

Central University Libraries
Strategic Plan
2000-2005+

PROGRESS UPDATE
2005-2006

Southern
Methodist
University



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Southern Methodist University
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PROGRESS UPDATE 2005-2006

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 deal with Springer that makes nearly all of their journals accessible to the SMU community through a complex consortial deal
 - Moved ACM (Association for Computing Machinery) periodicals to AMIGOS for consortial discount
- (2) Partner with campus schools and departments to secure additional resources
 - Continued cooperative arrangements with the Business Information Center to purchase Web of Science in addition to several business products
 - Worked with English Department to design funding allocation plan for monies received in support of the new Ph.D. in English
- (3) Continue to review periodicals listings
 - Reviewed Statistics department's periodicals holdings in order to add subject matter of greater current interest
- (4) Continue to move along the print/electronic continuum where possible; cancel/discard print and purchase new electronic subscriptions where appropriate
 - Springer journals will be e-only for the first time, as are ACM journals. In both cases, SMU will save both subscription costs and binding costs
- (5) Reduce binding for JSTOR e-journals and others, in conjunction with consortial libraries
 - Ongoing
- (6) Participate in curricular review of new programs to ensure that each one assesses library impact
 - Assessed all new programs as a member of the Educational Programs Committee. Notably, the PhD in English and several Masters programs in Engineering were approved after statements on their library impact
- (7) Develop improved periodicals pricing reports for Collection Development
 - Ongoing
- (8) Prepare for a managed program of periodicals cuts if additional funding is not granted
 - Additional funds received from the Provost's office

b) Improve collection management efforts to increase user satisfaction

- (1) Identify and replace missing materials where appropriate and in a timely manner
 - Some lost and missing new materials were immediately replaced without going through the entire replacement procedure, thanks to reports generated by ILL
 - Current Z project helped identify missing and mis-shelved materials in FLC Reference and Science Reference Storage. The review of Z materials also helped selectors to identify areas where updated resources are needed
 - Transferred/withdrew materials identified by Collection Development to realign collections and optimize space, in anticipation of the renovation project

- (2) Reinitiate the stack maintenance program after analysis of programs at other institutions
 - On hold, due to staff changes
- (3) Increase the study of the usage of specific online periodicals and other electronic resources; encourage better in-house data collection overall
 - Monitored ongoing development of standards initiatives (e.g., SUSHI) that should greatly facilitate the management of e-use data
 - Studied for possible purchase ERM products that are increasingly including usage management components
- (4) Revise collection development policies and library mission statements as needed, with particular emphasis on federal and state government documents
 - GIRM staff reviewed and revised the Collection Development policy statements for both the Federal and State Collections so that less emphasis is placed on collecting tangible publications and more emphasis is placed on bibliographic control of online-only federal information
- (5) Process high priority unaccessioned collections identified through the Housekeeping/Collections initiative
 - Continued identification of materials to add to the collection; also continued to sell them profitably.
 - Processed the following collections: CUL Curriculum Collection, CUL Shelly Wright Juvenile Gift, DeGolyer Ludwig Michael Collection, Hamon Rosenberg Collection
- (6) Prioritize 'non-book' collections for processing or discard
 - Processed Bach 2000 CD gift collection and opera CD gift collection for Hamon
 - Processed CMIT David Wilson gift
- (7) Begin using vendor-assisted cataloging and acquisitions services to handle routine materials
 - Began PromptCat services with OCLC
 - Utilized YBP's electronic embedded order process to enter records into Voyager
- (8) Continue transfer of selected current DeGolyer materials to Fondren and de-emphasize current secondary literature acquisition, and conversely, continue to move selected items from SEL cage to the DeGolyer Library
 - CIP transferred 968 titles from DeGolyer to CUL and 312 titles (also reclassified) from Fondren (Dewey) to DeGolyer; an additional 3,150 were added to CUL through project processing
- (9) Complete transfer of Bridwell titles
 - Completed, pending clean up activities
- (10) Continue to provide access to hidden unique collections
 - Completed 18 cataloging projects during 2005-2006, most all of which provided access to hidden collections, including migration of Pfausch Choral Octavo Collection records to PONI
 - Wrote and/or encoded finding aids for Schuler, E. DeGolyer, Rejebian, and Standfield collections and mounted them on the TARO site and RLG's ArchiveGrid
 - In addition to finding aids, DeGolyer revised its web page, including guides to some collections
 - RRT began the Z Project that has helped all reference selectors to expand their knowledge of materials in their assigned sections. RRT also identified materials that would be better placed within subject-based classifications for more convenient user access
 - Progress made towards making the Frank J. Davis Photograph Collection accessible via the World Wide Web. Digital production work was finished on the Davis photos
 - Converted 1,484 records in the DeGolyer FileMaker Pro manuscript database into MARC records and exported them into the PONI database
 - Continued to enhance MARC records in PONI for DeGolyer prints and photographs
 - Library school intern processed and cataloged over 200 small manuscript collections from the DeGolyer backlog
- (11) Examine policies and procedures for restricted access locations, particularly in the Fondren and Science cages; develop improved user access to these collections
 - Moved most of Mr. DeGolyer's science collection from the cage to DeGolyer. When patrons request science cage materials, items are now pulled and sent to the DeGolyer reading room; after their use,

