A Research Library for a Major University

The Strategic Plan for the
University Libraries of Virginia Tech
for 06 07

Objectives for the year are in bold black. Note that all objectives are not necessarily tasked for this year.

Mission

The University Libraries at Virginia Tech provide and promote access to information resources for the achievement of the University's objectives in teaching, learning, research, creativity, and community service.

We are dedicated to meeting the information, curricular and research needs of students, faculty, and staff of the Virginia Tech community, wherever located, in a manner that respects the diversity of community and ideas.

We provide selected services to a wider community of users.

Values

We are defined by our core commitment to the sharing of what humanity has discovered and thought. We value:

- *Information*, whose free flow throughout the university provides an accurate basis for its work
- *Ideas*, the university's defining occupation
- *Knowledge*, which preserves the progress of past generations
- *Discovery*, which builds the future
- *Truth,* which guides our interactions with one another and with our public

Vision

We will be collaborative partners with members of the university community as we collectively work to position the university as a top-tier research institution. Wherever they are located, members of the Virginia Tech community will be supported by the library as they engage in research, as they share in quality learning experiences at the undergraduate and graduate levels, and as they work in transferring knowledge and expertise

GOALS	ACTIVE OBJECTIVES FOR 2006 - 07 in bold		TASKS FOR 06 07	
Collections: We will acquire, develop, and provide timely access to research-level information resources in support of				
	1.1 Acquire, organize, and make available scholarly or scientific contributions originating at Virginia Tech	1.1.1	Work with Virginia Tech's academic departments to acquire 2005-2006 faculty publications for the libraries' collections and the Virginia Tech Faculty Authors Recognition Day event in Spring 2007.	The Library worked with Virginia Tech's academic departments to acquire 2005-2006 faculty publications for the libraries' collections and for inclusion in the second annual Virginia Tech Faculty Authors Recognition Day event held February 22, 2007. A total of 142 VT faculty publications were added to the collections and are included in the Faculty Authors' bibliography for 2005-2006 publications.
	1.2 Continuously assess library information resources in all formats so as to maintain parity with top-thirty research universities in our ability to support the evolving needs of our community	1.2.1	Assure that collection management faculty are able to use Innovative web statistics tools at basic canned and query level to analyze collection content and use at a level specific enough to inform future purchases	The most relevant Millennium features were shown at Collection Management meetings; Director periodically shares statistical reports
		1.2.2.	Identify two collection management faculty who will serve as experts for using the innovative statistics for collection management or requested reports	Bruce Obenhaus and Paul Metz are responsible for creating data lists regarding collections
	1.3 Obtain and maintain the financial resources necessary to acquire information resources in all formats sufficient to sustain a world-class research enterprise, especially in the university's areas of emphasis	1.3.1.	Establish the Campaign Committee for the Library part of the University Campaign	The campaign committee is established. Members will be announced at the kick-off event for the public segment of the campaing
		1.3.2	Determine feedback from undergraduate survey regarding willingness to support library fee	Undergraduates want more electronic resources but they do not believe a support fee from students is appropriate
		1.3.3	Establish baseline in 2006-07 to measure annual progress toward 30th percentile goal for library funding	Baseline is noted in Library Annual report. The Library is currently below the 10th percentile of its SCHEV peers

1.4	**Reach out to our users to identify new information resources that would be valued by members of the university community**	1.4.1	Identify product and cost lists for materials not held and needed to support university strategic plan for Energy, Materials, Environment Social and Individual Transformation Health Food and Nutrition and Innovative Technologies and Complex Systems	To be completed
		1.4.2	Establish an ongoing mechanism for maintaining awareness new programs and cluster hires to address related collection needs	To be completed
1.5	**Select and work with information providers to enable all citation-to-full text linkages possible at every point in the evolution of electronic publishing**	1.5.1	Develop list of all source and target sites for which it is possible to innitiate openurl linking and measure current VT applications in place against this list	Out of the Library's 401 databases 172 have been openurl enabled (42%). These are all the dbases for which this technology is possible. Openurl enablement for journals is still being investigated.
1.6	**Support interlibrary loan and electronic document delivery as a transparent and cost-effective alternative to local collections**	1.6.1	Arrange an appropriate celebration for ILLiad's 10th anniversary which both celebrates and informs	This was completed during Virginia Tech's Graduate Education Week, March 25 31, culminating in a reception for the campus community on March 29. The marketing team deserves full credit for assembling a committee, planning the programs, and designing and preparing a variety of displays.

