

CUL Strategic Plan Progress Report

2008-09

Goal 1

Create, organize and deliver collections that support the evolving curricular and research needs of the University community.

Goal 1 - CSF 1: Acquisition decisions are informed by and responsive to user needs as collections are systematically evaluated for curriculum support

Actions completed

- Evaluated Hamon's collection of materials on Latin American art for consideration of a PhD program with an emphasis in this subject area.
- Met with music executive/curriculum committee to discuss short- and long-term initiatives for evaluating collection development policies with regard to faculty research and curricular changes.
- Regular consultations with faculty in the Annette Caldwell Simmons School of Education and Human Development to select and purchase materials to support new programs/degree offerings including Dept of Educational Policy & Leadership offering M.Ed., Dept of Applied Physiology and Wellness offering B.S., Department of Dispute Resolution and Counseling opening of Center for Family Counseling. Also materials were purchased to support many new areas of concentration/certifications within existing departments (school counseling, bilingual and ESL education, gifted education).
- Curriculum collection was weeded of out-of-date materials. Plans to purchase updated materials over next 5 years were agreed upon with School of Education and Human Development Department of Teaching & Learning.

Actions in progress

- Consultations with faculty as way to assess usage needs to match assignment requirements.
- Consultations with existing and new faculty to assess prime research goals. Also, review current collection for weeding and new acquisitions.
- Consultations with faculty on future library acquisitions in conjunction with the planning for a PhD program with an emphasis in Latin American art.

Goal 1 - CSF 2: Users report that CUL collections meet or exceed their needs.

Actions completed

Actions in progress

- Review and/or modify library instruction style so that students will have success locating information needs with or without librarian consultation.

Goal 1 - CSF 3: An established inventory control program successfully manages and evaluates collections on an ongoing basis for physical condition and relevancy. Conservation and preservation are performed as needed.

Actions completed

- In the Hamon Library, a National Film Preservation grant has been used to preserve one of the Jones Collection's unique 35mm film prints (The Blood of Jesus, 1941).
- Fondren staff participated in the Spring 2009 shelf-reading project.
- Numerous Voyager inventory reports have been requested and created in support of this goal.

Actions in progress

- Continue to process collections in Bywaters Special Collection.
- Continue to write finding aids for processed collections in Bywaters Special Collections
- Continue to review rare and/or fragile archival material and/or works on paper for conservation purposes. Items are treated by a professional paper conservator prior to archival matting performed in Bywaters Special Collections.
- Continue to utilize Shelflister program to maintain stacks and identify problem items at the Hamon.
- In the Hamon Library, preservation assessment of Jones Film and Video Collection holdings is ongoing. A new National Film Preservation grant is being used to preserve one of the Collection's unique 35mm film prints (Carib Gold, 1956).
- Fondren Library Center is implementing Shelflister to assist with stack maintenance.
- Continuing reevaluation of history and humanities section in Information Commons.

Goal 1 - CSF 4: Collections are easy to access, navigate, and use, both physically and virtually.

Actions completed

- Trained LS staff member to complete copy cataloging for sound recordings expediting cataloging.
- Early American Imprints, Series I, Evans, MARC records (36,836 records) for e-books from microforms with links to digital texts are purchased and loaded.
- NCDS staff has added digital video versions of 29 Jones Collection films to CUL Digital Collections.
- Approximately 50% of the FLC Reference collection was transferred to appropriate circulating stacks, and in many cases, reclassified to subject specific LC class numbers.
- Entire Dewey 700 range of materials has been reclassified or withdrawn to create space for shifting of collections.
- Entire Science Oversized Collection has been integrated into the Main Oversized Collection and the MacNaughton Collection has also been integrated into the regular collection.

- Using the Gary Strawn location changer, created a more user-friendly designation for oversize materials in the Hamon Arts Library and changed holdings records for all relevant materials (changed from "|k f" to "|k Oversize" in 856 fields of holdings records).
- Upgraded Voyager system including serving as field test site for Ex Libris in order to make improvements to the online catalog to allow SMU to move to the new version and discontinue use of the PONI catalog.
- From January-October, nCDS posted six new digital collections; NCDS continues to post digital collections via ContentDM that are easy to access navigate and use, and have been accessed by users all over the world
- nCDS revised its digital cataloging standards to make metadata more efficient for search and retrieval of digital collections items.
- With the help of a UNT Library School student during summer 2009, made progress in implementing library location maps to link from every collection item location represented in public library catalog. Project not yet live as additional maps are needed as well as a graphic to represent Fondren Library stacks where more than 90% of the CUL general collections are located.