- they are sent to CIP for necessary location changes
- (12) Review and weed permanent reserve collection
 - Done. Collection reduced from 12 to 2 shelves
- (13) Complete processing of the Fred Wendorf collection at the Ft. Burgwin Library.
 - Done
- (14) Conduct CUL-wide inventory of map collections and recommend appropriate action
 - Map reclassification project for Foscue maps began
 - Established FileMaker Pro database fields for maps and Barr-Rowe currency
 - Made decision to transfer rare maps (generally, pre-1900) to DeGolyer and DeGolyer to transfer non-rare maps & atlases to Foscue
 - DeGolyer maps entered into database, to be converted to MARC and entered in PONI

c) Merge collections where appropriate

- (1) Analyze current use of collection space throughout the FLC
 - RRT has begun discussions with reference selectors to reach a consensus view of the role of Ready Reference in our services (maybe using Blackboard) as a precursor to recommending how to better use space in the reference area/Information Commons
- (2) Conduct vigorous weeding of unaccessioned, little-used, and duplicate material, in particular the CMIT media collections
 - Work in progress – laser discs being replaced in DVD format; older computer software programs eliminated or transferred to ACS; some CD programs being evaluated
 - The Reference Collection Z Project led to the identification of unnecessary, little-used, and duplicate materials in both FLC Reference and Science Reference Storage
 - DeGolyer continues to send non-rare or extraneous materials to Fondren or other units
- (3) Merge specific collections as needed, paying particular attention to the SEL McNaughton/DeGolyer/Dewey collections
 - Duplicate materials were weeded, especially geology materials duplicated in the Science and DeGolyer collections e.g. the McNaughton collection
 - Reclassified all Dewey materials that circulated to Library of Congress classification
 - Negotiated with the Underwood Law Library to have the Congressional Hearings in paper currently housed there returned to the Fondren Library Center

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

- (1) Implement strategies and technical standards for an integrated and cohesive digital library: create a vision statement
 - Some technical standards developed, although digital library and vision statement not completed as funding for Digital Content Manager ended
 - Created new Digitization Advisory Group to develop new procedures, processes, standards, and workflows to assist CUL departments in planning their digital projects
- (2) Demonstrate successful digital projects
 - In DeGolyer, the J. C. Penney Dynamo Newsletter scanning project, SMU Archives Top 500 Images and Barr Rowe Texas Currency projects initiated
 - CMIT completed the New Visions, New Voices 2006 project for HR. as well as developing new technology (a 'sling box') to assist faculty in Meadows
 - Digital production work was finished on the Davis photos
- (3) Continue to explore funding opportunities for operating budget and ongoing salary support
 - Funding from UCIT for Digital Content Manager ended
 - A Smallwood Foundation grant proposal was successful in obtaining funding for equipment
 - TTG grant guidelines for faculty funding were developed to include an emphasis on digital projects
- (4) Provide information on new digitization guidelines and encourage their adoption: evaluate the digitization planning process and guidelines

- A Mission Statement and Collection Policy were developed to provide guidance for staff members with digital projects and for the Digitization Advisory Group
 - Focus group interviews held with all members of Digitization Committee to evaluate planning process, guidelines, and future direction. With end of funding for Digital Content Manager, a new Digitization Advisory Group was initiated for CUL digital projects
- (5) Continue to assess e-journal management tool for its effectiveness in light of need to acquire complementary link-resolver tool
- Serials Solutions' link-resolver tool has been implemented
- (6) Expand digital theses and dissertations submissions/archiving, working with University archivist
- Loading bibliographic records for theses and dissertations is now a regular process

e) Create a vigorous preservation and conservation program

- (1) Address preservation needs in all formats across libraries, including digital formats
- No substantial progress
- (2) Develop a decision tree for preservation/reformat/withdrawal decisions across all subject areas
- A new decision tree was created for Collection Development staff and others working directly with the bindery as an aid to evaluating options for the repair, withdrawal or replacement of damaged materials
- (3) Refresh the membership of the CUL Conservation/Preservation Taskforce in light of staff retirements/transfers
- No progress
- (4) Promote education and training for CUL staff in conservation/preservation techniques
- Kathy Rome attended preservation workshops at AMIGOS
- (5) Expand cooperation among campus libraries on preservation/conservation practices
- This is being done informally

f) Develop a separate University Archives Department

- (1) Enhance and develop the newly recreated University Archives facility
- Done
- (2) Expand the shelving and processing space
- Done; although we will need much more space to be ready for the centennial
- (3) Secure continued funding for the Archivist from the SMU Administration
- Discussions are ongoing
- (4) Work with SMU legal office and other campus units to obtain appropriate and relevant SMU archival documents on a regular basis
- Was not pursued this past year, due to lack of space
- (5) Continue the process of relationship building across campus to generate goodwill and build alliances
- Ongoing; SMU archivist is effective and tireless; materials on schedule to arrive from the athletic dept
- (6) Work with SMU's PR staff to educate SMU alumni and staff and solicit appropriate materials
- Ongoing
- (7) Start planning to prepare for SMU's centennial in 2011
- Well underway; SMU Archivist has prepared timelines, FAQ's and begun digital project, designed basic web page
- (8) Develop guidelines for processing archival materials
- Basic procedures in place
- (9) Work with campus units as appropriate to develop SMU Record Retention guidelines
- No progress

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
 - The *Online Resources Newsletter* (provided both electronically and in print) was inaugurated to much acclaim, publicizing our electronic offerings
 - RUST reviewed and developed a process for distribution of library literature in the Reference Room/Information Commons; updated and created new user guides supporting the software in the Assistive Technology Center; purchased, installed, and managed literature display racks for the computer carrels in the Reference Room/Information Commons; revised the Public PC Load in the Information Commons: added Firefox, CD/DVD playback support, desktop shortcuts to Windows Notepad and Calculator, access to the color printer
 - RUST member serves on the Information Commons Operations Group, designed to help improve services in the area
 - RUST provided feedback to Images on changes to the copy card system
 - Web Librarian added the Library Tools page, a side door into the CUL site designed for WebCt, Blackboard, and Java City Cyber Café users. Between 06/01/05 and 05/31/06, there were approximately 9500 visits to this page, and the page ranked 10th among all CUL pages
 - User Education Librarians publicized library materials and services via AARO and in each and every instruction session. UE brochures and online research guides contributed to this effort
 - ILL Librarian added "Request interlibrary loan" links in all databases allowing OpenURL requests.
 - Web Librarian worked with the EResources Team to integrate SMU Online Resources and SerialsSolutions EJournal Portal and to implement SerialsSolutions Article Linker
 - Regular meetings of a very devoted CUL Student Advisory Council enabled much dissemination of information
- (2) Expand current user education workshops to reach the widest possible audience
 - User Education coordinated with the Altshuler Learning Enhancement Center to find ways to work together. UE reached 3,650 students in 219 instructional sessions in 2005/2006
- (2) Find ways to promote library materials within current course management systems or with new products
 - CUL partnered with ACS through the TTG to obtain funding for Blackboard Content module to provide increased capabilities
 - Faculty members encouraged by UE Librarians to link to library resources and promote "Ask a Librarian" service to students in class as well as in their syllabi
- (3) Continue to provide information on digitization guidelines and procedures for digital initiatives
 - Digital Libraries website provides information on guidelines and procedures
- (4) Solicit materials for the University Archives
 - Ongoing. Major accessions include the papers of Eleanor Tufts