2.1	**Develop outreach programs to ensure that members of the Virginia Tech community are aware of resources and services to assist them in their research, learning, and outreach efforts**	2.1.1.	In Spring 2007 survey VT faculty, staff, students using the University of Washington survey as a model	Don Kenney, Luke Vilelle, and Bruce Obenhaus conducted the survey in spring 2007. A few preliminary charts are in the Library 200607 annual report. The team will make a fuller analysis available in fall 2007.
		2.1.2	Assess annually levels of satisfaction with ILLiad for the extended campus, and for the first time with our Blacksburg sited ILLiad users	Surveys of extended campus users and (for the first time) of Blacksburg campus users, were conducted during February 2007. As in past years, 98% of respondents rated the service Good or Very Good
		2.1.3	Monitor progress on the IMLS LibX funded project (PI Bailey)	After receiving project approval in September 2006, we recruited 2 graduate students and 2 undergraduate students to work on the project. • An initial prototype of the Internet Explorer version of LibX is now complete. • The internal configuration of LibX was rewritten in a machine-readable XML-based configuration language. This rewriting of LibX enabled the creation of an edition maker which the team has been using since April 2007. • An initial prototype of the LibX edition maker program has been developed. • We have incorporated new features into existing LibX editions, such as automatically hyperlinking ISBNs and allowing end users more customization of their installed LibX edition. • We conducted a study of the effectiveness of using LibX to retrieve articles and discovered that LibX was accurate in 81% of cases.
2.2	**Provide convenient access to comprehensive reference services and collections in appropriate formats**	2.2.1	Expand the LHTU series (Learn How To Use) -increase offerings and sessions including some sessions at Northern Virginia Center - To support the use of specialized databases and other Web/electronic tools and resources	A number of new sessions were offered Research and Instructional Services librarians at the Northern Virginia Library Resource center on EndNote and Westlaw
		2.2.2.	Develop the Endnote training series into a program: Beginners, Intermediate, and Advanced	The EndNote training program is expanding. There were a total of 64 EndNote classes reaching a total of 890 participants, statistics on EndNote classes offered also reflect a growing interest. Plans for developing the program into a series are still in progress. Vicki Kok has introduced an intermediate level workshop on EndNote.

