Central University Libraries
Strategic Plan
2000-2005

PROGRESS UPDATE
2003-2004

Southern
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University

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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
   Initiated a consortial agreement with area schools for Kluwer journals. HAL worked on start-up of Dallas Art Library Consortium and discussed joint purchase of ArtSTOR.
(2) Partner with campus schools and departments to secure additional resources
   Partnered with the chemistry, English, history, anthropology and political science departments, the BIC and Bridwell Library to purchase resources. IIS donated books to CUL that had been purchased for corporate research use. HAL continued working with Division of Cinema/Television on public domain leasing to the Asian market, sending sample reel and title list to Medallion Media Co./TAMS Co. GIRM investigated consortial purchasing of digital products when funds become available.
(3) Evaluate and reduce duplicate resources
   Duplicate U.S. Geological Survey Bulletins were withdrawn and offered for sale. Duplication of periodicals in print and electronic formats was reduced overall. Duplication between Fondren and Bridwell Libraries has been reduced. DeGolyer has begun to aggressively weed its collection of non-rare and out-of-scope materials.
(4) Review periodicals listings in targeted science and engineering departments
   The biology department's journal list was significantly changed and improved. IEEE subscription options were reviewed.
(5) Monitor vendor performance through Voyager software
   Added new CD approval plan for Hamon.
(6) Study the benefits of reducing binding for JSTOR e-journals and others, in conjunction with consortial libraries
   The Phoenix JSTOR study was largely completed, enabling participating libraries to significantly reduce their binding of JSTOR journals.
(7) Examine binding practices for journals represented archivally in print
   See above. More changes will be made next year. At the same time, CUL switched to a new binder promising cheaper rates. Unfortunately, the products were inferior and we recontracted with the original binder.
(8) Participate in curricular review of new programs to prepare library impact statements
   Ongoing.

b) Improve collection management efforts to increase user satisfaction
(1) Identify and replace missing materials where appropriate and in a timely manner
   Fine-tuned the program to replace missing materials as appropriate. FLC Circulation declared over 400 items lost or missing which were tagged for replacement and/or withdrawal. Review of USGS bulletin duplicates allowed for replacement of missing maps, charts and graphs in the collection. GIRM replaced 10 U.S. Decennial census volumes thanks to FOL funding.
(2) Assess stack maintenance processes so as to improve shelf order and reduce patron complaints
   Moving collections from the old to the new library at Fort Burgwin allowed for improved shelf order and arrangement. The ISEM library added new shelving, shifted and reorganized its collection to provide additional growth space.
(3) Continue to encourage better collection of in-house use data
   Ongoing: Public Services staff continue to search for better reports of in-house data.

(4) Revise collection development policies and library mission statements as needed, with particular reference to limited access current periodicals
HAL revised policies in Theater and Dance. Map Library completed its collection development policy. CUL has reduced the number of periodical subscriptions that are limited access. A 'dummy' copy in the shelving area alerts readers that they need to go to the periodicals office.

(5) Process high priority unaccessioned collections identified through the Housekeeping/Collections initiative
Processed the 332-item Gallup Collection, the Herron Collection and 1158 titles from the Marcus gift for the DeGolyer. Processed portions of the Wendorff collection for Fort Burgwin. Reduced backlogs of materials requiring copy cataloging.

(6) Maintain appropriate cataloging levels despite upcoming staffing vacancies
Purchase of SerialsSolutions software in January 2004 allowed us to offer an unprecedented number of bibliographic records for E-journals to which SMU Libraries have subscription access.

(7) Continue transfer of selected current DeGolyer materials to Fondren and de-emphasize current secondary literature acquisition
Ongoing: used reports to identify appropriate materials and eliminate unnecessary duplication, a more efficient way to avoid overloading Fondren's stacks. DeGolyer has reduced purchasing in the areas of current imprints and secondary literature.

(8) Return DeGolyer materials to LC classification as space becomes available
Almost completed. Reclassified all the DeGolyer cookbooks to LC and created a model for reclassifying other collections.

(9) Complete transfer of Bridwell titles
Almost completed: an additional 20 boxes of oversize books will be transferred in the coming year. Circulation staff shifted stacks to accommodate the books added to date.

(10) Join the ARL initiative to provide access to hidden unique collections
CUL staff attended a workshop on providing access to these collections, and processed two finding aids for our unique collections to be accessed through PONI and the Texas Archival Resources Online web page.

(11) Examine policies and procedures for restricted access locations, particularly in the Fondren and Science cages.
Ongoing. Should be able to move some caged books from Science to DeGolyer by Christmas. The Voyager OPAC team and FLC circulation staff are investigating ways to improve the process of paging items from storage.

c) Merge collections where appropriate

(1) Analyze current use of collection space throughout the FLC
FLC reference User Services team reduced the size of the reference collection to make more room for computer workstations and study areas in the Information Commons. A planning process was initiated for adding shelving in the HAL circulating collections. SEL worked with vendors to evaluate plans and prices for basement compact shelving. FLC collection development staff will make this part of their planning for the renovation.

(2) Conduct vigorous weeding of unaccessioned, little-used, and duplicate material
See A1, b7. Fondren Library sold a large group of unneeded duplicates to a dealer, sent unneeded duplicate maps to the Bibliotheca Alexandrina in Egypt and withdrew over 7,000 little used materials (including 6,800 annual reports.) HAL continued to weed the LP collection and replace with CDs where appropriate. Efforts continue in the DeGolyer.

(3) Merge specific collections as needed, paying particular attention to the SEL McNaughton/DeGolyer/Dewey collections
See A1b7. These collections will be transferred as space permits.

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

(1) Develop and provide a cohesive structure for management of CUL digital resources, led by the Digitization Committee
Hired a Digital Content Manager. Guidelines and planning forms for Digitization Projects drafted by the Committee and approved by the SMU libraries. Created web accessible finding aids for the Homer DeGolyer and Greer Garson collections. Expanded participation in the Texas Archival Resources Online project, providing web access to archival collections.

(2) Continue to add digital images to existing collections; explore funding opportunities
Over 60 documents were added to the WWII site and a gift of 600 photographs was received from another army photographer Frank J. Davis. Discussions underway to explore subscribing to the ArtSTOR database.

(3) Pursue opportunities for funding Digital Content Manager position
Done: UCIT funding awarded for two years.