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
 - 311 individual publications now available through the "Historic Government Publications from World War II" digital library
 - A Public Services Policies webpage was created and included in the CUL website
 - The Faculty Guide to Library Services was converted from a pdf file to a webpage
- (2) Assess e-journal management web-based tool for title access to bundled electronic resources
 - Completed.
- (3) Assess current web pages to ensure they meet users' needs, in particular those of the satellite libraries and community services
 - Update of Hamon web pages completed 01/06
 - Shifted CUL library hours calendars from manually generated webpage calendars to the online SMU WebEvents calendar program
 - Staff updated ILL website and added additional hypertext links to make ILL web pages more navigable

- Redesigned DeGolyer web page
- (4) Increase access to print and e-resources through web-based subject or collection user guides
 - Web Librarian worked with the former FLC User Education Librarian on a redesign of the UE site and the research guides (see <http://www.smu.edu/cul/ue/guideindex.htm>). Thirteen Research Guides were developed this past year
 - DeGolyer's guide to trade catalogues became the most-frequently downloaded document in CUL, accounting for over ¼ of all web traffic
- (5) Update CUL staff website to include information on the FLCC renovation planning process
 - Planning process in hiatus after design documents and cost estimate submitted to the President.

c) Increase and improve delivery of services to CUL users

- (1) Develop tools to survey user needs and assess usage patterns across the CU Libraries in order to become more responsive, with particular attention to changing curriculum/program needs at Fort Burgwin and the Information Commons spaces
 - Hamon participated in WOREP study of reference services; collected user responses to iPod circulation for music reserves
 - Fondren partnered with Cox Business School Marketing class to conduct focus groups, develop and conduct SMU student survey to survey user needs – both current and possible future library services
- (2) Investigate new developments for authentication tools
 - Integration with campus SMU ID and password authentication achieved for PONI and ILLiad systems
 - ILL staff converted ILLiad database from manual to LDAP authentication
- (3) Assess library policies, particularly in light of heightened national security issues, and modify as necessary to be responsive to the needs of users and the institution
 - Increased security of confidential information for library patron records in circulation system
- (4) Improve the quality of the bibliographic database, to include assessing vendor provided authority records
 - Used vendor provided reports for database maintenance
 - Improved database with the use of “Snag-It” and “MARC Edit” products
 - Employed Voyager Unicode functionality for non-Roman language materials
- (5) Expand use of 'in transit' item status for better tracking of new materials
 - Expanded and revised use of 'in transit' in place for Hamon
 - Consulted with Public Services staff on the use of genre terms in the database
 - Began adding genre terms for DeGolyer based upon cataloger's judgment
- (6) Support use of metadata and developing national standards to provide access to special collections and non-traditional library materials
 - New Digitization Advisory Group has representation from CIP for metadata standards related to digitization projects
- (7) Evaluate CMIT's media collection; weed as needed and evaluate the various formats available
 - Ongoing evaluation; laserdiscs replaced with DVD as available; computer software no longer purchased

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
 - Ongoing
- (2) Continue to enhance and refine the subject specialization and liaison services of reference staff
 - Continued to perform Citation Searching in Dialog for those faculty who need searching going back more than 10 years and to alert and introduce them to Web of Science which covers the latest 10 years so they may perform their own searching from their offices
 - RRT selector knowledge of materials in assigned subjects has been greatly expanded by the Z Project

- (3) Evaluate the newly created Information Commons areas in both the Hamon and the FLCC; adjust services/hours as needed
 - Formed two committees (operational and management) to provide on-going review of progress on FLC Information Commons goals, to identify action items to be addressed, and to provide on-going management oversight
 - Survey completed in Hamon, results incorporated in planning
- (4) Assess reference service models in all CU libraries
 - RRT selector knowledge of materials in assigned subjects has been greatly expanded by the Z Project
 - DeGolyer developed process to collect reference statistics
- (5) Promote use of GIS and other global planning software and consult with faculty to support academic program needs
 - Foscue Map Library hosted GIS Day exhibit and demonstrations in November. ArcEditor added to one pc workstation in Map Library
- (6) Implement Apple iPod checkout for sound recording reserves
 - Went live August 05 at the Hamon and will continue. Service was very well-received by students and faculty

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

- (1) Promote to all faculty
 - User Education promotion was directed toward the English 1302 faculty
- (2) Customize programs for targeted student populations
 - DeGolyer hosted classes in history, literature, and art history
- (3) Develop ways to involve staff from all library departments where appropriate
 - Public Services developed a plan to involve CIP staff in working on the Reference Desk.
- (4) Develop appropriate teacher-training opportunities for User Education staff
 - CUL UE Librarian held a workshop in which *A Private Universe: Misconceptions that Block Learning* was viewed and pedagogy was discussed in an effort to improve instruction sessions
- (5) Expand information literacy program efforts and include evaluation tools e.g. ETS ICT Literacy Assessment software
 - No progress
- (6) Involve CUL in SMU's Strategic Enrollment Management, First Year Experience and curriculum planning efforts
 - Little progress this year, although we did have a booth at AARO