Actions in progress

- NCDS staff is continuing to digitize video versions of Jones Collection films to CUL Digital Collections, primarily from the Tyler Collection.
- MARC records for Eighteenth Century Collections Online digital e-books have been purchased and have begun to be loaded. This will greatly facilitate usage.
- 595 SMU microform dissertations from ProQuest vaults will soon be digitized and made readily available online, greatly facilitating usage
- Early exhibition catalogs of the Dallas Museum of Fine Arts from 1890-1964 have each been identified for item cataloguing. A project request form has been submitted to CIP. While these catalogues will still remain in either one of two locations, Ham, SC Vault or Ham, Limited Access, the catalog records will provide access for researchers
- The Science DeGolyer collection is being integrated into the main collection and simultaneously, duplicates from other Science locations are being weeded to streamline and consolidate the collections.
- Materials classed in Dewey call numbers, that have been checked out, are delivered by Circulation staff to CIP upon their return, for reclassification to LC
- Enhanced cataloging and reclassification plus transfer of many hundreds of Dewey theses and dissertations is ongoing.
- The encoding in EAD of finding aids for DeGolyer, the University Archives, and Hamon special collections finding aids is ongoing. The finding aids are then accessible on the Texas Archival Resources Online (TARO) website as well as through links in the library's online catalog. Whenever possible, links to related digital collections are also included in the finding aids.
- The process of updating outdated or inaccurate periodicals holdings information in the catalog in response to a continuing shelf-reading project by periodicals students and staff is ongoing.

- Research Services has begun keeping browse counts of specific reference titles to be better able to assess collection use and make de-selection decisions in the future.

Goal 1 - CSF 5: Course reserves are delivered through a system that successfully addresses user needs.

Actions completed

- Designed and implemented a streaming audio course reserve system, allowing faculty to choose digital and analog recordings and provide access to students in a course through Blackboard.

Actions in progress

- Implement a pilot project for a course reserve application called Variations3 by Indiana University, allowing users to access digital scores and recordings easily for course work.

Goal 1 - CSF 6: Special collections materials and gifts are rapidly represented in the catalog upon their acquisition.

Actions completed

- Processed increased volume of DeGolyer Material-in-Hand in a timely, efficient, and accurate manner so that representation in the catalog would occur sooner.

Actions in progress

- Created a more efficient and multi-faceted workflow in music cataloging to make the best use of the time and skill-sets of applicable staff, therefore allowing for existing gifts to be represented in the catalog sooner, and eventually allowing for newly acquired gifts to follow through the same processing route at a faster pace.
- Employed the help of a volunteer interested in library science to create temporary, provisional records for music score gift materials, enabling those materials to have a virtual representation and mode of discovery and access in the local ILS.
- About 10% of the video recordings received as a gift in memory of Mrs. Janice A. Helgason have now been processed into the Fondren Media Library collection
- Increased time spent cataloging DeGolyer serials, and serials from various gift collections for DeGolyer and other CUL units.
- Currently in the second stage of the Ephemera Project, where several people (including staff from CIP and DeGolyer) have provided timely access to thousands of uncataloged items which were previously considered ephemera, but which were in fact mostly pamphlets and the like. Stage One involved quickly providing copy cataloging for those items which had decent records in OCLC; stage two is providing original cataloging. Since the project began in June of 2008, we have provided access to nearly 3,000 items which had previously been "hidden" from our users.

Goal 1 - CSF 7: CUL is included in all critical initiatives regarding SMU's expanded research agenda.

Actions completed

- CUL has representation on General Education Curriculum Review Committee.
- The first Larrie and Bobbi Weil Undergraduate Research Award for excellence in library research was given at the spring Honors Convocation.

Actions in progress

- Continued involvement in University Curriculum development.
- CUL has representation on QEP review committee.