(4) Implement serials management tool and assess its effectiveness for providing access to electronic journals
Successfully implemented SerialsSolutions, a serials management tool. Early indications are that it is highly effective at providing access to electronic journals. Evaluation is planned to look at record quality, accessibility and user education needs.

(5) Work with campus departments to prepare for SMU's move toward digital theses and dissertations
The first electronic dissertations were submitted to ProQuest Digital Dissertations in early 2004. ILL staff met with Dedman Graduate Studies Director to discuss ILL and archival issues.

e) Create a vigorous preservation and conservation program

(1) Address preservation needs in all formats across libraries; maintain and expand workflow/treatment statistics
Received funding for preservation microfilming of Belo radio/TV notebooks and for digitization of Belo 16mm newsfilm to DVD. FLE staff keep statistics of numbers of items treated.

(2) Develop a decision tree for preservation/reformat/withdrawal decisions across all subject areas
Circulation staff make decisions on the obvious cases and route problematic material to collection development for a treatment decision.

(3) Refresh the membership of the CUL Conservation/Preservation Taskforce in light of staff retirements/transfers
Ongoing: a new member has been added.

(4) Draft plan and timeline to expend funds donated for map preservation
Two five-drawer flat file cases were purchased for immediate use. Discussions are ongoing for future purchases.

(5) Promote education and training for CUL staff in conservation/preservation techniques, to include a component in the new staff orientation/training program
FLC Circulation staff were trained to do basic book preservation/repair.

(6) Expand cooperation among campus libraries on preservation/conservation practices
No work in this area during this academic year.

(7) Work with library consortia, such as AMIGOS, to optimize preservation efforts
No opportunities this year.

f) Develop a separate University Archives Department by 2006

(1) Secure funding for a full-time position and operating budget allocation
Funding received for three years from two local foundations. Position search completed. SMU Administration has verbally committed to continuing this funding after three years.

(2) Secure appropriate space, particularly for staff processing and storage
DeGolyer collections and offices have been rearranged so as to prepare for an archivist. Book collections have been moved from the basement to allow for increased archival collections. Additional shelving was added in the Reading Room to accommodate the books. Shelves will be added to the FLW hallways. Former ITS space has been converted into offices.

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

(4) Start planning to prepare for SMU's centennial in 2011
Held "archives fair" for the SMU Libraries Executive Board to educate members on our needs and timeframe.

(5) Work with campus units to develop SMU Record Retention/Management plan
Little progress. No funding or mandate received from SMU Administration. New Digital Content Manager advised SMU's PR units on how to store their digital archive.

(6) Improve, reorganize and reformat (as needed) SMU Video Archive
CMIT added 10 interviews to its Video Archives Series.

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
Received national and international coverage of the Tyler, Texas Black Film Collection DVD, various archival collections

and material pertinent to the 40th anniversary of the Kennedy Assassination. CUL Director for Marketing and External Relations attended monthly meetings with Public Affairs staff to inform them of new acquisitions and services, and to strategize how to publicize CUL to the campus and community. SMU Woman's Club participated in a library information session at DeGolyer and toured other areas in Fondren Library. Public Affairs staff attended workshop on electronic databases and researching techniques. Developed an "archives fair" for the SMU Libraries Executive Board to increase their awareness of university archives needs. DeGolyer events posted increased attendance.

(2) Expand current user education workshops to reach the widest possible audience
CUL User Education staff were part of the effort that made the Temerlin Advertising Institute at the Meadows School of the Arts the 2004 champions of the American Advertising Federation National Student Advertising Competition and were acknowledged for their contribution. UE has begun to explore strategic partnerships with groups such as the Women's Center, the Honors Program and the Hunt Scholars to provide targeted workshops.

(3) Increase promotion of library resources to the faculty, focusing on electronic resources and services and the new serials management tool
Faculty liaison contacts promoted library resources to economics department by developing a Research Guide in Economics http://www.smu.edu/cul/ue/guides/economics.html and linking it from the Economic Departments Webpage http://www.smu.edu/economics/resources/links/links.htm. Promoted resources to the Tate Lecture Book Club by developing guides of mostly electronic resources. Created customized workshop and Web Page for SMU Public Affairs staff. Faculty were surveyed in Spring 2004 regarding potential use of a Library Course Resources product and the SerialsSolutions implementation. IIS staff assisted business and economics faculty with citation searching for tenure reviews.

(4) Find ways to promote library materials within current course management systems
Through contacts with library staff, rhetoric faculty have included Library Research Guides on their web pages.

(5) Develop a 'proof of concept' pilot project for a library/course resources system utilizing and linking Access.SMU, Voyager, electronic resources, WebCT, ILLiad and digital reference services.
UE expended a considerable amount of effort in developing a proof of concept pilot project for a library course resources system. Initial plans did not materialize, goals will be reformulated and the process reassessed.

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
Replaced old LinkBot web link check software with Web Link Validator 3.2 product and loaded new pop-up menu software. Distance Learning Library Services and SMU-in-Legacy Library Resources & Services web pages were updated and expanded. Map Library web pages were revised. Staff began revision of GIRM department website. A major initiative is in progress to revise and reorganize pathfinders to assist library users in finding appropriate resources. Approximately 40 core Federal and State government information resources were included in the Online Resources pages.

(2) Implement e-journal management web-based tool for title access to bundled electronic resources
Done. The SerialsSolutions software was implemented and the SMU OR menu pages redesigned to include the A-Z e-journal portal. CIP developed an aggressive program for providing enhanced access to e-resources, including the hiring of a cataloger specializing in e-resources and the increased cancellation of print journals in favor of e-serials.

(3) Complete merger of individual library web pages into one FLC page
Completed.

(4) Assess current web pages to ensure they meet users' needs, in particular those of the satellite libraries and community services
Distance Learning Library Services and SMU-in-Legacy Library Resources & Services web pages were updated and expanded. CUL Interlibrary Loan Librarian revised and updated ILL and ILLiad pages; IIS and DeGolyer pages were revised.

(5) Increase access to print and e-resources through web-based subject or collection user guides
DeGolyer now posts its new acquisitions lists on the web together with specialized lists for railroads, photographs and trade catalogs.

c) Increase and improve delivery of services to CUL users

(1) Develop tools to assess user needs
Public Services surveyed users once a semester for SACS Institutional Effectiveness in all CUL campus libraries. Analysis of the results informed changes and improvements within CUL. Suggestions from the "What's on your mind" boxes were reviewed regularly and changes or remedies made if possible. HAL participated in the Music Library Association survey of reference service (WOREP).