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 e.g. orientation events
 - CUL UE continues to work with the Honors Program in particular, as they work toward changes in their curriculum
- (2) Target particular groups of students, such as President's and Hunt Scholars for customized User Education programs
 - Preliminary discussions held with Asst. Dean of Dedman and others
- (3) Continue involvement in curriculum planning for both graduate and undergraduate courses where appropriate
 - On hold until the General Education revision process gets underway
- (4) Continue to partner with contiguous units, such as CTE and Academic Computing, and work toward common goals in teaching and learning; strengthen the Strategic Alliance group
 - EC member appointed to iTunes University Steering Committee and CMIT staff to the implementation group
 - Partnered with Academic Computing Services to have the Teaching Technology Group obtain funding from UCIT for Blackboard Content module
 - Discussions ongoing with ACS on designing collaborative technology areas for students

- UE partnered with CTE to administer a survey to assess research papers among undergraduates at SMU
- Outreach Librarian worked with campus ministries and community organizations to publicize the CUL “Let’s Talk About It” Book Discussion program

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
 - Bywaters Special Collections explored joint exhibit with Meadows Museum to celebrate 100th birthday of Jerry Bywaters
 - Worked with many academic departments to develop the Faculty Recognition Exhibit
 - Developed an exhibit to honor Alessandra Comini of the Art History Dept.
 - Presented an exhibit to coordinate with the reading of Nickled and Dimed by incoming freshman students
 - Various campus units were involved in planning, advocacy and support for the successful grant application to the American Library Association to sponsor the book discussion on Jewish literature
- (2) Publicize CUL activities in campus press, targeted local publications, and on SMU's web pages
 - Outreach Librarian worked with campus ministries and community organizations to publicize the CUL “Let’s Talk About It” Book Discussion program
- (3) Expand opportunities to send CUL publications to SMU constituents
 - Members of the SMU Board of Trustees received copies of the annual report, together with a cover letter from LEB chair Mark Nerio
- (4) Celebrate the acquisition of major collections with appropriate campus/local participation
 - Community event held to celebrate the acquisition of the TI Historic Archive and the Jack Kilby papers

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

- (1) Continue to work on developing high-class public relations materials and web site
 - Ongoing
- (2) Develop expanded marketing plan, to include advertising in other campus publications
 - Developed leads to over 200 potential clients through use of Metroplex business lists, research directories, and Dallas Morning News articles. Contacted most of these via email and/or telephone
- (3) Aggressively expand customer base
 - Acquired 10 new member firms coming from the fields of telecommunications, law, electronics, publishing, ergonomics, venture capital, and business consulting
 - Increased customer use of services leading to an increase in income for the 2nd straight year
- (4) Evaluate effectiveness of ILLiad for billing and administrative functions, in partnership with ILL
 - Fully implemented ILLiad for documenting orders, processing orders, tracing progress, and pricing of services
- (5) Share staff between IIS and ILL as needed
 - Shared staff on several occasions

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

- (1) Promote library internships with neighboring library schools and colleges
 - DeGolyer hosted three interns during the year
 - Hamon hosted one intern during the year
- (2) Develop partnerships and volunteer opportunities, as needed, with area schools, colleges, libraries, museums and other cultural organizations
 - DeGolyer is the new home for the Book Club of Texas
 - DeGolyer continues to support the annual Dallas History Conference

- (3) Work with Alumni Office to feature CUL's programs/collections more often
 - Several articles on CUL programs/collections published in SMU publications, although unsuccessful so far in persuading editors to feature the SMU archives in every issue of the alumni magazine
- (4) Continue working with CUL Student Advisory Council for feedback on services, collections and facilities; create student advisory board in the HAL
 - HAL student advisory board held first meeting fall 05
 - The Dean and Public Services staff continue to meet with the CUL Student Advisory Council to discuss new services, solicit student feedback on services, collections and facilities, and share suggestion slips from boxes within FLC
- (5) Use the SMU Friends of the Libraries for joint sponsorship opportunities e.g. the CMIT Film Festival
 - Two film festivals sponsored: Fall, 2005 – Silent Era films. Spring, 2006 – How Rock-n-Roll Music Shaped America. Faculty speakers at both festivals
- (5) Explore ways to integrate use of the DeGolyer collections into the SMU curriculum
 - With help from DeGolyer staff, history students mounted an exhibit on “the new woman,” using DeGolyer materials
- (6) Continue development of the Dallas Art Library Consortium
 - DALC webpage up and running
- (6) Participate in the SMU planning process to attract the George W. Bush Presidential Library
 - The Dean represented SMU libraries on two working committees involved in this planning effort
- (7) Investigate the potential for working with SMU and community groups to produce archival video programs and to complete the Pfautsch Memorial Recording Project
 - Retaped one historic video interview
 - Pfautsch Memorial Recording Project being assessed for collection-level cataloging

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
 - Some progress made through promotions and reclassifications
- (2) Continue to analyze all open positions in light of reduced SMU funds
 - CUL redefined all vacant positions as they became available
- (3) Continue to evaluate staff mentoring programs and expand where necessary
 - Evaluations completed through 2004 – 05. Results indicate overall satisfaction rating greater than 4.0 on 5.0 scale
- (4) Develop a forum to specifically support staff enrolled in library school
 - Forum implemented – group meets approximately once per semester with 3 – 5 attendees during the past year
- (5) Provide training for cross-functional work to provide efficient and effective delivery of services and processing of library materials
 - Team lines began to blur in CIP regarding which staff processed the various materials
 - Library specialists began training other CIP staff members in the area of cataloging
 - CIP developed checklists for cataloging in order to speed up their processing
 - CIP held a retreat to discuss processes, services, and procedures
 - RUST secured funding from the Presidents Advisory Committee on the Needs of Persons with Disabilities (PACNPD) for staff training on the Assistive Technology Center software
- (6) Streamline student worker hiring processes, provide training for student supervisors and improve student training programs
 - Completed and ongoing – had a workshop for all supervisors of students in September, 2005;

