

## University of Tennessee Libraries

# Priority Action Plan 2005-2006

### Information Services

*Deliver user-centered services that are customized for the 21<sup>st</sup> century student, teacher, and scholar.*

- Implement a pilot campus digital image management system.
- Conduct a needs assessment and define the libraries' role in the future of GIS support.
- Seek collaboration with the commercial sector in developing license agreements that allow for fair use of protected materials.
- Acquire a site license of a citation management system, such as *RefWorks*.
- Build tutorials that provide point-of-use instruction for *Endnote* software and strengthen the subject groups' teaching and consulting role in the use of citation management systems.
- Apply findings from the LibQual survey that will help us improve quality in collections, services, and instructional programs.
- Start a planning process for transition to a comprehensive digital depository (FDLP) collection.
- Pursue opportunities to preserve Tennessee state documents by leading efforts to develop a digital archives.
- Explore integration of Google Scholar and similar services with library collections and services.
- Begin planning to move map services into Hodges Library.
- Begin to address duplication of effort and possible integration of services and staffing among Periodicals, Documents and Microforms, and Reference.
- Move circulating reserve collection to second floor Circulation desk.

### User Education

*Emphasize our teaching role by incorporating the latest concepts of information literacy and instructional technologies and supporting the spirit of the university's goal of enhancing intercultural education.*

- Target library instruction to help students meet general education course requirements.
- Participate in Phase III of SAILS (Standardized Assessment of Information Literacy Skills).
- Launch The Teaching Library@UT and build course-related content.
- Increase our awareness of curricular changes and strengthen knowledge of class assignments (both graduate and undergraduate) in order to improve delivery of targeted instruction for specific groups.
- Collaborate with appropriate campus groups (Innovative Technology Center, Office of Information Technology, School of Information Sciences and the Student Success Center) in support of the teaching and learning process.
- Evaluate the Knowledge Is Power workshop series and seek to refine offerings in order to build attendance.
- Develop consultation services for faculty, GTAs, and other instructors to assist in the development of effective library assignments.
- Support the Life of the Mind program.

## Collections

*Build and preserve information resources that are vital to teaching and scholarly research. Expand and maintain archival and scholarly digital collections.*

- Seek increased budget allocations to ensure the continuing development of the in-depth collections needed to support world-class research in all disciplines.
- Strengthen the journals collection for new faculty.
- Strengthen library collections in areas of international and intercultural studies.
- Increase holdings in data sets.
- Participate in and provide access to the content of Open Access publishing ventures such as the Public Library of Science, BioMed Central, etc.
- Expand the information databases available through the Tennessee Electronic Library by providing leadership to establish the first phase of a statewide electronic catalog and delivery system.
- Expand the digitized collections available on the Tennessee Electronic Library Web site, "Volunteer Voices."
- Share the cost of specialized research materials available to ORNL through the UT system.
- Expand Information Alliance initiatives.
- Experiment with open access publishing through the new library imprint, Newfound Press.
- Continue to identify unique sheet map resources for digitization and preservation, while strengthening efforts to obtain a large-format scanner.
- Continue to develop joint digital collections of the Association of South-eastern Research Libraries.
- Explore digital archiving needs of the Joint Institute for Neutron Science data sets.
- Expand digitization of unique collections.
- Participate in the national Digital Library Federation Aquifer project.
- Build a shared serial and reference archives among the Information Alliance libraries.
- Link ORNL technical reports and other digital collections to the library catalog and Web site.

## Access

*Provide easy access to and expand the availability of electronic resources and delivery.*

- Implement MetaLib Version 3 and promote its use as a retrieval tool for hundreds of digital research databases and collections that will be added to the library holdings.
- Expand the UT Scholars Archive institutional repository.
- Batch-load catalog records for the individual titles of aggregator collections.
- Increase access to electronic journals from the library Web site.
- Continue working towards improved access to uncataloged collections including maps, documents, electronic resources and archival materials.
- Add records created by non-MARC metadata to the catalog.
- Focus on electronic delivery of services and collections directly to the researcher's desktop.
- Enable online holds and other patron empowerment features in the catalog.
- Continue to improve the seamless, unified document delivery service built on the ILLiad software. Incorporate document delivery services to serve UT faculty, students, and staff via interlibrary loan, storage, Library Express, and Distance Education.
- Complete the Tennessee Newspaper Project.