(2) Promote and enhance services to distance students; evaluate new developments in authentication tools
Distance Learning Library Services brochures were again sent to all engineering video students. The Distance Learning Librarian presented at the first ever Dispute Resolution orientation. Promoted use of VPN to distance education students. New version of EZProxy service proposed in Spring 2004 will allow remote users behind firewalls easier access to electronic resources that require authentication. Enhanced library services at the new FB Library were promoted.

(3) Assess library policies, particularly in light of heightened national security issues, and modify as necessary to be responsive to users' needs
FLC Computer Use Policy was revised in light of heightened national security issues concerning privacy of information and increased complaints about users viewing inappropriate websites. ILL staff discussed various plans to delete or suppress borrower information where appropriate. FLC Hours Committee recommended changes to increase and standardize service hours. Summer hours were extended at the FLC and HAL by changing the opening time from 8:30 to 8:00am. All student workers are now required to wear nametags. This change is under discussion for staff.

(4) Work with Pony Express office to improve ID services for distance learning students
Much progress: automatic weekly loads of barcodes into the Voyager patron file have helped immensely. However, some students without IDs will still need personal help from the Distance Services librarian. FLC added a Pony Express charge system at the circulation desk to allow users to pay library fines and fees.

(5) Improve the quality of the bibliographic database through use of vendor provided authority records
Implemented MARS authority control: monthly "notification service" files now update existing authorities, and quarterly "current cataloging" files provide authority records for new acquisitions. Began applying authority control to Marcive records for government documents using OCLC/MARS purchased authority records.

(6) Evaluate additional Voyager e-mail notices for enhanced user service
The multiplicity of email addresses for students still hampers implementation of more notices being sent out this way.

(7) Implement serials management system to provide better access to electronic periodicals
Done. See 1d 4 above. Bibliographic records are loaded monthly into Voyager. The A-Z portal is updated every 24 hours.

(8) Support use of metadata and developing national standards to provide access to special collections and non- traditional library materials
Posted two finding aids on the Texas Archival Resources Online web pages (as well as PONI) using the EAD metadata standard. CIP/HAL sponsored a LEAD program on advantages of using EAD to describe and organize archival materials. Digital Content Manager appointed to statewide digitization initiative standards committee.

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

a) Enhance reference services
(1) Assess CUL electronic reference services and modify where necessary
Digital Reference service hours increased during summer sessions to 5 days per week and was offered 4 days per week during the spring semester. Digital Reference team is working on combining the email "Ask A Librarian" service with Digital Reference. Following the national trend, this continues to be an underused service and will need to be evaluated.

(2) Participate in national electronic reference projects
FLC Reference librarians developed a Digital Reference service using OCLC's QuestionPoint. Reference questions referred from other participating libraries are answered and sent to end-users. Adoption rate is not as high as expected although this is in line with trends nationally.

(3) Enhance the subject specialization services of reference staff to include faculty liaison responsibilities
Ongoing: HAL subject specialists continued to work closely with division faculty; ISEM added new bibliographies to its web site and continued to offer personalized services to anthropology and geology faculty. FLC Reference Resources Team created a proposal for reference collection subject selectors, to be piloted in the fall.

(4) Evaluate the relocation of the FLC Electronic Resource Center and Information Commons services
30 public PCs were relocated in the center of the first floor FLE reference area to allow the reference book stacks to be consolidated in order to accommodate the Information Commons and the relocated ACS Labs.

(5) Assess reference service models in all CU libraries
FLC Reference staff revised and updated service guidelines for new staff training, the "Baseline Competencies for Reference Staff" and "Reference A to Z" to provide documentation to support resource- and discipline-specific training as well as local information. See also A.2 c.1

(6) Explore use of GIS and other global planning software to support academic program needs
GIRM staff worked with ACS staff and geology faculty to propose a full-credit course in GIS methodology for the dept. – including a practicum –in the Fall 2004 semester. GIRM staff will be sharing the responsibility for developing the syllabus.

b) Assess current User Education (UE) programs and work to increase user participation
(1) Promote to all faculty
All instructors of ENGL 1302 (rhetoric) received an invitation to take advantage of User Education services. UE Coordinator spoke at the CTE/LEC Best Practices for Teaching First Year Undergraduates Colloquium to encourage the use of library services. UE co-presented with faculty at the CTE sponsored brown bag on Facilitating Undergraduate Research. UE has been asked to work with faculty in Computer Science and History to lead sessions on Facilitating Research Assignments at the Teaching Enhancement Symposium. HAL librarians attended divisional faculty meetings and advertised services via their newsletter Quarter Notes.
(2) Customize programs for targeted student populations
User Education has begun work with CCCCD librarians to ensure that students enrolled in dual admission will match their SMU peers in information literacy competencies.
(3) Develop ways to involve staff from all library departments
Proposal under development.
(4) Expand information literacy program efforts and include evaluation tools
Staff changes and vacancies precluded much expansion, however some evaluation tools were used.
(5) Involve CUL in SMU's Strategic Enrollment Management and First Year Experience planning
UE Librarians served on each of the First Year Experience committees, making campus alliances and connections with a variety of constituencies. UE had input into decisions such as webpage design, first year reading, etc.

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
UE is developing an integrated information literacy curriculum within the Honors Program
(2) Develop involvement in curriculum planning for both graduate and undergraduate courses where appropriate
Close relationship developed between the DeGolyer and classes in history, English and art history.
(3) Expand library outreach to educate and work with unique SMU student populations and at orientation events (e.g. international, graduate, honors, President's Scholars, AARO, First Year Experience, WOW)
CUL representation has been reinstated at AARO. President's Scholars program included DeGolyer and Fondren Libraries in their orientation. User Education represented CUL at a dinner honoring the SMU Academy of Distinguished Teachers and the Center for Teaching Excellence Advisory Board. UE consulted with the Altshuler Learning Enhancement Center about hosting a Writing Center tutor at the FLC in the evenings. Although reaction was positive, there is no additional funding available.
(4) Build a strategic alliance with contiguous units such as CTE, Digital Commons and Academic Computing to work toward common goals in teaching and learning.
Discussions have begun to favorable reaction.