- ongoing work to streamline and clarify procedures for managers and students; students given instructions on hiring procedures; instructions on CUL Staff Resources website
- (7) Provide opportunities for timely and targeted dissemination of information from professional conferences and workshops
 - LEAD Brown Bag programs on ALA and EndUser conferences. Staff now required to submit “CUL Professional Travel Report” after each conference
 - CIP staff formally reported on their professional activities to pertinent teams
 - DeGolyer staff attended various conferences (ALA, SAA, RBMS, Rare Book School, Oracle, TSHA) and reported on their adventures
 - (8) Provide, publicize and support staff training opportunities in technology, management and presentation skills
 - EC completed Advanced Performance Management (360) course
 - Staff attended various LEAD programs on staff training and development - ARTstor; Assistive Technology issues; Brown Bags on End User, ALA, and IFLA conferences; Google and Your Patrons; and panel discussion on Collection Development policies; tours of SIC and Bywaters Special Collections
 - CULISS notified staff of ACS computer classes, conducted orientation sessions for automation team leaders, and provided training for new help ticket software
 - Staff attended ALA, TLA, MLA, TxMLA, AMIGOS Conference, NASIG, workshops, and EndUser conferences
 - CIP co-hosted with AMIGOS for “Library of Congress Classification: The Basics” workshop and hosted SAA/EAD workshop
 - GIRM staff member underwent considerable training to become certified as an Adobe products Certified Expert (ACE)
 - (9) Continue to push down more routine processing work to students, as appropriate, and utilize vendors or Library Specialists to handle more of these tasks
 - CIP Students made greater contributions to database maintenance activities (searching OCLC and downloading records and creating holdings records)
 - Used more collection level records and vendor provided cataloging
 - Duties of ILL Lending Specialist were assumed by a student assistant.
 - (10) Continue to streamline and promote employee orientation and exit procedures
 - New employee orientation and checklist created and posted on CUL Staff Resources on web. Exit procedures developed and exit interview form developed and posted on CUL Staff Resources
 - (11) Promote staff retention and manager training through support of continuing education and staff development opportunities, including Performance Management series for EC, Strengthsfinder assessment for all staff, LEAD programs, HR Partnership courses, Customer Service training and Phoenix programs
 - EC completed Advanced Performance Management (360) program in partnership with HR
 - Strengthsfinder assessment performed with all staff; Customer Service program offered in Fall, 2005. LEAD committee sponsored 9 programs and 2 social events
 - CULISS staff attended various training and conferences -- EDUCAUSE Southwest Regional Conference, Coalition for Networked Information sessions, Microsoft Certified Solutions Developer Program at SMU Legacy campus, AMIGOS annual meeting, and Voyager EndUser conference.
 - Other staff attended ALA, TLA, MLA, EndUser, HR workshops, specialized training programs in serials, acquisitions, cataloging, and record management
 - (12) Continue to recognize staff for both individual and collaborative efforts
 - Annual CUL Service Awards ceremony held in March honoring all CUL staff achieving various service recognition
 - Annual SMU Libraries Staff Awards held in Spring; additional CUL awards include Dean’s Eureka Award and CUL Team Award
 - CIP sent each staff member a letter of appreciation; recognized staff with 25 years of experience; held annual appreciation lunch and scheduled regular one-on-one meetings with staff

- Public Services successfully reclassified LS III position in the Edwin J. Foscue Map Library as a Curator

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 as part of FLCC renovation planning
 - Ongoing
- (2) Enhance or strengthen relationships with other SMU Libraries and campus departments
 - EC member served on Document Imaging Search Committee
 - Head of CULISS chaired the UCIT Computer Equipment Inventory Task Force
- (3) Provide more leadership and oversight for CUL circulation departments by creating a head of access services position
 - Done. Additional responsibilities assumed by Distance Services Librarian
- (4) Streamline workflow and policies across CU libraries, including cash handling procedures, gift processing and circulation policies/procedures
 - Library purchasing centralized in CIP and staff re-examined training processes in order to fast-track some areas, and monitored production
- (5) Take advantage of more vendor products and services e.g. Electronic Resources Management Systems
 - Electronic Resources Team continued to evaluate Electronic Resources Management systems and selected and implemented interface to link resolver for subscription electronic resources
 - CIP instituted use of embedded order data records from YBP
- (6) Continue to focus on developing customized policies for providing services to CUL's many varied categories of users
 - Worked with Director of the FOL to develop new benefits packet and to move more circulation services online
- (7) Develop improved assessment and evaluation tools, including a historical statistical profile
 - Developed comprehensive briefing books for new Provost and new VP for Finance & Business
 - Continued to improve and refine the SUL statistical overview
- (8) Work with cohort organizations (such as ULG) to collect library statistics
 - Participated in the ULG survey on salaries/years of experience
- (9) Continue active participation in SMU technology forums
 - EC members served on Meadows Technology Steering Committee, the SMU Document Imaging Search Committee, Technology Leaders Forum, UCIT, TTG, OUG and ARCC
 - Head of CULISS chaired the UCIT taskforce on Computer Equipment Inventory
- (10) Create DeGolyer staff and policy manuals to help eliminate confusion and clarify mission
 - Ongoing; much progress made through the web page, the V drive, and internal documents
- (11) Work with the Meadows School of the Arts to develop appropriate budgetary support and building maintenance responsibility for the Hamon
 - Worked with new Dean of Meadows on budgetary support and with Facilities Manager on regular maintenance
- (12) Restructure CMIT staff duties to focus on event technology support and digital production for the campus (as a result of transferring classroom technology support duties to ACS)
 - Migration of classroom technology support for Dedman College to ACS completed as of Fall, 2006
 - Emphasis on digital production and event technology support ongoing
 - Plans in development to create a digital center with services for digitization and student media creation/editing stations
- (13) Investigate ways to further consolidate and streamline all personnel/student hiring and tracking functions
 - On the resignation of Dean's assistant, many administrative duties were reassigned to make better organizational sense
 - All personnel files centralized in CUL Personnel Office; all student payroll and time management oversight moved to CUL Personnel Office; student budgets tracked; personnel vacancies and hiring tracked; payroll budget tracked