Goal 2

Transform the tools of scholarly research by implementing strategic technologies that reflect the priorities of SMU while serving the broader scholarly community.

Goal 2 - CSF 1: Strategic technologies are progressively implemented.

Actions completed

- CUL Public Services staff member prepared wiki for discussion of strategic goals across CUL.

Actions in progress

- CIP is researching pricing and distribution of E-journal package plans.
- CIP is reviewing Electronic Resource Management options.
- LITDI is expanding ContentDM cataloging efforts, with 25 collections under development as of October.

Goal 2 - CSF 2: New technologies are thoroughly evaluated, selected, and implemented on a timely basis to support scholarly research and to make internal operations more efficient.

Actions completed

- LITDI evaluated needs of CUL departments with digital collections and purchased new equipment to streamline their digitization efforts with local departmental scanning equipment and centralized higher-end equipment.
- CIP migrated its static web pages of resource links into Delicious, creating an easily editable and dynamic depository of links useful for training, professional development, and everyday reference. Staff also worked to make this resource site useful to CUL as a whole.

Actions in progress

- OPAC Team performed initial usability testing to identify improved searching capabilities for the library online catalog and plan additional usability testing for the online catalog and the web pages for CUL.

- LITDI in conjunction with OIT, provide desktop technical support for nearly 400 CUL staff and public computers and order and install new computers and related equipment to meet needs of students, faculty, and staff.
- The Norwick Center for Digital Services is collaborating with OIT to develop a DSpace pilot project that can be used as a prototype institutional repository for SMU to adopt if high-level support is obtained from the Provost and Director of Research offices.

Goal 2 - CSF 3: Technology evaluation, selection, and implementation are informed by and responsive to input from faculty and students.

Actions completed

- Hamon Library staff member re-evaluated the use of Blackboard at Hamon to help with the management of student reference assistants and selected alternate, more successful management tools such as a student assistants' wiki and email lists.
- LITDI reloaded public computers to meet the needs of students and faculty based on feedback from Public Services Librarians.
- First round of usability testing performed on CUL website.

Actions in progress

- LITDI seeking funding opportunities to purchase a self-service scanner for the Fondren Library Center complex.
- OPAC Team developing opportunities to have faculty and student input into the evaluation of search and discovery systems for enhancement of searching capabilities for library owned and licensed materials.

Goal 2 - CSF 4: Documented processes guide the review of proposed and adopted technologies so that decisions about purchase, implementation, and retirement/replacement are made in a timely and systematic manner.

Actions completed

- LITDI compiled a report for the Provost's Office documenting the use of SMU technology upgrade funds for the previous five years to facilitate a decision on how much funding the Provost's Office would provide to CUL this year.

Actions in progress

- LITDI ordered and installed computers and related equipment for staff and the public based on the age and use of the equipment.

Goal 2 - CSF 5: The evaluation and prioritization of digitization projects reflect the priorities of students and faculty for online access to collections, and are guided by established processes.

Actions completed

- Norwick Center for Digital Services staff reviewed the existing CUL digitization collection policy and had key staff review and revise the document to assure that digital collections meet priority needs of students and faculty.
- The Norwick Center for Digital Services created new digital standards and practices for CUL, led a process for the CUL Executive Council and their staff members to revise the procedures, and received approval for implementation.

Actions in progress

- Continue to work with Cindy Boeke and Bywaters Special Collections staff in selecting archival material/collections for potential digitization projects.
- The Norwick Center for Digital Services continues to work with CUL departments to create new digital collections.
- CUL Public Services continue to work with Cindy Boeke and Stacey Beach to locate, develop and digitize niche Government Document collections, such as the areas of military and defense, that match CUL's goals.

Goal 3

Re-brand CUL as a powerful resource for the University community and increase awareness and use of collections and services.

Goal 3 - CSF 1: CUL is a catalyst to deepen and broaden the information fluency and technical literacy of its users.

Actions completed

- CUL is now a full participant in AARO, informing and encouraging incoming first-year students' understanding of the array of access points to the information and resources we provide.

