums and other cultural organizations
Assisted the BRIT with implementation of its online catalog, including building its database. DeGolyer partnered with the activities of "Legacies" and the Dallas History Conference, the "Age of Steam" and the Model Railroad Society.
- (3) Work with Alumni Office to develop joint initiatives
CUL Dean invited to participate in Homecoming Parade.
- (4) Continue working with CUL Student Advisory Council to assess CUL services, collections and facilities
"What's on your mind" suggestion box slips shared with CULSAC to get their input. Members filled out assessment tools for the FLC renovation planning process and the Information Commons.
- (5) Use the Friends of the Libraries for joint sponsorship opportunities
FOL partnered with internal units, such as DeGolyer and HAL, as well as external campus units such as the Meadows Museum (book club discussions) and the Clements Center for Southwest Studies.
- (6) Work with other campus groups to develop programs such as 'Writer in Residence'
Discussions have taken place with several faculty members in the Creative Writing program. CUL Dean invited to speak at SMU ESL student graduation.
- (7) Explore ways to integrate the DeGolyer collections into the SMU curriculum

Classes in Women's History, Native American History and History of Photography used DeGolyer collections extensively. DeGolyer staff worked with faculty to increase awareness of holdings in American Civil War, History of Science, Literature, and Business History.

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
Proposal submitted to the administration to return librarian benefits to pre-1995 levels for enhanced retention. Annual pool of money established by the Provost's office for librarian promotions. Faculty Senate passed a resolution asking the Provost for increased student worker funds.
- (2) Evaluate staff mentoring program
Staff surveyed to determine next steps for the program.
- (3) Provide training for cross-functional work to provide efficient and effective delivery of services and processing of library materials
Created cross-departmental group in order to manage electronic periodicals. DeGolyer and other staff trained in CIP processes. CIP held its second staff development day, refined training and expanded internal process documentation. FLC Information Commons subgroup developed cross training plan for reference and computer lab student workers within the new Information Commons. FLC Reference User Services team demonstrated ATC equipment for reference staff and SMU OSSD staff/ students. LEAD Committee organized technical training sessions led by CULISS staff.
- (4) Provide opportunities for timely and targeted dissemination of information from professional conferences and workshops
LEAD programs included brown bag lunches to share information from professional conferences.
- (5) Solicit staff input regarding training needs; provide, publicize and support technical and management training
Held library-wide discussion re potential purchase of Table of Contents service. CIP evaluated its productivity day strategy, developed an orientation process for non-CIP staff and did a training debriefing for all new employees after 3 months. CUL staff attended Voyager EndUser Group Conferences, ITS and WebTrends statistical software and Unix operating system and C programming training sessions, as well as ALA, TLA, AMIGOS, LITA, EduCause, and CNI meetings.
- (6) Review and revise CUL-wide training for student workers
CIP student worker training and orientation processes updated. Newly created CIP Student Advisory group led to more efficient hiring and scheduling of student workers. FLC reference staff support team developed comprehensive student training process, and added visual tools to help with getting to know each other.
- (7) Revamp hiring, promotion and reclassification procedures
Done. One librarian promoted under the new procedures.
- (8) Develop standardized CUL-wide orientation materials for new staff
Ongoing in all areas. FLC Reference Support Team developed a reference desk-training program that included 'shadowing' of experienced reference staff for new librarians. CULISS provided technology-related orientation for new staff members and refined technical orientation materials.
- (9) Promote staff retention and manager training through support of continuing education and staff development opportunities
Ongoing. CUL hosted two AMIGOS cataloging workshops. Many staff participated in the PHOENIX Professional Development day at UT-Arlington and SMU Staff Development Day.
- (10) Recognize staff for both individual and collaborative efforts
CUL student received the SMU Libraries Recognition Award. CUL 2nd annual Team Award given to the Exhibits Committee. Annual Service Awards ceremony held in March. Other occasions recognized internally.