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
*HAL provided gallery space for a faculty show of Philip Van Keuren's art and began work on an exhibit of the Dozier Collection. The Digital Content Manager provided digitization expertise and support for new collections and exhibits, and advice on seeking grant funding for new collections on campus. The Exhibits Committee presented displays on **Medieval Studies, International Studies, the Stanley Marcus gemstone collection, Fred Wendorff and the 2004 Faculty Recognition Event.** Exhibits at FB highlighted collections of southwestern books and artifacts as well as resources purchased with funds from the FOL. DeGolyer library co-sponsored programs with the history and English departments (the latter for the first time.)*

(2) Publicize CUL activities in campus press, targeted local publications, and on SMU's web pages
Continued to receive good coverage of Tyler, Texas Black Film Collection DVD. CUL staff involved in the development of the SMU Campus Events Calendar that will display – among other events – library hours. IIS developed new brochure that was mailed to Metroplex research and engineering firms, and was added to the SMU Corporate Partners page. Public Services and Academic Computing celebrated the opening of the Information Commons, which included music by the Mustang Band and a visit from the SMU mascot Peruna.

(3) Expand opportunities to send CUL publications to appropriate SMU constituents
CUL development video incorporated into the Tyler Collection DVD. CUL Development Officer investigated sending Annotations to different parent/alumni mailing lists, but cost precluded any action.

(4) Publish a DeGolyer annual report
Other events prevented progress on this goal. A 'state of the union' letter will substitute instead in late summer.

(5) Celebrate the acquisition of major collections with appropriate campus/local participation
The acquisition of the Stanley Marcus Library and the Texas History Museum collection were celebrated with a series of first class major events and written up in the Dallas Morning News.

b) Analyze IIS and its mission in serving the business community

(1) Revamp public relations materials, such as web page and information brochures
New brochure created and mailed to 2500 top Metroplex firms. Web pages were revamped and expanded.

(2) Develop expanded marketing plan, to include advertising in other campus publications
Continued to expand outreach to acquire new member prospects. Annotations article highlighted services and projects. SMU PR staff placed articles in local publications aimed at attracting new members. IIS staff continued to work with Cox faculty and Director of the SMU-in-Legacy program for referrals.

(3) Aggressively expand customer base
13 new members were added and 43 renewals secured.

(4) Look at ways to streamline document delivery services
Interlibrary Loan Librarian, Director of the Science Library and the Director of Public Services investigated several models to physically merge ILL and IIS staff and location. ILL Librarian configured ILLiad to meet needs of IIS service when ready to adopt. Developed more efficient use of Ariel PDF document delivery options.

(5) Develop more efficient business practices, including use of ILLiad as appropriate, and reduce expenses
Two small business accounting software programs were investigated, but staff recommended ILLiad as the more appropriate product for our needs, providing staff can input customer requests. ILL began training IIS staff for this transition.

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

(1) Promote library internships with neighboring library schools
CIP and DeGolyer hosted a TWU intern to catalog the Stanley Marcus collection. HAL also hosted a TWU intern to create a digital kiosk of sketchbooks for the upcoming Dozier exhibit at the Hawn Gallery this fall.

(2) Develop partnerships and volunteer opportunities, as needed, with area schools, colleges, libraries, museums and other cultural organizations
Work ongoing with UNT and the University of Richmond on potential project to digitize newsmaps. CMIT created a customer service video in partnership with SMU HR dept. DeGolyer is working with the Meadows Museum on a number of exhibits and is now the new home of the Book Club of Texas.

(3) Work with Alumni Office to develop joint initiatives
Continued working with Alumni staff to ensure that CUL has a consistent presence at SMU events. Worked with Homecoming coordinator to include library exhibits and events on Homecoming calendars, website and print pieces. Worked with Alumni staff to offer library tours during Homecoming and reunion gatherings as appropriate.

(4) Continue working with CUL Student Advisory Council for feedback on CUL services, collections and facilities
Although small in number, the group provided lively and worthwhile feedback over the year, culminating in a memorable panel presentation at the May LEB meeting. The students gave input on furniture for the Information Commons.

(5) Use the SMU Friends of the Libraries for joint sponsorship opportunities
Worked with Bywaters Special Collections staff and Meadows School PR representatives to organize and promote Greer Garson exhibit, reception and talk. Co-sponsored with the DeGolyer and the Clements Center for Southwest Studies a successful series of programs in connection with the Louisiana Purchase Bicentennial Exhibit. Continued to sponsor the

Film Festival with CMIT attracting over 100 at each showing. Staff continued to advocate library issues and events by serving on the SMU Staff Association Forum Committee and the Communications Council.

(6) Explore ways to integrate use of the DeGolyer collections into the SMU curriculum
Much progress: graduate classes in English visited for the first time, as well as classes in the history of photography and art history. Filemaker Pro database records for selected collections are being converted to Voyager records in PONI to provide better student/faculty access.

(7) Continue development of the Dallas Art Library Consortium
HAL set up meetings to discuss how to form the Dallas Art Library Consortium and discussed a joint purchase of ArtSTOR.

(8) Participate in the SMU planning process to attract the George W. Bush Presidential Library
The CUL Dean was on two committees that met throughout the year to work on developing a proposal.

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; participate in TLA salary survey
Staff participated in the TLA salary initiative by gathering and collating area academic library salary data. Compliance with the new FLSA guidelines allowed us to increase some salaries. Grant-funded lines were added and other lines held open or split in order to make the best use of talented staff.

(2) Evaluate staff mentoring program
Not yet completed.

(3) Provide training for cross-functional work to provide efficient and effective delivery of services and processing of library materials
CIP provided various training sessions for BIC and CUL staff. More routine work was pushed down to students and para-professional staff. CIP evaluated staff functions through its 'state of the teams' exercise and new staff participated in job shadowing. FLC Reference Staff Support Team developed a proposal and cross-training program to encourage CIP librarians (and eventually other staff) to work in reference, thus enriching their library experience by having front-line contact with library users. FLC Reference Staff Support Team refined existing reference student orientation, created self-training exercises for student training in library databases, surveyed student assistants to determine their additional training needs, provided supplemental training mid-year to improve student assistants' understanding of PONI records and new e-journal management tool. Public Services revised its "Handbook for Student Assistants". ILL and IIS staff continued to work on ways to cross-train and share staff/resources/equipment.