Goal 3 - CSF 2: CUL enhances the quality of scholarship by providing the tools for skillful access, organization, and evaluation of information

Actions completed

Actions in progress

- Product roadmap task force was charged by the Council of Library Directors to evaluate search and discovery systems to improve the searching experience of users in order to support teaching and learning. Work began in May 2009.

Goal 3 - CSF 3: CUL's web presence incorporates contemporary web design, is accessible to users with disabilities and provides efficient and easy-to-use access to collections and services.

Goal 3 - CSF 4: CUL proactively reaches out to faculty, students, and others in the SMU community through a strong subject liaison program.

Actions completed

- All Fondren subject librarians attended the CTE Teaching Effectiveness Symposium, introducing themselves to new faculty, promoting their services, and participating in events.
- The staff directory web application was created and implemented.

Goal 3 - CSF 5: CUL is actively involved with faculty and administration in curricular initiatives.

Actions in progress

- Tim Silcox was appointed to the Provost's Quality Enhancement Program selection committee for SACS.

Actions completed

- Hamon staff attended a meeting to share information about frequently used online resources that support the Meadows curriculum.

Goal 3 - CSF 6: CUL provides active and engaging programs that educate users and promote library resources and services to the SMU community.

Actions in progress

Goal 3 - CSF 7: CUL programs, collections and resources are marketed and publicized to both internal and external constituents.

Actions completed

- Services were marketed to a new and returning faculty at the CTE Teaching Effectiveness Symposium.
- During AARO sessions held during summer 2009, CUL participated in Red & Blue Lunch, Resource Expo and Breakout Sessions

Goal 3 - CSF 8: All SMU departments work closely with the University Archivist to identify and preserve their records of historical value and to transfer them in a timely manner to the SMU Archives.

Actions completed

- The winning paper from the first annual Larrie and Bobbi Weil Undergraduate Research Award was given to the archivist to catalog and preserve; a digital copy was produced for the digital archives project.

Goal 4

Create comfortable, inviting and vibrant library spaces – both physical and virtual – that are responsive to the social dimensions of learning and research, that protect the discovery of knowledge, that allow for growth and that provide appropriate workspaces for staff.

Goal 4 - CSF 1: Building architecture, design, and collection arrangement enhance the user experience.

Actions completed

- The nCDS Student Multimedia Center has added new furniture and posters of digital collections to make it more inviting to students.
- Painting of Fondren Library East and first floor SIC completed in summer, 2009
- Procedures in place for use of maintenance funds for facility improvements
- Assistive Technology Center upgraded the JAWS for Windows software in summer 2009.

Actions in progress

Goal 4 - CSF 2: Public spaces create an environment conducive to quality education, research and work.

Actions completed

- Toni Nolen was asked to chair the President's Advisory Committee on the Needs of Persons with Disabilities in order to continue actively participating in campus initiatives for those with disabilities and to advocate for library resources and spaces for those having disabilities including the Assistive Technology Center in Fondren Library East.
- New carpet and furniture have been added to the Information Commons in two areas, providing comfortable seating, tables, and couches.
- Shelving was removed and replaced with additional seating, including new chairs, in the Government Information Resources reading room.
- The Documents processing office in GIR has been repurposed into group study cubes, providing group study space in the 24/7 footprint.
- Fondren study rooms can now be booked online.

Actions in progress

Goal 4 - CSF 3: Staff workspaces are located to maximize workflow efficiency and to take advantage of existing strengths of CUL's physical facilities.

Actions completed

- A centralized work space containing higher level digitization equipment and expertise has been created for use by CUL departments with digital projects.

Actions in progress

Goal 4 - CSF 4: CUL has full use of and access to all space within its various facilities

Actions completed

Actions in progress

- FLW 113 is being repurposed as additional/overflow information literacy classroom space.
- Plans are underway to obtain SIC third floor when Engineering vacates.

Goal 4 - CSF 5: Collections, especially the rarest and most valuable, are located in physical environments that support both access and preservation.

Actions completed

- Following extensive work on the climate control system for the Jones Collection vault, an electronic climate data logger has been installed.
- Room in Hamon basement has been renovated to house special music collections, such as the Voices of Change Archive.

Actions in progress

- Two 8th-10th century Japanese Gigaku masks, discovered as part of the Mary McCord/Edyth Renshaw Collection on the Performing Arts in Bywaters Special Collections, were shipped to the Dallas Museum of Art for conservation.