b) Organize CUL staff to effectively support library services

- (1) Assess user needs, workload demands, and building configurations to determine any restructuring of the organization and/or reallocation of staff
Cross-departmental teams created for electronic resources and digital management solutions.
- (2) Enhance or strengthen relationships with other SMU Libraries and campus departments
Participated in SMU process for IT strategic planning on the following committees: CoLD, ATSC and several UCIT committees. With other colleagues, established a campus technology 'blue sky' group – GRITS (GrassRoots Information Technology Seekers.)
- (3) Streamline workflow and policies across CU libraries
Initiation of Vendor Assisted Selection, Cataloging, and Authority Control program. Implementation of e-mail courtesy notices

- facilitated discussion of coordinating policies and procedures in this area.*
- (4) Develop policies for providing services for CUL's many varied categories of users
Surveys done to solicit information for improved copier services and in the area of patron authentication. Surveyed selected libraries to assess their public PC security/ access policies.
 - (5) Develop assessment and evaluation tools, including historical statistical profile
Some work begun, particularly in the area of overall basic CUL historical data for administrative use.
 - (6) Collect and use data to improve library services in light of SACS recommendations
Public Services produced, collected and maintained Institutional Effectiveness plans for compliance with SACS requirements. Participating in implementing recommendations in the SMU IT Strategic Plan
 - (7) Complete the reorganization of the Reference Department into a team-based unit
Done: new FLC Reference team based unit has been functioning efficiently and effectively for the past year. Staff have evaluated team performance and made changes to improve the next year's team performance. Team membership and coordinators have rotated according to the original plan.

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 systems (e.g.PONI/Voyager/PeopleSoft/MS)

- (1) Evaluate and implement future modules and functionality as appropriate
Implemented Voyager 2000.1.1 and new Voyager to PeopleSoft interface. Assessed Voyage bindery module but decided not to implement. Expanded EDI processing; began to explore YBP's new Gobi 2 system and OCLC PromptCat. Evaluated several products for E-Resource management (ENCompass, Linkfinder Plus); no recommendation to implement at this time. Upgraded to ILLiad v.6, resulting in greater staff productivity.
- (2) Explore new ways to streamline technical processing tasks
Initiated exploration and analysis of VASCAC program. Developed process to outsource authority work in order to leverage high-level catalogers' time. Began utilizing acquisitions defaults in Voyager 2000.1.1, as well as the 'Pick and Scan' functionality to expedite withdrawals and location changes. Provided four major bulk record updates, allowing technical services staff to devote time to other areas
- (3) Strive for continued improvement with upgraded public interfaces and new systems releases
SDI capability tested in Voyager.
- (4) Expand EDI implementation of business transactions to other vendors
Further progress on invoice EDI delayed due to the implementation of various portions of the VASCAC (Vendor Assisted Selection, Cataloging, and Authority Control) initiative.
- (5) Develop more useful OPAC and database usage statistics
Ongoing. PONI logs are sampled for one week a semester. Counts of other web functions are taken at the end of the semester. Statistics being collected for hits, visits and visitors of the PONI home page. A group of cross-functional staff members from several SMU libraries completed the analysis of specific PONI online library catalog usage web logs and tables to determine the statistical and user information available and implemented a schedule for sampling OPAC log extract data several times a year. In addition, implemented graphical and search option changes to the PONI online library catalog based on compiled results of usability testing.
- (6) Expand use of e-mail notices to users as appropriate
Done: FLC circulation department implemented e-mail courtesy notices.
- (7) Continue to develop Voyager reports, as requested
Created over 30 management reports to assist with staff projects (standing orders, Dewey materials, inventory, usage patterns etc.)
- (8) Develop more useful in-house statistics
Began work to develop useful statistical overview/ history.
- (9) Explore use of Table of Contents product to enhance bibliographic access to purchased materials
After intensive research and an open staff forum, it was decided not to pursue purchasing this service.
- (10) Assess branch libraries' specialized processing needs and adjust service levels as appropriate
Increased use of special collections collection-level records in PONI. Focused particularly on DeGohyer backlogs and training in archival processing. Utilized the Sagebrush library automation vendor to improve quality of the Athena online catalog database at the Fort Burgwin Library.
- (11) Investigate costs and licensing of Voyager test server
Done. Test server purchased and installed. This will provide a true test and development environment for future library management system upgrades.
- (12) Assess MS XP for CUL migration when possible
Assessed and tested the Microsoft XP operating system and began installing in new PCs.