3.1 Collaborate with appropriate university programs and agencies to develop and implement a comprehensive information skills program for all incoming students	**3.1.1 Collaborate with the University Curriculum Committee on Liberal Education in developing an information literacy skills program for undergraduates**	The Research and Instructional Services Department now has representation on the University Curriculum Committee on Liberal Education. Carolyn Meier's involvement with the Committee will provide the vital links needed in developing an information literacy skills program for undergraduates
	3.1.2 Begin development of an Information Literacy framework for Virginia Tech based on ACRL Competency Standards	The Research and Instructional Services Instruction Team conducted a thorough assessment of lower level library instruction classes to determine the extent to which they are aligned to the ACRL Information Literacy Standards for Higher education. Gaps were identified in the instruction program and the Instruction Team has already begun to implement some changes to address the shortfalls.
3.2 Collaborate with faculty to develop the information literacy skills relevant to the disciplinary needs of upper-level undergraduate and graduate students	3.2.1 Provide a seminar on results of Information Literacy grant program initiated with CLAHS.	The recipients of information grants formally presented the results of their work under the grants on Wednesday afternoon, Nov 29, 3:30-5:00, in the Library Boardroom. The five, $5,000 grants were jointly funded by the University Libraries and the College of Liberal Arts & Human Sciences to encourage teaching faculty to redesign courses to incorporate information literacy principles. The grants were awarded in summer 2005. The presentations reflected what the professors (and their librarian collaborators) learned after three semesters of implementing their grant projects in their classrooms.
	3.2.2 Continue to identify courses that use Blackboard and assess Library presence therein	In process
	3.2.3 Identify courses at the undergraduate level that have assignments for which using library resources would be helpful and determine the library's penetration in working within these courses.	The Library has established a good working relationship with the English Department. Library instruction sessions are now required in an increasing number of the freshman English sections. Furthermore, one of the Graduate programs in the English Department requires taking the Library Research Skills class (Grad 5124).
	3.2.4 Create and integrate library web content into Blackboard for English 1105 and 1106 courses	Underclass web areas have been created on Blackboard for English 1105 and 1106 courses
3.3 Develop, provide, and assess the effectiveness of online modules to provide on-demand opportunities for students to develop information literacy skills.	3.3.1 Assess usage of the Information Skills Module (ISM)	Usage of the Information Skills Module (ISM) was assessed based on web logs. This online resource still appears to be used infrequently by the Virginia Tech community. It is not yet clear whether all librarians teaching instructional sessions refer their classes to this resource.
	3.3.2 Review the Grad 5124 course (it has run for two semesters) and decide on modalities for delivery, expansion and development of the course	The Grad 5124 course is currently being reviewed for expansion to NoVA and other extended campuses. Upon consideration of available resources (availability of librarians, teaching infrastructure, etc) to effectively teach the course, it was decided that the most feasible way to develop the course would be to offer it online. The Research and Instructional Services department is currently planning a pilot: online deployment of parts of the course for delivery to the Business students at NoVA. Research and Instructional Services is collaborating with IDDL (Betsy Tretola and Peter Macedo), who have offered to assign personnel to support the development of the online version of the course. Two Research and Instructional Services librarians were invited to participate in the summer FDI course on developing online courses (Scheduled for July 10 – 12.

Preservation: We will seek efficient and effective ways to preserve those information resources that will remain relevant

4.1 Collaborate with other research libraries to promote and preserve commonly held research assets and selected resources unique to the university or to the region in a manner that assures continuity of content and global access.

4.1.1	Participate in the VIVA IMLS grant application process for a VIVA digital repository	Collaborated with universities statewide to apply for IMLS (Institute for Museums and Library Services) grant program. The request includes $64,000 for Virginia Tech. The program awards are in September 2007. The proposal supports collections across the Commonwealth which fit under the concept of "America's Struggles for Freedom"
4.1.2	Develop a report of the outcomes to date on LOCKSS program and VT	not yet completed

5.1 Continue implementation of the Innovative Interfaces System.	5.1.1	Bring metasearching and web bridge applications to an operational state for our users	WebBridge went live in October 2006. Since then the team: • gathered usage statistics and held focus groups in order to provide subject specialists with feedback about the resources selected. • Held an open forum for library staff on May 30, 2007 • Investigated book review products and conducted trials of products • Worked with Marketing Team to publicize WB ArticleExplorer is linked from the library web site. All but a few VT resources are profiled. ResearchPro is due out in late 2007. This upgraded version of our federated search product will provide enhancements to our current user interface.
5.2 Respond to information-seeking behaviors of the user community when organizing and providing library resources	5.2.1	Begin conversion of the library website to conform to Virginia Tech's new 'corporate look' website	The Libraries Web Team, and the Research and Instructional Services Department's Web Working Group conducted a number of studies and usability tests of the Library website as a preliminary assessment of what activities users are conducting on the Library website and how easily they can find the information they are looking for. This information will be used in the website redesign process. The recent hiring of a University Libraries webmaster this summer has provided the library with the needed expertise and dedicated time to begin work towards the conversion of the library website to conform to Virginia Tech's new 'corporate look' website
	5.2.2.	Determine participants and arrange for periodic meetings to develop a group of library staff from each director's group who are knowledgeable about using Innovative Interfaces canned and query statistics operations (All units)	The Technical Services unit has been the msot active unit in pursuing this goal • Annette Bailey leads monthly meetings of directors and other staff that focus on different aspects of Millennium statistics and reports. • Four TS staff participate in monthly meetings, provide training for other library staff, evaluate queries, and serve as resources. • Seven TS staff attended sessions at the Innovative Users Group meeting on Millennium statistics and Web Management Reports. • Eight TS staff members use Millennium statistics module routinely for database maintenance support, statistical reporting, and special projects.