(4) Continue to improve student worker training programs
CIP evaluated the success of its Student Advisory Group which provided for tighter supervision, curtailed access to the Internet, higher standards for end-processing production levels, and an "at ready" list of student projects. FLC Reference Staff Support Team developed database-training exercises for Reference student assistants and provided ongoing training for SerialsSolutions records and redesign of SMU Online Resources web pages.

(5) Provide opportunities for timely and targeted dissemination of information from professional conferences and workshops
LEAD coordinated a wide variety of brown bag lunches for well-attended conference/meeting reports.

(6) Provide, publicize and support staff technical and management training
Hosted SCCTP Integrating Resources Workshop on October 13-14, 2003. CULISS provided one-on-one training to staff on the use of desktop applications and printers as well as Windows XP training. FLC Reference Staff Support Team redeveloped reference orientation for new reference librarians and revised Reference A-Z document and a list of baseline competencies. FLC Reference Staff Support Team created a new web-based communications tool for reference teams using BlackBoard software. LEAD provided several brown bag discussion opportunities and staff attended many HR classes.

(7) Continue to push down more routine processing work to students, as appropriate, and utilize vendors or Library Specialists to handle more of these tasks
Ongoing: see B1a3. CIP used more student help for database maintenance e.g. adding genre terms to records, withdrawing

items and making corrections to the database. Used library school interns when possible. CULISS utilized student assistant for more advanced desktop support tasks and projects. ILL staff trained a student worker to perform ILL lending tasks formerly handled by a para-professional. ILL staff began cross training to provide backup for IIS staff while IIS increased its use of college work-study students.

(8) Streamline librarian hiring procedures to reduce timelines and make CUL more competitive
Used expedited hiring procedures to hire the Electronic Resources Cataloger and Digital Content Manager positions. Timeline was reduced by an average of 9 weeks.

(9) Streamline and promote new employee setup and technical orientation procedures
Continually upgraded training and orientation materials in various departments based primarily on information gathered from new employee debriefings. The FLC Reference Staff Support Team revised the Reference Orientation and Training Checklist for new Reference Desk staff and developed a document, "Reference Baseline Competencies," to help them gain a minimal understanding of collections and resources to consult for all subject areas. ITS and CULISS refined and documented the process for new employee technical set-up and CULISS Technical Orientation.

(10) Promote staff retention and manager training through support of continuing education and staff development opportunities
CIP/AMIGOS hosted SCCTP Integrating Resources Workshop to provide cost effective, locally available staff development. Other support opportunities included revised training documentation, in-house tutorials for online functions, and attendance at conferences and workshops. CUL agreed to participate with the Phoenix Group in sending two participants for the locally developed Leadership Development Institute. Other conferences attended included ALA, EDUCAUSE, CNI, FDLC and the Endeavor End User Conference.

(11) Continue to recognize staff for both individual and collaborative efforts
CUL 3rd Annual Team Award was presented to the SerialsSolutions team. Nayera Sadek from the Map Library received the SMU Student Employee of the Year award, Linda Sellers the FB librarian, received the Outstanding Achievement Award and Claudia Cruz in ILL received the Employee of the Year Award. CIP hosted its annual staff appreciation luncheon. Judy Searles was feted at the FOL annual dinner and thanked for her 16 years of leadership of that group.

b) Organize CUL staff to effectively support library services

(1) Assess user needs, workload demands, staff vacancies and building configurations to determine any restructuring of the organization and/or reallocation of staff
Ongoing: the physical relocation of Academic Computing Services to the Information Commons@Fondren Library Center provided an opportunity for increased communication and understanding of both ACS and CUL's roles and responsibilities to end-users. The FOL director position was split in two, recognizing the need for expanded focus on marketing and external relations. CIP redefined a cataloger position to handle electronic resources and print periodicals, and created the position of CIP administrative assistant to more efficiently meet departmental demands. CMIT began the transition of classroom support operations to ACS with one staff member moving over to support classroom services. ILL staff trained a student worker to perform tasks formerly handled by a para-professional and began cross training to provide backup for IIS staff.

(2) Enhance or strengthen relationships with other SMU Libraries and campus departments
Staff participated in SMU IT strategic planning on the following committees: CoLD, ATSC and UCIT. The new Digital Content Manager position provided consultation and expertise on digitization projects for SMU Libraries and other campus departments as requested. Digitization Committee fostered cross-departmental projects; CIP reviewed impact of MARS authority work with other libraries on campus and extended training sessions to BIC staff; DeGolyer worked well with academic departments and the Meadows Museum.

(3) Streamline workflow and policies across CU libraries
CIP used Internet movie databases for more efficient cataloging of CMIT materials. HAL revised the Fine Arts loan period for Art History monographs to match that of all other circulating monographs.

(4) Begin to implement acquisitions/cataloging vendor-assisted products
Used OCLC/MARS authority records to enhance authority control and database maintenance. Provided access to electronic resources through vendor supplied bibliographic records. Began to use YPB's Gobi2 for Hamon Library allowing staff to stop using paper slips and select material electronically, considerably reducing order time.

(5) Develop policies for providing services for CUL's many varied categories of users
Alumni office changes have meant that all alumni must now come through circulation departments rather than the alumni

Office for library privileges and cards.
(6) Develop assessment and evaluation tools, including historical statistical profile
Ongoing: CIP collected data and monitored performance on end processing for compliance with SACS Institutional Effectiveness plans. Processing time now averages 0-3 days from time cataloged. Produced CUL-wide statistical reporting package for CUL Dean. Public Services reports were expanded to include more historical data.
(7) Work with cohort organizations (such as ULG) to collect library statistics
Continuing: participated with ULG in their collection of valuable library statistics for comparison.
(8) Continue active participation in SMU IT Strategic Planning process and other technology forums
Several staff participated in UCIT committees and GRITS, which was hosted at CUL in October.
(9) Redefine DeGolyer staffing levels and job descriptions for more focused and efficient service
Ongoing: additional staff positions were created in the areas of cataloging and archives.
(10) Work with the Meadows School of the Arts to develop appropriate lines of budgetary support and responsibility for building maintenance
Ongoing: HAL Director coordinated discussions with CUL, Meadows Facilities, Business Services, and CPPO to access appropriate maintenance funds for ongoing needs.