(14) Develop streamlined support model for centralized CUL administrative functions

- Centralized library purchasing/payment in CIP
- Began ordering supplies on a monthly basis as the norm
- Began utilizing Voyager acquisitions for non-book materials invoicing
- Backup coverage for the Dean's Suite regularized

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 new version of Voyager, Voyager patch & related operating system and database upgrades; 2 ILLiad interlibrary loan system upgrades; moved EZProxy to new server and upgraded operating system
 - Implemented new version of OCLC Connexion
- (2) Implement new ways to streamline technical processing tasks, including vendor assisted selection, cataloging, and authority control
 - CIP and CULISS worked with outside vendors and ITS to utilize electronic ordering and to automate bulk record imports
 - Purchased cataloging records for Hamon materials enabling books to reach the shelf in 1-2 days vs. 3-4 weeks (PromptCat)
 - Loaded 808 NetLibrary e-book records and 60 ProQuest digital dissertations records into Voyager
 - CIP simplified guidelines for editing bibliographic records
 - CIP partnered with DeGolyer to structure FileMaker Pro records for DeGolyer maps, 500 SMU photographs, and Barr Rowe currency for reuse in other systems
 - Prepared specifications with OCLC for the uploading of union listing records for serials (requested by ILL staff)
- (5) Strive for continued improvement with upgraded public interfaces and new systems releases
 - Automation teams tested and implemented new features of Voyager and ILLiad versions. Rebuilt CUL new titles website
- (6) Expand EDI implementation of business transactions to other vendors
 - Provided analysis and support to automation teams for EDI.
 - Implemented EDI invoicing with YBP, Blackwell's, and Ambassador
- (7) Continue to develop Voyager reports, web and database usage statistics as requested
 - Provided Voyager reports and OPAC usage sampling reports as requested.
 - Requested and used many new reports to track Dewey counts, Bridwell transfer items, in-transit procedures, and database maintenance activities
 - Secured upgraded MARS/Backstage authority reports at no additional cost
- (6) Refine in-house administrative statistics
 - ILL staff consulted with Director of Public Services to determine that ILL statistics provided were in a usable format for annual administrative reports
- (7) Assess branch libraries' specialized processing needs and adjust CIP service levels as appropriate
 - Developed new process for handling invoiced items at DeGolyer
 - Staff increased use of archival standards in order to process archival collections for DeGolyer (Claude Albritton papers and World War II materials)
 - Prepared finding aids and increased use of collection level records
 - Analyzed scholarly editions of Mozart's works
 - Regularly documented project progress and presented to EC
 - Processed 41,105 PIT requests for location changes, withdrawals, RUSH and Notify Me requests, call

- number changes, and miscellaneous database maintenance
- Lifted limits on gift book processing since more staff and students became involved in processing these materials; trained others outside of CIP in this process
- (8) Develop benchmarking standards for all CUL units where appropriate
 - CIP centralized library purchasing; re-examined training processes order to fast-track some areas and monitored production
- (8) Evaluate ERMS products to streamline backroom electronic processing
 - Electronic Resources Team continues to evaluate development of ERMS products as vendor products mature
- (9) Implement the 'In Transit' status for branch library materials
 - Implemented and working in Hamon
- (10) Implement digital conversion standards in CMIT
 - Ongoing work for still, audio, and moving images; will be in progress with development of digital center

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

- (1) In conjunction with ITS, continue to evaluate and maintain CUL wireless networking technology
 - Added outdoor wireless coverage for west side of Fondren Library Center
- (2) Continue efforts to make the SMU campus cable system as functional as possible, to include investigating potential for fiber network distribution
 - Fiber installation completed; all campus routing of SMU channel (channel 7) from CMIT headend
- (3) Investigate possibility of utilizing planned ITS Help Desk program for implementation in CUL
 - Done. ITS Help Desk program implemented for CUL desktop support and SMU Libraries shared library systems support. Training sessions and new brochures provided for staff
- (4) Work with ITS and appropriate SMU Libraries representatives on the next phase of SMU Portal development
 - On-hold until ITS expands planning process to include other departments
- (5) Explore possible content and authentication integration; investigate interface with CMS
 - Completed SMU ID single sign-on authentication for OPAC and ILLiad systems.
- (6) Continue work on testing video streaming/file transfer
 - Slingbox solution online - had successful implementation using Slingbox for Dr. Gretchen Smith's screenwriting class; testing phase ongoing with testing to Dallas Hall classrooms
- (7) Add an additional internal SMU channel to the cable line up for internal content delivery across the campus
 - Cable filter purchased to use Channel 23 for additional campus channel as needed
- (8) Evaluate joint CITA Lab/Information Commons and iPod reserve service
 - iPod reserve service well received by Meadows students and faculty

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

- (1) Enable the Digitization Committee to lead efforts in developing and facilitating digital projects CUL-wide
 - Focus group interviews held with Digitization Committee to determine future direction with funding ending for Digital Content Manager; Digitization Advisory Group formed to redesign processes, workflows, and procedures
 - Web Librarian worked with the newly formed Digitization Advisory Group (DAG), all four DAG members attended a workshop at UNT on digitizing and group member representatives provided consultations to staff in DeGolyer (SMU Archives) and Hamon (Bywaters Special Collections)
- (2) Explore range of digital library projects for which to seek financial support as well as potential partners
 - On-going. Smallwood Foundation grant received to fund digital camera for digital photography lab
 - Finalized agreement with GPO / FDLP re: permanent public access to the content of the "Historic Government Publications from World War II" (Memorandum of Understanding)
 - 311 individual publications are now available through the "Historic Government Publications from World War II" digital library

