UNIVERSITY OF ARKANSAS LIBRARIES

“The Year of the Undergraduate”

OPERATIONAL GOALS FY 2010

1. Re-evaluate the role of the Libraries in the academic life and programs of the University and re-align personnel to meet identified needs.

   a. Review collection support for teaching, study, and research and develop procurement mechanisms to ensure ownership of high demand materials and just-in-time access when appropriate. Subject Selectors. May 1, 2010.

   b. Identify general and subject expertise of existing personnel, considering advanced degrees and academic coursework completed, and develop a model for assigning collection development and subject instruction. Library Human Resources Office, Megan Perez, Donna Daniels, Elizabeth McKee. February 1, 2010.


   e. Re-align personnel or create new positions as needed to support library programs. Overall direction by Division Directors with input from department heads.

2. Re-tool services and collections programs—focusing this year on undergraduates.


   b. Investigate federated searching and discovery tools in light of the needs of our users and create a framework to evaluate and make recommendations regarding the most suitable product. InfoLinks Review Committee plus Phil Jones, Lutishoor Salisbury, Patricia Kirkwood, Tess Gibson, Donna Daniels, and Alberta Bailey. February 1, 2010.

   c. Develop a plan and identify costs associated with a redesign of reader space (to provide appropriate seating and group collaboration tools) to improve access to and utilization of library collections. Sheri Gallaher, Tim Zou, Necia Parker-Gibson, Allon Callahan, Christy Clampitt. March 15, 2010.

   d. Institute a robust training program to ensure an effective customer service program designed to achieve service excellence. Human Resources with input from the Division Directors. December 1, 2009.

   e. Create learning opportunities for personnel to gain knowledge in new areas needed by the library. Human Resources with input from the Division Directors. December 1, 2009.

3. Institute a program of education on scholarly communications issues as support for research programs on campus.


4. Complete the digitization plan and include processes to define the appropriate infrastructure for staffing and technology, policies, and procedures; refine and strengthen existing policies and procedures; and develop a mechanism for establishing priorities. Digital Task Force: co-chairs Tom Dillard and George Fowler; Tim Nutt, Janet Parsch, Arthur Morgan, Phil Jones, and Deb Kulczak. Plan due to Administrative Group March 1, 2010.