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; begin planning and preparation for Voyager upgrade to Unicode
   Wrote test scripts for various Voyager technical services modules for use with the new Voyager test server. Implemented several upgrades to the ILLiad system and new procedures for disabling inactive ILLiad users. Library Automation Teams reviewed functionality of planned Voyager upgrades and provided input to ATSC and CoLD for decision on timing of next major upgrade.
   (2) Explore new ways to streamline technical processing tasks, including vendor assisted selection, cataloging, and authority control
   Began using YBP's Gobi2 database for online ordering which increased speed of delivery. Added 13,306 NetLibrary bibliographic records for e-books using vendor provided records. Provided access to approximately 17,000 e-journal titles from Serials Solutions. CIP/GIRM completed the first phase of the single maps project and the ARCO collection. Refined use of OCLC/MARS authority work and evaluated product: significant efficiencies gained in authority control. Made major improvements in authority control for Marcive government resources records using OCLC/MARS. Updated older headings in the database through the MARS Notification Service. PIT requests went up by 49% compared to the previous year. Applied AACR2 revisions to cataloging for remote access electronic resources. Streamlined technical processing tasks with creation of new database management reports that were used to add genre terms to specific categories of materials, identify and correct commonly misspelled words, obsolete headings, suspicious filing indicators, and tagging errors in the Voyager database. Made more frequent revisions to tag tables. Increased use of Cataloger's Toolkit for database maintenance and authority control. Created new locally defined macros to expedite database maintenance. Assessed vendor services for CUL. Increased all library use of the Internet for ordering. The "Bibliographic Control and OPAC Display of Online-Only Government Information Resources (Federal and State)" proposal to further automate the management of online-only government publications and clarify the status of these publications for PONI users was approved and will be implemented in the fall.
   (3) Strive for continued improvement with upgraded public interfaces and new systems releases
   CULISS worked with FLC Reference User Services Team to evaluate, test and change the public PC software load to offer extended functionality and expanded language support. FLC Circulation staff began doing fine reversals online in Access/PeopleSoft, which improved credit services to users allowing faster, and more accurate reversals of fines to bursar accounts.
   CUL Web Librarian conducted research and testing necessary to recommend and install new web link-checking program.
   (4) Expand EDI implementation of business transactions to other vendors
   Continued to increase use of EDI for invoicing by adding all Blackwell accounts. Began using EDI for claims with Ebsco.
   (5) Continue to develop Voyager reports, web and database usage statistics as requested

Developed 65 reports in inventory management, collection development, fine collections, circulation statistics, and accreditation review. OPAC log is now run at regular intervals in fall and spring. FLC Circulation identified a weakness in Voyager Access reports, which did not archive reserve material circulation transactions once items were removed from reserve status. Updates were made to the reports to capture this statistical information. A new report was created to report fines and fees forgiven at CUL circulation desks.

(6) Develop more useful in-house administrative statistics
Ongoing; much progress has been made.

(7) Enable ILLiad's new ISO functionality so Underwood Law Library can replace its retired RLIN service
Done.

(8) Assess branch libraries' specialized processing needs and adjust CIP service levels as appropriate
In addition to ongoing ordering and cataloging, CIP reviewed all housekeeping initiatives for the branch libraries, cataloged the Ima Herron, Gallup and Marcus collections for DeGolyer, added genre terms to DeGolyer cookbooks, processed Wendorff materials for Fort Burgwin and created a database maintenance action plan for specific Hamon series.

(9) Establish policies and procedures for use and implementation of Voyager test server
Done: policies were created, email list established, shared calendar developed.

(10) Continue PC hardware upgrades and migration to MS XP operating system
Ongoing: 37 staff PCs have been replaced and 39 migrated to the MS XP operating system. 117 public PCs have been upgraded to XP. Streamlined installation and upgrade procedures have made the process go more smoothly.

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

(1) Continue to promote wireless networking technology to enhance access to resources
Worked with ITS to evaluate new wireless authentication systems and evaluate supporting documentation.

(2) Work with appropriate campus groups to upgrade and maintain technology in classrooms; develop plans for funding these upgrades
Replaced teacher's station in FLE 323. FLC Reference Staff Support Team wrote two successful grant proposals to the President's Partners and Friends of the Libraries to improve scanning speed and video monitors in the Assistive Technology Center. Worked with ITS to provide advanced hardwired and wireless connections in the new FB library. CMIT oversaw the design and installation of new facilities for geology, psychology and theology departments as well as several Dedman classrooms.

(3) Continue efforts to make the SMU campus cable system as functional as possible
No progress in this area. Charter Communications has not yet completed the preparatory head end relocation work.

(4) Explore offering vended computer printing as part of new campus convenience copier contract
Staff participated in selection of the new copier contract. Improvements include the option to use the SMU ID card with Express Ca$h for printing and copying; the continuation of the UnipriNT managed printing system for public printing in CUL; a new change machine in the FLC that changes $20, $10, $5 and $1 bills; and new Canon copiers with document feeders and other user-requested options. Public Services staff continue to work with IMAGES to clarify service issues and resolve problems.

(5) Evaluate and test ITS Help Desk program for possible implementation in CUL
Installation, training, and preliminary testing of current ITS Help Desk software completed. Initial reaction from CULISS staff was not favorable. Staff are exploring options with ITS to consider new software.

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

(1) Digitization Committee to lead efforts in developing and facilitating digital projects CUL-wide
Digitization Committee guidelines and planning forms have been approved and are being used with current projects.

(2) Explore range of digital library projects for which to seek financial support and potential partners
A project is underway with the Underwood Law Library to digitize a portion of a recently received collection of historically significant legal papers. An EAD-compliant finding aid will also be created for the project. Belo Foundation funded WFAA footage digitization project. In collaboration with staff from the UNT and the University of Richmond, GIRM staff began work on a partnership to digitize the U.S. War Dept. Special Services Division Newsmaps. They also began discussions with the Smithsonian Institution regarding a possible partnership to digitize the Bureau of American Ethnology Annual Reports from 1879 to 1933. Staff participated in the Texas Historic Overlay project by reviewing Map Library holdings for potential digitization candidates.

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

Remaining Smallwood grant funds used to purchase hardware for CD-ROM/DVD storage as well as additional digitization equipment in the GIRM Department. CMIT completed its new, expanded digital production area.