Goal 4 - CSF 6: CUL provides a virtual environment where students and researchers can connect with one another and feel comfortable exploring and interacting with digital collections and services.

Actions completed

- Hamon website has been redesigned to provide more effective access to library resources, including the SMU Ask A Librarian chat widget.

Actions in progress

- CUL website redesign is in progress.

Goal 5

Build on the high level of customer service provided by CUL and proactively address changing user behaviors and needs.

Goal 5 - CSF 1: CUL responds quickly to and better understands user needs and information-seeking behaviors, developing enhanced systems to assist users identify and use information.

Actions completed

- Librarians continue to develop new discipline and course-specific Research Guides in consultation with faculty.

Goal 5 - CSF 2: Users report high levels of satisfaction with service and support.

Actions completed

- According to the biennial Public Services survey (usually conducted by Carol Baker), our users are very satisfied by library service.

Actions in progress

Goal 5 CSF 3: User services are effectively marketed and publicized to internal and external constituents.

Actions completed

- User services, online resources, etc. are promoted during CUL events held throughout the year: Welcome Tent, Coffee Break during finals, CUL Cookout during National Library Week, AARO

Goal 5 - CSF 4: All staff go above and beyond the norm necessary to provide excellent customer service.

Actions completed

- Faculty requests for new materials are ordered expeditiously, with clear communication between librarians and faculty about status of requests.

Actions in progress

- CIP responds to all Rush and Notify Me requests with highest priority and communicates directly with patrons when clarification is needed on use of the Notify Me function.
- CIP continues to improve and reinforce training for student assistants to reduce quality control errors.

Goal 5 - CSF 5: CUL contributes to the university's mission and spirit by encouraging innovation and responding creatively to new challenges with service improvements.

Actions completed

- At the request of the CUL Student Advisory Council and other students, the 2nd floor atrium (which includes 5 group study rooms) will now be open as part of our 24/7 study hall.
- Additional study cubes have been added to the 24/7 footprint in GIR.

Hamon successfully requested funding from the Provost for the installation of the KIC scanning station in response to frequent requests from patrons for easier color copying. **Actions in progress**

- Hamon implemented pilot project delivering streaming audio reserves to patrons through Blackboard. Further enhancement of this project will be through a pilot of Variations3 software.

Goal 5 - CSF 6: The CUL website serves as an effective portal to library resources and is an important research tool for students, faculty, staff, and the wider SMU community.

Actions completed

- Research Guides provide departmentally-focused advice about which resources are most likely to be of use for someone in that area of study.
- The Hamon Library website has been redesigned to provide more effective access to arts-related resources and services.
- The online FLC study room application has produced a sharp increase in CUL website traffic, confirming the popularity of the service.

Actions in progress

- Special projects have begun to standardize the web look and feel across the SMU Libraries' various web-delivered systems (Voyager Library Catalog, ILLiad users' site, CONTENTdm Digital Collections).
- Research Guides subject & toolbox guides continue to be developed to help with both disciplinary research and general areas of common interest.

Goal 5 - CSF 7: CUL is a proactive partner with the Office of Student Affairs, expanding library involvement with Resident Life and Student Housing.

Actions completed

Actions in progress

- Plans to coordinate a study break at FLC with RLSH have been delayed due to the departure of the Assistant Director for Residential Life, North Area and Academic Initiatives. When a new Assistant Director is hired, we hope to have an event to bring students into FLC and introduce our services.

Goal 5 - CSF 8: Information literacy and library research skills are an integral part of every undergraduate's education.

Actions completed

- Information literacy components have been proposed as an integral part of the new University Curriculum (as a result of library representation on the General Education Review Committee).

Actions in progress

- All research librarians are working closely with faculty to expand their involvement in first-year writing courses.
- Subject specialist librarians are working with faculty in specific disciplines to partner in teaching all levels of undergraduate and graduate information literacy components.
- The embedded librarian concept is being explored with specific faculty members who are willing to partner at this level of involvement.

Goal 6

Invest in the requisite talent and expertise needed for a preeminent research university library system by recruiting developing and retaining staff with the skills and knowledge required to provide leadership in a complex environment.

