UNIVERSITY OF ARKANSAS LIBRARIES  
OPERATIONAL GOALS FY 2010  
Update 

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. Collection Management Group. This is an ongoing effort as need and opportunity arise; data have been posted in CMG file on Giovanni about the number of faculty, students, and degrees awarded for each department/program and will be updated annually. Regular book ordering electronically through Gobi has been implemented by selectors. A pay-per-view trial was initiated by the Science Group and is an example of a procurement method for just-in-time access to articles.

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. Completed a survey of subject degrees held by all library personnel. There are still gaps in coverage. Development of a model for assignments related to collection development and instruction has not been completed.

c. Build collaborations with campus faculty into instructional and research programs to increase the use of library resources. Patricia Kirkwood, Tony Stankus, Lora Lennertz Jetton, Alberta Bailey. June 30, 2010. This goal is incomplete. However, various initiatives have been taken to continue and expand collaborations with faculty and other groups to incorporate library resources into instruction and programs. Examples: instructional designers at the Global Campus invited the library to participate in training sessions they were holding to teach faculty on the use of Blackboard for online classes. Discussions about Academic Dishonesty were held at the 2010 Teaching Camp.

d. Expand collaborative efforts with existing campus partners, professional organizations and societies, and establish new connections to promote the use of library services and collections. Donna Daniels, Norma Johnson, Tom Dillard, Tim Nutt, Molly Boyd. January 11, 2010. A plan was outlined as it applies to Publication Relations and Marketing, Special Collections, and Reference, and many of the initiatives and activities mentioned therein have been accomplished, while others are still in process.

e. Re-align personnel or create new positions as needed to support library programs. Overall direction by Division Directors with input from department heads. Several promotions, new titles, transfers of assignment, and a new faculty hire were made after identifying talents and skills in existing personnel.

2. Retool services and collections programs—focusing this year on undergraduates.


b. Investigate and make recommendations regarding the most suitable federated searching product. InfoLinks Review Committee. December 1, 2009. Investigation completed

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. Mar. 15, 2010. Phase I Completed of “Extreme Makeover” Project. Building on the work of the Furnishing Committee, planning for Phase II will continue, and possibly implementation will occur in 2011, depending on funding.

d. Institute a robust training program to ensure an effective customer service program designed to achieve service excellence. Human Resources with input from Division Directors. December 1, 2009. The Libraries have
partnered with Dana Collins, Employee Development Facilitator from Univ. Human Resources, to prepare for a library-focused training session on customer service.

e. Create learning opportunities for personnel to gain knowledge in new areas needed by the library. Human Resources with input from Division Directors. December 1, 2009. Several webinars were employed to provide opportunities to learn about new programs and initiatives in libraries, including OCLC sponsored sessions, Ithaka Faculty Study, ARL statistics, Copyright and Course Reserves

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

a. Build a campus-wide educational program on issues related to scholarly communications. Judy Ganson and Luti Salisbury. June 1, 2010. Plan in Progress: Web Page and LibGuide on Open Access completed (updated as new issues are identified), and other elements will be added during the coming year.

b. Develop a plan for implementing an Institutional Repository utilizing the Berkeley Electronic Press (bepress). Judy Ganson, George Fowler, and Todd Cantrell. May 1, 2010. Systems is currently working with Dspace and exploring implementing with different files such as The Traveler, Honors papers, and campus publications that are born digital.

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. Plan completed and submitted to Admin Group (August 23), but not yet “hatched”

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