b. Integrate library information systems with other campus/non-campus systems

- Implemented web-based Kronos system; implemented EDI to import invoice data from PeopleSoft; tested new PeopleSoft release.*
- (1) Promote wireless networking technology to enhance access to resources

- Wireless installation completed in all CUL libraries. Provided loan of laptops with wireless cards for staff to use in the libraries.*
- (2) Work with appropriate campus groups to upgrade and maintain technology in classrooms and develop plans for funding these upgrades
NCMIT completed classroom support projects in the Dedman Life Sciences and Jerry Junkins Engineering Buildings as well as the designs for the Blanton Building. Work ongoing in numerous Dedman classrooms and the Hart eCenter. As part of the Information Commons project, obtained TIFB grant funding to upgrade computers and projection technology for the Bruton Lab training.
 - (3) Develop and implement plans to make the SMU campus cable system as functional as possible; contribute as needed to redesign of Belo Studio
Connection from Journalism Studio to NCMIT completed, student programming now active. Some work remains to physically move the head end (campus cable system entry point) from the School of Engineering.
 - (4) Compile necessary manuals to document equipment/software support
CULISS provided new Voyager library system manuals and updates as appropriate with upgrades to the system.
 - (5) Enhance FOL and donor databases for greater efficiency
Added "email contact" functionality to donor database

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

- (1) Re-convene the Digitization Committee to develop, facilitate and plan digitization projects
Done. Charge revised, digital collections web pages revised and expanded.
- (2) Identify possible sources of funding for digital library projects
Grant submitted to APEX Content Search to digitize WW2 newspapers. Digitization Committee developing a grant requirements checklist. Identified need for SMU libraries to have technical support for digital content in the Addendum to Strategic Plan for Information Technology at SMU.
- (3) Purchase software/hardware to expand capacity for program support
Digital camera and laptop computer purchased for GIRM department from Smallwood Foundation Grant funds to support digital initiatives and streamline work processes. Analyzed current disk space and future growth and purchased additional disk storage to support storage and archiving of digital images for SMU Libraries.
- (4) Cooperate/coordinate with other SMU departments on digitization projects
On-going. Requested funding from UCIT for a Digital Content Manager to manage library digital projects (request was tabled and must be re-submitted in Fall, 2003).
- (5) Provide appropriate staff training in digital and other new technologies
CUL hosted an AMIGOS workshop on "Introduction to Digitization." Map Library staff attended GIS conferences. Staff supported and trained in the use of the large format printer.
- (6) Work with outside vendors to explore commercial opportunities for revenue sources
Some vendors have initiated discussions but nothing appropriate materialized

3) Create an environment conducive to quality education and work

a) Provide adequate space for users, operations and collections

- (1) Begin planning process to develop plans for a unified Fondren Library Center
FLC Space Planning group convened to organize ideas and lay the groundwork for future planning for the renovation of the FLC in the next SMU capital campaign. Membership includes CUL staff, faculty, students, CPPO and ITS staff.
- (2) Reclaim space currently in use by non-library tenants
Reclaimed rooms in the SIC basement from the Biology Dept. and the Electron Microscope area. Reclaimed space on the 3rd floor of SIC formerly used by the Mechanical Engineering Department. Reclaimed space from the ACS labs on the 3rd and basement floors of FLW. Discussions underway with other non-library tenants.
- (3) Review space in all libraries on a continual basis for increased efficiency; formulate plans to relieve space shortages as needed
Moved secure storage and desktop technology workroom to FLE to provide more efficient work and storage area for Systems/ CULISS and NCMIT. Removed hundreds of duplicate volumes from the SEL basement and distributed to local organizations. Added 140 shelves to SEL first floor circulating collection to reduce overcrowding and improve shelving
- (4) Partner with ITS to create an Information Commons on the first floor of FLE
Done: ACS computer labs moved down to the FLE reference area in a newly created Information Commons area. The area is being rearranged to consolidate book stacks and allow for even more open computer study space. The Information Commons @ Fondren Library will be staffed by both ITS and CUL staff.
- (5) Assess Hamon Library potential for similar project
HAL Information Commons began operation Spring semester '03. Network connectivity was expanded and listening stations combined with productivity applications for a 'one-stop shop' approach.
- (6) Work with Food Services to reassess feasibility of Internet Café concept
Several meetings held. An evaluation of traffic and gate counts led Food Services to determine that there is not enough traffic to justify a