(4) Cooperate/coordinate with other SMU departments on digitization projects
The Underwood Law Library is working with the Digital Content Manager and IMAGES to provide digitization services for the first phase of their project. The DCM has advised the Public Affairs Office about its digitization needs.

(5) Resubmit request for UCIT funding for Digital Content Manager
Done. UCIT funding allocated for two years. DCM hired, reporting to the Head of CULISS and housed in the DeGolyer.

(6) Provide appropriate staff training in digital and other new technologies
DCM provided informal instruction on creating CDs with DeGolyer staff and is planning additional instruction in digital workflows.

3) Create an environment conducive to quality education and work

a) Provide adequate space for users, operations and collections

(1) Continue planning process for renovation of FLC complex, to include forming SMU Oversight Committee and hiring preliminary architect
Much progress made. SMU Oversight Committee established. RFQ process initiated with responses received from seven national architects, three of whom were selected to give onsite presentations. Shepley Bulfinch Richardson and Abbott was the company finally selected.

(2) Reclaim and redesignate space currently in use by non-library tenants
Continuing: space was reclaimed from the Psychology Dept. for the SEL. Academic Computing staff returned to CUL space in the FLW basement. The computing labs were moved from the third floor of FLW to the first floor of the FLC to become part of the Information Commons, thus freeing up space for DeGolyer collections.

(3) Review space in all libraries on a continual basis for increased efficiency; formulate plans to relieve space shortages as needed
Repurposed part of FLE 306 workroom to accommodate equipment being relocated. Created a new meeting area for CULISS in FLE 322 and a suite for the FOL office. Solicited compact shelving plans and cost estimates for the SEL basement. DeGolyer expanded its shelving in the Reading Room, moved collections into former ITS areas on the third floor of FLW, revamped its staff and processing areas and shifted many collections in order to accommodate new acquisitions.

(4) Complete cleaning of SIC basement preparatory to opening it up for users and/or compact shelving
Unused and unneeded furniture, equipment and collections were discarded.

(5) Evaluate FLC Information Commons and work with ITS staff to continuously improve services/support
Questionnaire has been developed to evaluate use of the area and our services. It will be administered in Fall 2004. Installed and moved PCs, coordinated networking changes with ITS and outside contractor.

(6) Assess HAL Information Commons project for additional tweaking. Expand equipment array
Upgraded HAL Information Commons computers; added two Macintosh G5 dedicated audio and video workstations.

(7) Work with SMU Auxiliary Services to reassess feasibility of adding coffee service/café
Increased door counts submitted to UAS for reconsideration of coffee service/café.

(8) Improve building security in all libraries; assess security/housing issues of all cage/restricted access materials
FLC Security Committee worked hard to develop crucial recommendations in this area. ID lanyards were issued to all student workers; additional security cameras were installed; staff key entry was phased out and replaced by card reader access for most library staff. Handling of two floods and two potential fire incidents with library evacuation was evaluated and further security measures taken. Discussions have begun at HAL to upgrade security system from video to digital mode. DeGolyer still needs to add security cameras in various areas.

(9) Continue to revise disaster planning process and procedures
FLC Reference staff created a list of contacts to report problems with facilities and services. Public Services staff updated staff information in SMU's Building Emergency database and added information such as telephone tree numbers, electrical and gas utility locations.

(10) Keep fire emergency evacuation plans in line with campus emergency planning process; conduct regular fire/emergency drills
Two fire drills were conducted and four other building evacuations; evacuation plans were revised to include Information Commons staff; FLE passed the annual University Park fire inspection although smoke activated door hinges still need to

be installed on some doors and emergency lights replaced in the SIC building.

(11) Complete and celebrate new Fort Burgwin library facility
Done: new facility dedicated to much acclaim and fanfare.

(12) Complete new, expanded digital production area in NCMIT
Completed: unit has already begun to develop exciting new ways of delivering content.

(13) Work with CTE, Digital Commons and Academic Computing to discuss the potential in developing a strategic alliance that would optimize efforts to achieve common goals
Discussions began last summer. Digital Commons returned to CUL space and has been absorbed entirely into Academic Computing.

(14) Improve space utilization in the DeGolyer; continue to revamp procedures and reduce extraneous collections
See B3a3 above

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

(1) Replace the carpet in the HAL
1st floor carpet replaced.

(2) Plan and obtain funding for compact storage where needed
HAL pursuing donation of compact shelving. SEL met with vendors to obtain pricing and layout plans in order to develop funding proposals.

(3) Renew and refurbish CUL buildings as needed and opportunity permits to ensure that all buildings are welcoming, safe, and well-functioning environments
South corridor from CMIT to FLE was reopened (thanks to ITS funding) and created a secure, welcoming and convenient entry/exit to the FLC. Ceiling and floor tiles were replaced in selected areas of the SEL as was rusty piping in the SIC air handling units. SIC emergency lighting problems were partially resolved and CPPO alerted to add routine checks of the battery operated emergency lights to their maintenance schedules. Security camera added in CMIT foyer.

(4) Provide adequate workspace with ergonomic furniture and equipment for staff members to carry out their duties
Ongoing: continued to replace worn chairs, upgrade computer equipment and provide ergonomic equipment as requested by staff.

(5) With FOL grant, purchase tablet PC for use by staff and promote availability of laptops for staff loan
Done: tablet PC purchased, laptops continue to be loaned to staff as needed. Second FOL grant obtained to purchase networked color laser printer for shared use.

(6) Secure reliable, user-friendly, copy card and change machine services through participation on the Campus copier committee
Vending equipment scheduled for replacement Summer 2004.

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

(1) Maintain and upgrade library classrooms, offices, public equipment, furniture, carpeting, paint, and physical appearance on a scheduled and/or grant-funded basis
Over $10,000 in donor funds was received for new seating and tables in the Information Commons. Ceiling and floor tiles were replaced in selected areas of the SEL as was rusty piping in the SIC air handling units.

(2) Continue to dispose of badly worn, obsolete and unrepairable furniture/equipment
Progress continues in this area, particularly in the SEL.

(3) Develop a climate-controlled environment for proper preservation and storage of all rare and unique collections
Donor funds for the Map Library were used to purchase new map cases.