## Technical Infrastructure

*Provide state-of-the-art technical infrastructure and tools to support both user access and internal library processes.*

## Diversity

*Commit to the value of a broad approach to diversity that includes ethnic, cultural, religious, gender, and experiential differences.*

## Management and Human Resources

*Support resources and services through the recruitment, hiring, retention and training of a diverse, qualified workforce.*

- Upgrade and maintain equipment and infrastructure required to support the libraries' collections and services.
- Implement DigiTool as the digital management system for the Scholars Archive institutional repository.
- Create a "Getting to Know You" series for library staff that will encourage discussion of individual differences and develop an attitude of learning from others.
- Host the ongoing brown-bag series on different cultures.
- Continue to develop library resource guides on diversity topics and themes.
- Utilize the libraries' Culture Corner as a way to promote the libraries' rich and diverse collections.
- Continue to sponsor the libraries' recognition program for student library assistants.
- Develop the second minority librarians residency program in 2005-2006.
- Maintain current and secure additional collections to support faculty and student research that is related to the university's international and intercultural initiatives.
- Seek funds for a multicultural initiatives librarian position to enhance the libraries' support for the campus Quality Enhancement Plan.
- Explore Phase II of the Makerere University (Uganda) partnership, depending on Carnegie funding.
- Focus on constant improvement of customer service.
- Continue the work of the Library Management Study Groups.
- Encourage the open expression of viewpoints.
- Investigate reallocation of personnel to enhance the libraries' ability to provide new user-centered services.
- Create more efficient work flows and lines of communication in light of new priorities, new technologies and reorganized spaces.
- Involve employees in decision-making, problem solving, and planning.
- Establish annual team visits with the Dean.
- Successfully conclude the search for an Instructional Services Coordinator.
- Implement new employee performance review procedures.
- Request funding for additional Graduate Assistant positions.
- Improve salaries and compensation for faculty and staff that are consistent with appropriate benchmarks.
- Expand and support the Career Employee Program for non-exempt staff.
- Develop a coordinated training program and improve technology training that supports library transformation to 21<sup>st</sup> century technology.
- Encourage and fund support staff participation in state, regional, and national associations.
- Complete faculty by-laws that are consistent with the new UT Faculty Handbook.

## Public Relations and Awareness

*Effectively publicize collections, programs and services to a range of local to international constituencies.*

## Facilities

*Use the libraries' spaces effectively to house, preserve and provide access to the collections in a welcoming environment for faculty, staff and students.*

## Resource Development

*Attract funding from a wide variety of sources.*

- Develop a marketing program to promote the services of the libraries to its constituencies.
  - Publicize library activities, events, accomplishments and services.
  - Develop a gateway Web page for the Pendergrass Library to facilitate promotion of library use to clients of UT Extension.
  - Support UT-sponsored events by hosting related film series, Culture Corner, display case and other activities.
  - Seek partnerships with a variety of local and state organizations to promote awareness of resources throughout the Knoxville community and the state of Tennessee.
  - Determine the next steps for the Center for Children's and Young Adult Literature.
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- Secure additional storage space and initiate the next phase of compact shelving installation.
  - Improve environmental conditions in Hoskins Library by seeking expert advice and preparing an NEH grant proposal.
  - Improve security procedures.
  - Improve library signage.
  - Improve lighting in both public and staff areas.
  - Complete Phase II of the carpeting and painting in Hodges Library.
  - Implement the Student Art in the Library exhibition program.
  - Create an "information commons" in Hodges Library.
  - Redesign the Media Center to incorporate collaborative learning space and tools.
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- Apply for a minimum of two major grants per year in partnership with other institutions or UT departments.
  - Seek financial support to create a "named" endowment for the minority librarians residency program.
  - Add five new endowments.
  - Increase gifts to existing endowments.
  - Increase undesignated funds.
  - Seek additional funds to develop and expand digital or information technology initiatives.
  - Seek additional bequest commitments from donors.
  - Increase the number of donors by ten percent.
  - Attract grant support for outreach programs for the Center for Children's and Young Adult Literature.