- (3) Purchase software/hardware to expand capacity for program support
 - Purchased additional scanners, printers, external storage devices, and software to support DeGolyer Library and the Hamon Arts Library
- (4) Cooperate/coordinate with other SMU departments on digitization projects
 - Provided technical guidance as requested by SMU libraries and faculty
- (5) Provide appropriate staff training in digital and other new technologies
 - Provided informal training as requested and promoted other technical training opportunities on campus
- (6) Begin program to scan library materials invoices
 - On-going. Provided initial analysis of CIP needs and facilitated partnering with other SMU departments with similar needs
 - CUL became a part of the planning process for an enterprise-wide imaging system and will be a part of the initial implementation phase of this project
- (7) Pursue opportunities to fund the Digital Content Manager permanently and to fund a digital photography lab
 - Funding ended for Digital Content Manager position
 - Funds for digital camera for digital photography lab obtained from Smallwood Foundation grant. Additional funding will be needed to implement and staff this service
- (8) Enhance the digital recordings database to include electronic files of edited masters that are accessible for online editing; include all raw footage and final copies
 - Not enough storage to save all files of original footage; saving only edited DVD masters to server
- (9) Update Apple Production software for all video/audio editing and DVD mastering
 - Updates completed for this year; yearly updates as needed
- (10) Update digital production equipment to include new HDTV standard
 - New camera, recording deck and related equipment have been purchased

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 working with architect and targeted user/staff constituencies
 - Architect completed plans for initial phase and presented them to President Turner and the Oversight Committee. Project will need to scale back in order to meet resided cost estimate
- (2) Reclaim and redesignate space currently in use by non-library tenants
 - Biology department continued to move the electron microscope lab and equipment from the basement of SIC
- (3) Review space in all libraries for increased efficiency; formulate plans to relieve space shortages as needed
 - The RRT Z project has identified materials for de-selection in both FLC Reference and Science Reference Storage. The review of these materials will include an assessment of space in reference area/Information Commons
- (4) Complete cleaning of SIC basement preparatory to opening it up for users and/or compact shelving
 - Initial review of Z reference materials in Science Reference Storage is complete. Significant percent of these materials have been selected for de-accession
- (5) Evaluate FLC Information Commons and work with ITS staff to continuously improve services/support
 - Developed meeting schedule with ACS staff to better coordinate oversight issues
- (6) Partner with SMU Auxiliary Services to provide library links in Hughes Trigg Student Center
 - Deemed not feasible at this time
- (7) Improve building security in all libraries; assess security/housing issues of all cage/restricted access materials
 - Many cage materials transferred to DeGolyer Library
- (8) Continue to revise disaster planning process and procedures

- Revised building manager assignments; Personnel Director is now the building manager for the entire FLC Complex with assistant building managers for FLE, FLW and SIC
- (9) Keep fire emergency evacuation plans in line with campus emergency planning process; conduct regular fire/emergency drills
 - Fire evacuation exercise completed Spring 2006
- (10) Continue working with CTE, Digital Commons and Academic Computing to develop projects for the Strategic Alliance that would achieve common goals
 - Group met during the summer to go over progress and develop a strategy for the coming year
- (11) Improve space utilization in the DeGolyer; continue to revamp procedures and reduce extraneous collections
 - Added new shelving in the SMU Archives, third floor hallways, and for the TI materials
 - Added new storage unit in the Mrs. Baird's factory
 - Continued to send non-rare books in fields outside DeGolyer specialties to Fondren; duplicates sent to Legacy for future sale
- (12) Evaluate options and plan new hi-tech collaborative study area in the FLCC
 - As part of the move to relocate CMIT collections to the FLC Circulation Desk area, ACS and CMIT have been developing a plan

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

- (1) Continue to replace the carpet in the Hamon, floor by floor
 - Basement and 1st floor completed
- (2) Plan and obtain funding for compact storage where needed in all libraries
 - No progress, although the DeGolyer and HAL have added more regular shelving
- (3) Renew and refurbish CUL buildings as needed and opportunity permits to ensure that all buildings are welcoming, safe, and well-functioning environments
 - Ongoing
- (4) Provide adequate workspace with ergonomic furniture and equipment for staff members to carry out their duties
 - Ergonomic furniture planning and equipment provided as requested
- (5) Promote the availability of laptops and other shared specialized equipment e.g. color laser printer, large format printer
 - On-going. Laptops made available upon request; color laser printer and large format printer made available to staff as needed. Informal training and assistance provided to staff. Color laser printer purchased for FLC Reference office to support public services and user education needs

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
 - Installed new A/V equipment in Hawn Conference Room
 - New carpet and paint in CMIT
- (2) Continue to dispose of badly worn, obsolete and unrepairable furniture/equipment
 - On-going. PCs, printers, and related equipment replaced and upgraded regularly
- (3) Update CMIT viewing room with new projector, surround sound and AMX controls
 - Completed
- (4) Evaluate CMIT's equipment needed in the viewing area to support the media collection
 - New equipment planned for when media carrels move to FLC basement in January