- full café function at this point. Traffic surveying will continue throughout the next year as the new Information Commons gets underway.*
- (7) Improve building security in all libraries
Digital Video Recording Security System implemented in FLC. Additional security cameras installed throughout. Worked with campus Police Department to set up networking/PCs for new security cameras as well as PC for use by security officer to monitor data on a regular basis. Fire code violations addressed. New procedures established to tighten building security implemented in the areas of key control, access readers, security policy revisions and door exits.
 - (8) Continue to revise disaster planning process and procedures
Building Emergency Manual completed and revised. Plans underway to merge it with the CUL Disaster Manual. CUL Dean worked at campus level to develop critical records management recommendations.
 - (9) Keep fire emergency evacuation plans in line with campus emergency planning process; conduct regular fire drills, review emergency exit signage
FLC complex now in full fire code compliance. Successful fire drills conducted with new evacuation plan.
 - (10) Work with SMU-in-Taos staff and others to design and build new Fort Burgwin library facility
Continued to coordinate floor plans and details for the new library building with program staff, local architects, and SMU CPPO staff. Project is slated for completion late spring or early summer 2004.

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

- (1) Improve current microfilm services and equipment
Digital microfilm reader/scanner purchased from FOL grant funds.
- (2) Plan and obtain funding for compact or off-site storage of lesser-used materials where needed
HAL pursuing donation of compact shelving from vendor for special collections area. Price quotations received for compact shelving in the SEL basement.
- (3) Renew and refurbish CUL buildings as needed and opportunity permits to ensure that all buildings are welcoming, safe, and well functioning environments
Texana Room refurbishment funded and almost completed. DeGolyer lobby painted for the first time in 25 years and worn carpet removed. HAL stairwells painted spring '03. Created low-cost new secure storage, workroom, and meeting room space for Systems and CULISS to improve desktop support productivity. Renovated previous Digital Commons area into conference room, viewing area and equipment space for NCMIT. Replaced floor materials on the SEL east stairwell including all areas between the basement and the 3rd floor.
- (4) Provide adequate workspace with ergonomic furniture and equipment for staff members to carry out their duties
Ongoing. Task chairs replaced with more ergonomic versions; continued to upgrade PCs and add memory; installed 'slave' monitors in several workstations for multitasking in different software; added laptops to the work areas for student workers to save space. Purchased furniture and specialized equipment as required. Made availability of loaner laptops more widely known to staff. Installed new flat screen monitor for ISEM Library and provided ergonomic equipment for CUL Fort Burgwin Library office.
- (5) Explore enhanced security options for new PCs/flat panel screens
Ongoing. Installed security strips on flat panel monitors, scanners, and some Ethernet cables. Engraved flat panel monitors with identifying information.
- (6) Provide user-friendly, reliable service from CUL change machines and copy card vending machines
Ongoing. Participated in SMU copier contract planning for reliable, user-friendly copy card and change machines in new contract. 'Copier Survey' administered to solicit input.
- (7) Increase available group study space
Done. Two additional group study rooms made available when staff members relocated their offices.