Goal 6 - CSF 1: Recruitment and employment processes enable CUL to attract highly qualified staff.

Actions completed

- Position vacancies are advertised through multiple methods - letters to library directors, listservs, personal invitation, specific placement sites

Actions in progress

Goal 6 - CSF 2: CUL follows established career advancement and management succession practices that support internal promotion and job growth.

Actions completed

- Some positions have been filled by promoting staff from within; positions continually evaluated as vacancies occur

Actions in progress

- Reviewing Career Development models – looked at model developed in OIT
- Exploring ALA Library Support Staff Certification Program for possible application at CUL

Goal 6 - CSF 3: Staff and managers receive training and development opportunities that enable them to successfully meet job expectations.

Actions completed

- 53 staff attended Phoenix Professional Development day program hosted by SMU libraries – May, 2009

- 35 staff have attended national, regional, and local professional development conferences or seminars including ALA, NASIG, EDUCAUSE, CNI, ELUNA, Texas Conference for Digital Libraries, Rare Books & Manuscripts Section (ACRL), Texas Music Libraries Association, Texas Council of Academic Libraries, Texas State Historical Association, Center for the Advancement and Study of Early Texas Art, Association of Recorded Sound Collections, Art Libraries Society, Society of American Archivists, and AMIGOS

Actions in progress

- Seeking ER Online Overview Enhancement.
- Planning began for a workshop for SMU staff who are interested in a hands-on look at the new RDA cataloging standards.
- Revision of documentation for copy cataloging process is underway.
- The LITDI Desktop Support Team continues to provide technical orientation and training for new CUL staff members.
- Working with HR in preliminary planning of a campus-wide management training program; reviewed two pilot training sessions

Goal 6 - CSF 4: Staff and managers report being satisfied with and engaged in the CUL organization.

Actions completed

Actions in progress

Goal 6 - CSF 5: Managers use the CUL performance management system to hold staff accountable for performance.

Actions completed

Actions in progress

Goal 6 - CSF 6: CUL expands its range of required skill sets by hiring beyond traditional positions.

Actions completed

- Partnered with SMU Office of Development and External Affairs to hire a development officer and assistant
- Hired first budget officer for CUL
- Hired a web developer – programmer.
- Hired a Digital Collections Developer.

Actions in progress

Goal 7

Create a culture of open communication and collaboration, encourage and reward innovation, facilitate and empower staff initiatives, and streamline work processes

Goal 7 - CSF 1: Goals and priorities are communicated clearly to and understood by all staff and managers

Actions completed

- CIP Leadership Team discussed the Strategic Plan several times in formulating CIP goals for 2009-10.
- CIP staff evaluations specify which part of the Strategic Plan is supported by each individual goal. Mid-year reviews held by some managers to ensure goals are being met.

Actions in progress

Goal 7 - CSF 2: Established goals and priorities govern decisions regarding resource allocation

Actions completed

- In order to support SMU- in-Taos initiatives for an additional fall term, collections and staffing there have been increased.

Actions in progress

- Staff from many parts of CUL have joined in the digitization effort, contributing time, materials, and expertise.
- The Dean has authorized the outsourcing of certain portions of our planned website revamp in order to free up PTDS staff for other assignments.

Goal 7 - CSF 3: The organization is structured effectively to align people and resources to support achievement of goals and priorities

Actions completed

- Library Information Technology and Digital Initiatives was reorganized in late summer 2009 to take advantage of a vacancy to provide a graphic designer for web and print materials, to provide metadata support for the Norwick Center for Digital Services (partnering with CIP), and to streamline the desktop support function.
- The position for Director, Scholarly Resources and Research Services, was created "to develop a more conscious strategy for rethinking the organizational structure in light of the rapidly changing information landscape." Collection Development and Public Services have been merged under this new position.
- Implemented a Desktop Support Team model in Library Information Technology and Digital Initiatives to streamline the workflow and better utilize staff in the department.

- Public Services and LITDI desktop support staff members worked out a plan to provide overflow use of the computers in FLE 323 for students when there are no classes scheduled in the room.

Actions in progress

- Utilizing the available time and skills of other CIP staff members who are familiar with music to adjust workflow and timely processing of music materials, which will meet the goal of quicker processing of gifts and other materials.