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) Improve current Annual Fund solicitation tools to increase CUL gift accounts
No progress getting CUL back as a check-off on the main annual fund mailings. However, constant meetings and other efforts ensured that CUL is included as a giving option in as many development tools as possible, including online. Work is

underway to launch a CUL-specific annual fund drive in '05.

(2) Work with the SMU Library Executive Board to develop its potential and capability for fund raising
Board members worked on the 2003 Zero-K run; grant funding for the University Archivist; the AWSW Remember the Ladies! Project. The LEB donated funds to underwrite the Annual Report, new furnishings for the Information Commons, contributed to the FLCC Renovation Project, and gave artifacts to the University Archives.

(3) Ensure that CUL cost centers develop robust income streams and reduce operational costs
IIS increased income and decreased costs, added new and renewed members and balanced its budget for the first time in several years, ending the year with a positive balance. ISEM raised funds with its annual book sale.

(4) Expand collaborative efforts with other SMU departments in order to broaden our audience for FOL activities and increase membership
FOL co-sponsored programs with the Meadows School of the Arts, CMIT and the Clements Center. FOL Board now includes a member of the Dedman faculty.

(5) Collect library data for benchmark schools in order to position SMU's libraries to secure additional resources if necessary
CUL participated in several ULG surveys but did not have the opportunity to take advantage of the comparisons.

(6) Analyze SMU library statistics and compare with ARL libraries in order to assess the viability of SMU applying to become an ARL library
Little progress. Statistical profile of CUL's most important data sets will form the baseline data set.

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. Tables of Content fundraiser increased net profits.

(2) Develop funding plan to endow appropriate library positions (e.g. the Dean and Director, CUL; Director of the Hamon Arts Library; Film archivist)
No progress to date on major positions. However, plan is underway to raise money to endow the position of archivist for the AWSW.

(3) Develop a plan to fund an SMU Archival Program for SMU's centennial celebration
Partially successful with grants received to support University Archivist position for three years.

(4) Complete and mail planned giving brochure
Brochure copy completed for mailing in the early fall.

(5) Organize campaign to solicit gifts from the Class of '99 for bricks/pavers in their Senior Class plaza
The fact that this was a reunion year actually precluded us from working with the class, according to central development procedures. Bench options were not picked up on by the Class.

(6) Continue to solicit new members for the Fondren Library Leadership Circle
Two new members added this year while other members increased their contributions.

(7) Create new FOL brochure
No progress; on hold for new FOL Director.

(8) Continue to solicit funds for bricks and pavers in the FOL/Faculty plazas
This continues to be a successful spring fundraiser.

(9) Continue to develop targeted fund raising opportunities (e.g. Zero-K Run, WW2 Govt. Docs. Digital Library, Bywaters Special Collections, GIS computer lab)
Sale of Tyler, Texas Black Film Collection DVDs continues. Grant funding was received for the University Archivist. Grants have been submitted for conservation of the Greer Garson scrapbooks. A fundraising plan for the AWSW archivist has been developed – Remember the Ladies!

(10) Identify and cultivate donors with specific library-related interests
IIS membership list used to target potential CUL donors. DeGolyer is working with collectors in a number of specialty areas as well as Texas Instruments and other local companies.

(11) Position CUL to play a greater role in the next SMU capital campaign
Funds were raised for design plans for the FLCC renovation project and an architect has been selected. The CUL Dean visited the academic leadership groups of the Dedman School of Arts and Sciences, the Meadows School of the Arts and the Student Senate to build support for the project. The Student Senate passed a resolution supporting the project. The SMU Oversight Committee was created to oversee the FLCC renovation project. Work is ongoing to develop a donor pyramid that will be used in raising funds for the project.

GLOSSARY

AACR2	Cataloging code
ACS	Academic Computing Services
ALA	American Library Association
AMIGOS	Local library services consortium
ARL	Association of Research Libraries
ARTStor	Art image digital library product
ATSC	SMU Libraries' Academic Technology Steering Committee
AWSW	Archives of Women of the Southwest
BIC	Business Information Center
CCCCD	Collin County Community College District
CIP	CUL's Center for Information Processing
CMIT	Norwick Center for Media & Instructional Technology, in CUL
CNI	Coalition for Networked Information
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
DCM	Digital Content Manager position
DeGolyer	DeGolyer Library of Special Collections in CUL
EAD	Encoded Archival Description, a specialized cataloging format
EDI	Electronic Data Exchange
EDUCAUSE	Higher education IT organization
Endeavor	Company that markets Voyager, the OPAC software
EZ Proxy	Online authentication tool
FB	Fort Burgwin Library, Taos
FDLC	Federal Depository Library Conference
FLC	Fondren Library Center
FLCC	Fondren Library Center Complex
FLE	Fondren Library East building
FLSA	Fair Labor Standards Act
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
GRITS	GrassRoots Information Technology Seekers, fledgling interest group
HAL	Jake & Nancy Hamon Arts Library in CUL
IEEE	Institute of Electrical and Electronics Engineers
IIS	CUL's corporate research service
ILL	Interlibrary Loan
ILLiad	ILL online module
IMAGES	SMU's imaging/copy service
ISEM	Institute for the Study of Earth and Man reading room
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 classification system
LEAD	CUL's Library Enrichment and Development standing committee

LEB	SMU Library Executive Board
LEC	Altshuler Learning enhancement Center
Marcive	Supplier of government document cataloging records
MARS	OCLC's MARC Record Service for online cataloging
NCMIT	Norwick Center for Media & Instructional Technology, in CUL
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
PHOENIX	Local academic library consortium
PIT	CIP's Priorities Implementation Team
PONI	SMU Libraries Public Online Information System - the online catalog
RFQ	Request for Qualifications, initial step in the process to hire an architect
RLIN	Research Libraries Information Network
SACS	SMU's accrediting body, the Southern Association of Colleges and Schools
SCCTP	Serials Cooperative Cataloging Training Program
SEL	Science & Engineering Library
SerialsSolutions	New e-resource management software
SIC	Science Information Center - the building that houses the SEL
TLA	Texas Library Association
TWU	Texas Women's University
UAS	SMU's Auxiliary Services unit
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
UNT	University of North Texas
USGS	U.S. Geological Survey
Voyager	SMU's library information system, marketed by Endeavor Systems. PONI is the OPAC module
VPN	Virtual Private Network – a network using public wires to connect nodes
YBP Gobi 2	Yankee Book Peddler's new electronic ordering system