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

- (1) Obtain a new roof for SEL
Done. No roof leakage has occurred since the installation!
- (2) Maintain and upgrade library classrooms, offices, public equipment, furniture, carpeting, paint, and physical appearance on a scheduled and/or grant-funded basis
Progress made in all areas. Upgrading of public PCs became a top priority with over 46 public computers installed (30 new PCs and 16 previously used better PCs) to both increase number available and to replace obsolete equipment. Upgraded Bruton Lab classroom with purchase and installation of 15 new PCs and a new projector installed in the ceiling. Installed over 50 staff PCs (including new and previously used better PCs).
- (3) Dispose of badly worn, obsolete and unrepairable furniture/equipment
Project Clean Sweep, conducted over the fall break, enabled staff in all areas of CUL to spend several days collecting and disposing of obsolete furniture. The card catalog was also removed and all cards recycled. Over 60 PCs were discarded.
- (3) Develop a climate-controlled environment for proper preservation and storage of all rare and unique collections
Ongoing. Map Library purchased Air Source treatment device to kill 99% mold. Damaged maps successfully treated and cleaned while rare maps have been relocated to reduce handling. Temperatures were lowered in the DeGolyer stack areas to improve the storage situation somewhat.

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

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 check-off box deleted from Annual Fund materials but will be returned. Worked to expand CUL's presence on the "Giving to SMU" website. Continued working with SMU Communications Management team to enhance CUL's presence in Parent mailings/ initiatives and year-round telemarketing efforts.
- (2) Work with the SMU Library Executive Board to develop its potential and capability for fund raising
Ongoing. LEB exceeded its \$75,000 goal for renovation/ design plans. Several board members were involved in Zero-K Run planning and the Class of '62 solicitation.
- (3) Develop a stronger benefits package for FOL members at higher membership levels
Offered canvas bags for increasing membership level and 12 members took advantage of this. Discussions ongoing about offering additional incentives, including Stanley Marcus miniature books and special DeGolyer tours.

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
Reintroduced the opportunity for members to purchase bricks and pavers in the FOL plaza to raise money for the endowment. Partnered with the Clements Center and the Meadows Museum to expand awareness and encourage new memberships.
- (2) Investigate the concept of a "young friends" group
No progress.
- (3) Work with Class of '62 on 40th Reunion gift for CUL
Completed. Coordinated efforts between members of the Class of '62 and Central Development to create the Class of '62 Library Materials Endowment with over \$12,000 raised.
- (4) Develop funding plan to endow appropriate library positions (e.g. Dean and Director, CUL; Director of the Hamon Arts Library; Film Librarian/ Archivist position)
Ongoing. Initial solicitations unsuccessful. Next step is to identify targeted prospects for each position and make a specific ask.
- (5) Designate significant dates in CUL history as fund raising opportunities
Foscoe Map Library rededicated during the spring Faculty Recognition Day event. FOL initiated a "bricks and pavers" fundraising drive for the 10th anniversary of the FOL endowment.
- (6) Pursue commercial fund raising opportunities
Ongoing. Partnering with SMU corporate/ foundation relations staff to research opportunities. Redesigning IIS brochure with a view to marketing it more strongly to the corporate sector both for its services and to solicit philanthropic support. Tyler, Texas DVDs being prepared for sale.
- (7) Continue annual fund-raising drive for Faculty Plaza
Successfully completed for this year. \$3,000 in gifts (10 new bricks and pavers) was added to the Faculty Library Endowment Fund.
- (8) Develop "giving circle" to recognize major donors to the FLC renovation project
Complete. Established the Fondren Library Leadership Circle to recognize donors at the \$5,000 level and above to the FLC renovation project.
- (9) Expand and consolidate stewardship efforts
Ongoing. In addition to traditional thank you letters/ post cards, premium gifts were developed to recognize and thank many donors (crystal book paperweights for FLLC members, t-shirts for Zero-K participants, coasters and bags for FOL members). 10th Anniversary Tea held at the President's house for the AWSW.
- (10) Continue to develop targeted fund raising opportunities (e.g. Zero-K Run, WWII Gov. Docs. Digital Library, Bywaters Special Collections, DeGolyer's AWSW collection)
Developed a cost-recovery+ program for selling reproductions from the Melvin C. Shaffer Collection; ISEM Library held a Book Fair and generated funds to add periodicals and monographs. Ft. Burgwin Library received a President's Partners grant to purchase videos needed for SMU in Taos programs. 1st Zero-K Run held on Labor Day and deemed a 'novelty' hit if not a monetary success. The next iteration will be tweaked in order improve the fundraising capability
- (11) Identify and cultivate donors with specific library-related interests
Donors have been successfully cultivated with specific interests in the areas of maps, Texana, renovation, publications and future planning. These efforts are time-consuming with work put in by many members of the CUL staff, yet extremely rewarding when successful.
- (12) Position CUL to play a greater role in the next SMU capital campaign
Ongoing. First step of raising money for the FLC Complex renovation was successful. Networking efforts with other constituencies on campus have been successful. Current awareness efforts are ongoing and work has begun to officially place this effort in the SMU master-planning process.