Goal 7 - CSF 4: Collaboration, flexibility, innovation, and enhanced efficiency are promoted and rewarded.

Actions completed

- Initial collaboration between CIP and LITDI to provide metadata creation for the Norwick Center for Digital Services began prior to the merger of the departments.
- Collaboration with OIT and CUL has resulted in a successful partnership to provide users with technical support and quick reference/information support at one desk in the Fondren Library Center.
- Funding for innovation award given by dean of CUL.

Actions in progress

- Library Information Technology and Digital Initiatives will provide graphic design to improve the professional print and web materials for CUL.
- Collaboration with OIT and CUL for technical support in the Hamon Arts Library has been initiated and will be evaluated.
- LITDI Web Team creates an online booking system for students to book CUL study rooms with expansion planned for the Hamon Library and new study rooms at FLC.

Goal 7 - CSF 5: Best practices from benchmark and other universities are adopted to improve work processes

Actions completed

- Interlibrary Loan has implemented best practices from the IDS Project Toolkit including:
- Bypass customer clearance by using LDAP authentication of users
- Expedite Borrowing Request Processing with OCLC Direct Request that sends "easy requests" directly to lending libraries without SMU staff intervention.
- Speed up request processing with custom holdings and automation of EMST (Enter my symbol twice)<http://toolkit.idsproject.org/doku.php?id=borrowing:customholdings>

Actions in progress

Goal 8

Develop a stronger financial base to acquire the raw materials of university research and met CUL programmatic goals through a vigorous and successful program of fundraising and development.

Goal 8 - CSF 1: Librarians receive competitive salaries and benefits based on regional and national standards.

Actions completed

Actions in progress

- Salary study underway with HR

Goal 8 - CSF 2: Salaries for non-librarian staff and students are competitive with those in other SMU divisions.

Actions completed

- Student classifications and salary ranges have been updated to more accurately reflect the type of work performed and requisite salary needed to be competitive

Actions in progress

Goal 8 - CSF 3: Acquisitions funding is competitive with both area institutions and with research libraries nationwide.

Actions completed

Actions in progress

Goal 8 - CSF 4: Allocated funding is used efficiently to support CUL programs and initiatives.

Actions completed

- With the merger of the Norwick Center for Digital Initiatives and Library Information Technology, the nCDS director was given direct access to and oversight and management of his budget providing more effective use of the funding.
- Based on reports on the previous use of SMU Technology Upgrade funds, CUL was allocated the same amount of technology funding for the current fiscal year as the previous year.

- Budgets for student supervisors prepared and monitored regularly throughout the year

Actions in progress

Goal 8 - CSF 5: A robust development and external relations unit focuses efforts on fundraising and development activities.

Actions completed

- The Norwick Center for Digital Services successfully applied for a Texas State Library and Archive Commission Train to Share three year stipend to provide training for a collaborative effort between CUL, the Dallas Public Library, and the Dallas Museum of Arts to create the "Texas Artists: Paintings, Sculpture, and Works on Paper" digital project.

Actions in progress

- Ongoing stewardship.
- Collaboration with the Friends of the Libraries
- Tracking cultivation and stewardship activities in DEA database.

Goal 8 - CSF 6: CUL is well positioned to play a central role in SMU's Centennial Campaign and to achieve CUL's campaign goals.

Actions completed

- Full-time DEA Director of Development was secured dedicated to CUL's campaign goals. She will serve on the Principal Gifts Team along with all other development directors from schools and units.
- CUL fits in all three of the campaign funding priority "buckets": Student Quality, Faculty and Academic Excellence and Campus Experience.

Actions in progress

- Working to expand donor base.

Goal 8 - CSF 7: CUL fundraising priorities are effectively marketed to SMU donors and prospects.

Actions completed

- A comprehensive "One Sheet" was created, outlining CUL's approved campaign funding initiatives that will be used in solicitations.

Actions in progress

- Began portfolio review to determine top prospects.

Goal 8 - CSF 8: CUL's major campaign goals are funded e.g. the first phase of the renovation of the Fondren Library Center by 2013.

Actions completed

Actions in progress