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 and grow donor base

- Revised criteria for Fall Annual Fund mail list to maximize donations
- (2) Work with the SMU Library Executive Board to develop its potential and capability for fund raising
 - Took the LEB and other LEB alumni to on a field trip to Washington DC and visited both the Library of Congress Map Division and the White House
 - Continued the tradition of holding a summer meeting in conjunction with the SMU-in-Taos board in Santa Fe and Taos
 - Sent a letter to the FLCC Leadership Circle to solicit additional funds for the renovation planning
 - Continued to include the LEB members in various SMU events
- (3) Ensure that CUL cost centers develop robust income streams and reduce operational costs
 - IIS increased its revenue streams for two years in a row
 - Continued to re-evaluate the CMIT cross charge structure and services, moving most of the Dedman support to ACS
- (4) Expand collaborative efforts with other SMU departments in order to broaden our audience for FOL activities and increase membership
 - ILL initiated program to provide ILL services to FOL members at the \$1000 level
 - Colophon/FOL partnered with Bridwell, Clements Center, CMIT, DeGolyer and HAL for its programs
 - DeGolyer continued to work closely with both the English and History departments
- (5) Collect library data from benchmark schools in order to position SMU's libraries to secure additional resources if necessary
 - Ongoing; report comparing DeGolyer to special collections units at benchmark schools is desirable
- (6) Analyze SMU library statistics in order to assess the viability of SMU becoming an ARL library
 - Although this was one of the new Provost's requests, it moved to the back burner on his resignation

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

- (1) Position CUL to play a central role in SMU's capital campaign
 - Hired Director of Development for Campus Development
 - Expanded CUL Development Officer to full-time and hired new person
 - Moved former CUL Development Officer to position of Director of Colophon/FOL and put back the two parts of that position (FOL and CUL marketing)
 - Hired Grantwriting staff person (in partnership with School of Education and Human Development) for one year with funding from the Provost
- (2) Launch CUL annual fund campaign
 - Participated in Fall 2005 Annual Fund with 2.42% return and raised \$13,740
- (3) Develop funding plan to endow appropriate library positions and create new special collections endowments
 - No progress
- (4) Secure continued funding for the Digital Content Manager
 - Additional UCIT funding for Digital Content Manager not requested.
- (5) Continue working with the board of the AWSW to complete the *Remember the Ladies!* \$1M goal
 - Raised \$350,000 in gifts and pledges
 - Began work to establish working committee for more focused fundraising
 - Added new members to the board to actively work on fundraising
- (6) Develop new initiatives and find new venues to promote and market CUL, with an emphasis on identifying corporate and foundation prospects
 - Received Provostial grant to fund grant writer position for CUL and the School of Education and Human Development for one year to specifically achieve this goal
- (7) With the assistance of SMU Public Affairs, develop a cohesive CUL marketing plan to include events and new services
 - Due to the various staff changes and resignations in both CUL and the SMU offices, no progress this year

- (8) Continue to solicit new members for the Fondren Library Leadership Circle
 - Letter sent in May 2006 to solicit additional planning funds, with a good response
- (9) Develop PR plan for the FLCC renovation project: create a website and post progress reports
 - No progress
- (10) Develop building naming opportunities and donor pyramid for FLCC renovation
 - Dean met with President and senior staff to review prospects and develop donor pyramid
- (11) Expand the membership and fund raising initiatives of the Friends of SMU Libraries
 - Ongoing
- (12) Increase the FOL presence on the CUL website; create new FOL brochure; improve FOL management processes and infrastructure
 - Ongoing
- (13) Identify and cultivate donors and collectors with specific library-related interests
 - Obtained a gift of Archive material from Flexible Computer Corporation of Dallas for the DeGolyer Library
 - Obtained gift of material on the Divine Goddess and shamanism
- (14) Continue to develop targeted fund raising opportunities
 - Ongoing

GLOSSARY

AARO	SMU's student orientation program
ACS	Academic Computing Services
ALA	American Library Association
AMIGOS	Local library services consortium
AMS	A to Z finding tool in Serials Solutions
ARCC	Academic and Research Computing Services, a UCIT sub-committee
ARL	Association of Research Libraries
ARTStor	Art image digital library product
ATC	Assistive Technology center in the FLC
ATSC	SMU Libraries' Academic Technology Steering Committee
AWSW	Archives of Women of the Southwest
BIC	Business Information Center
BOT	SMU's Board of Trustees
CIP	CUL's Center for Information Processing
CMIT	Norwick Center for Media & Instructional Technology, in CUL
CMS	Course Management Systems/Software
CNI	Coalition for Networked Information
CoLD	SMU's Council of Library Directors
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
DG	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
ER	CUL's Electronic Resources team
ERMS	Electronic Resources Management System
EZ Proxy	Online authentication tool
FBL	Fort Burgwin Library, Taos
FDLC	Federal Depository Library Conference
FLC	Fondren Library Center
FLCC	Fondren Library Center Complex, referring to DeGolyer, FLE, FLW, FLC & SIC buildings
FLE	Fondren Library East building
FLLC	Fondren Library Leadership Circle
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
GPO/FDLP	Government Printing Office/Federal Depository Library Program
HAL	Jake & Nancy Hamon Arts Library in CUL
IIS	CUL's corporate research service
ILL	Interlibrary Loan
ILLiad	ILL online module
ISEM	Institute for the Study of Earth and Man reading room
IT	Information Technology
ITS	SMU's Information Technology Services dept.
JSTOR	Electronic journal archive
LC	Library of Congress classification system

LDAP	A protocol used to access online information
LDRPS	SMU's emergency management database/software
LEAD	CUL's Library Enrichment and Development standing committee
LEB	SMU Library Executive Board
Marcive	Supplier of government document cataloging records
MARC	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
OPAC	Online Public Access Catalog
OUG	Office Users Group, a UCIT sub-committee
PHOENIX	Local academic library consortium
PONI	SMU Libraries Public Online Information System - the online catalog
RLG	Research Libraries Group
RRT	Reference Resources Team in Reference Services
RUST	Reference User Services Training team in Reference Services
SBRA	Shepley Bulfinch Richardson & Abbott, the FLCC renovation architect
SEL	Science & Engineering Library
SerialsSolutions	New e-resource management software
SIC	Science Information Center - the building that houses the SEL
TARO	Texas Archival Resources Online
TLA	Texas Library Association
TTG	SMU's faculty Teaching Technology Group
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
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
WOREP	Reference Evaluation Program
YBP Gobi 2	Yankee Book Peddler's new electronic ordering system