6.1 Give students, faculty, and staff library settings that meet their expressed needs for convenient access to collections, places for inquiry and reflection, and inviting environments	6.1.1 Coordinate the mold abatement project for second floor	The Shelving Unit director and the Director of Collection Management coordinated the mold abatement project that affected almost 100,000 volumes
	6.1.2 Work with the Architecture Design class to develop a concept plan for graduate study spaces.	Worked with Professor Matthew Lutz's Interior Design class to develop concept plans for graduate study space in old Systems Offices on 4th floor. The first phase of the work to convert the space will begin this summer to have it available this fall.
6.2 Implement the concepts outlined in the Modernization Master Plan for Newman Library	6.2.1 Create RFP for architectural firm to develop working plans and costs for study café	Not done. This has been delayed because of the departure of Kurt Kraus, and the need to have the 2nd floor study team complete its project.

7.1	**Hire additional faculty and staff needed to provide the excellent library resources and services essential to a top-tier research university**	7.1.1	Review services and programs in RIS to identify positions needed to provide excellent research support to users.	A comprehensive review of services and programs in Research and Instructional Services was conducted fall 2006 and spring 2007. The Department not only identified current positions needed to provide excellent research support to users, but also projected the staffing needs for the next five-year period. As a result one position (Webmaster) was filled and two faculty positions are in the process: Performing Arts and Foreign Languages Librarian position and Mathematical Sciences Librarian position.
		7.1.2	Following consulting team report fill the position of Director for Special Collections, advertise current temporary position and fill , and allocate an additional faculty position to that unit	The position was advertised and the search team has brought in four candidates. An appointment is anticipated within the next few weeks. The temporary vacancy is being filled with wage hours and the permanent fill will be done after hiring the Director.
7.2	**Establish new learning opportunities for library faculty and staff relevant to personal professional growth in the context of library objectives and operations**	7.2.1	Provide a baseline report of support offered to library faculty and staff through participation in university course programs.	Four staff received tuition waiver to take 21 classes (63 credit hours) since June 2006. All four staff are currently pursuing an undergraduate degrees at Virginia Tech
7.3	**Recognize and reward performance of library faculty and staff commensurate with a major research institution**	7.3.1	Work to bring library faculty salaries to the 60th percentile of SCHEV peers	Based on library faculty salaries in September 2006, the differential between the 60th percentile for peers and the VT Library is $3,127. A decade ago the differential was $5,404 so there has been improvement, but there is room for more.
		7.3.2	Complete adjustment to staff salaries based on HR comparing to positions and salaries in the area	Working with university HR, the salaries of 27 library staff below the market media of .90 were adjusted effective January 25, 2007.
7.4	**Support the University's Diversity Strategic Plan by developing and implementing activities and programs designed to increase and enhance student, faculty, and staff diversity in the Library and its programs**	7.4.1	Develop an ongoing electronic display featuring recent scholarly publications (electronic and print) relevant to diversity research	No Action
		7.4.2	Respond to information requests in support of University Diversity Strategic Plan	Responded to all information requests