GLOSSARY

ACS	Academic Computing Services
ALA	American Library Association
Alibris	Online out-of-print book vendor
AMIGOS	Local library services consortium
ARL	Association of Research Libraries
ATC	CUL's Assistive Technology Center, located in FLE
ATSC	SMU Libraries' Academic Technology Steering Committee
AWSW	Archives of Women of the Southwest
BIC	Business Information Center
BRIT	Botanical Research Institute of Texas, located in Fort Worth
CIP	CUL's Center for Information Processing
CMIT	Norwick Center for Media & Instructional Technology, in CUL
CoLD	SMU's Council of Library Directors
CPPO	SMU's Campus Planning and Plant Operations
CTE	Center for Teaching Excellence
CUL	Central University Libraries
CULSAC	CUL Student Advisory Council
CULISS	CUL Information Systems Support Department
DeGolyer	DeGolyer Library of Special Collections in CUL
EAD	Encoded Archival Description, a specialized cataloging format
EDI	Electronic Data Exchange
ERC	CUL's Electronic Resources Center
ESL	SMU's English as a Second Language program
FLC	Fondren Library Center complex
FLE	Fondren Library east building
FLW	Fondren Library West building
FOL	Friends of the SMU Libraries organization
GIRM	CUL's Government Information Resources & Maps Department
GIS	Geographic Information System software
HAL	Jake & Nancy Hamon Arts Library in CUL
IIS	CUL's Industrial Information Services, a corporate research service
ILL	Interlibrary Loan
ILLiad	ILL online module
ISO	International Organization for Standardization, responsible for defining network communications standards
IT	Information Technology
ITS	SMU's Information Technology Services dept.
JSTOR	Electronic journal archive
KLUWER	Major international library vendor
LC	Library of Congress
LEAD	CUL's Library Enrichment and Development standing committee
LEB	SMU Library Executive Board
LVIS	Libraries Very Interested in Sharing – ILL consortium
MS	Microsoft
NCMIT	Norwick Center for Media & Instructional Technology, in CUL
NDCC	Northeast Document Conservation Center
NetLibrary	Collection of electronic books
OCLC	One of CUL's primary library vendors for automated services
OR	Online Resources database and/or cross-functional team
OSSD	SMU's Office of Services for Students with Disabilities
PDA	Personal Digital Assistant – handheld computing device
PHOENIX	Local academic library consortium

PONI	SMU Libraries Public Online Information System - the OPAC
RLIN	Research Libraries Information Network
SACS	SMU's accrediting body, the Southern Association of Colleges and Schools
SEL	Science & Engineering Library
SIC	Science Information Center - the building that houses the SEL
TICUL	Texas Independent College and University Libraries consortium
TIFB	Telecommunications Infrastructure Funding Board
TILT	Texas Information Literacy Tutorial - online user education module
TLA	Texas Library Association
UCIT	University Committee on Information Technology
UE	CUL User Education Department
ULG	University Library Group consortium
UMI ProQuest	Library vendor specializing in online/microfilm theses and dissertations
VASCAC	Vendor Assisted Selection, Cataloging and Authority Control
Voyager	SMU's library information system, marketed by Endeavor Systems. PONI is the OPAC module
WebCT	SMU's course management software
WOW	SMU's Week of Welcome program for freshman
YBP	Yankee Book Peddler – library book vendor