

*Lock Haven University
Stevenson and Clearfield Libraries
Projects 08-09
Draft date: September 11, 2008*

Theme:

The Long Tail: Value-added, personalized, and pro-active services in support of teaching and learning for the Millennial generation

Other phrases that came out of the retreat

Push services

The library in your space

Library on the road

Changing student expectations

Other themes that emerged

Capitalizing on a mature team structure with solid expertise and experience

Distance education

Finding our niche role in academic life on campus

Moving forward / building a strategic library future at LHU

Doing more with less: Resource constraints (personnel, facilities, operating \$)

Conversion from print to electronic: the scales have tipped

High priority projects

1. Continuing the transition from print and electronic: analyzing our ideal collection size.
2. Developing a targeted web presence, including for students at a distance.
3. Filling two vacant positions and integrating our new colleagues.
4. Providing staff development to stay on the cutting edge.
5. Creating a digital history of LHU on the Archive website.
6. Exploring Web 2.0 and services targeted to Millennial students
7. Preparing documentation for the Middle States and NCATE site visits.
8. Assessing several new/core services: library instruction, workshops/TechWeek, and our new website.
9. Completing copyright policies and procedures.
10. Contributing to the integration of academic technology services on campus; taking the laptop initiative to the next level.
11. Expanding information literacy outreach and integrating LibGuides into instruction.
12. Delving into the world of streaming video.
13. Doing the collection development work needed to take full advantage of performance funds.

14. Supporting the Foundations of Excellence program emphasizing support of first year students.

Additional projects

Access Services Team

1. Redesign web presences for circulation services, document delivery and circulating laptops.
2. Incorporate new DVD shelving into circulation area,
3. Investigate RapidILL service.
4. Review EZborrow library groups.
5. Evaluate the use of Ariel vs. Odyssey.
6. Continue weeding and shifting the circulating collection.
7. Work with Systems to investigate patron purge.
8. Based on an ideal book collection space size agreed on by the Dean and Library Department, prepare a plan for consolidation of the book collection.
9. Make a determination about the best system to use to provide e-reserves.
10. Investigate compact storage options for the bound journal collection.
11. Ensure that the Promotion & Tenure committee has the physical set-up it needs on second floor for efficient work.
12. Decide whether to shift e-reserves from DocuTek to eCollege.

Administration

1. Work with Archives Team to garner administrative support for the collection of key institutional documents.
2. Support the Provost's effort to better coordinate media/academic computing/learning technologies/distance education support.
3. Seek university funding for a paging system in Stevenson based on the security study results.
4. Build on the collaborative initiatives with Ross Library, beginning with a tour of the PA Room for our faculty and staff.
5. Provide staff development that allows us to stay on the leading edge.
6. Refresh the handbook and training for student assistants.
7. Respond to budget cuts by cutting hours or whatever is necessary.
8. Display some large PA wall maps.
9. Conduct research on the library's role in first year retention.
10. Document the impact of budget cuts over time.
11. Explore vending machines in the 24 hour area.
12. Put forward ideas for including the library in the next capital campaign.
13. Meet with the Director of Human & Cultural Diversity to discuss ways that the library can support efforts to retain students of color.
14. Articulate what it would mean for the library to house an information commons.

15. Advocate for pre-renovation attention to the HVAC and electrical insufficiencies in Stevenson.
16. Investigate the new LHU emergency system (CiscolP).
17. Analyze results of the Stevenson Library security study.

Archives Team

1. Integrate new furniture into the treasury room.
2. Complete a second digitization project through Access PA or on ContentDM.
3. Develop policies/procedures/guidelines/systems for electronic archiving of LHU documents.
4. Prepare price proposal for digitization of the Eagle Eye collection using OCLC contract services.
5. Develop basic procedures for electronic storage of departmental documents.
6. Weed the ¾ inch tapes and prepare for transfer to DVD format.
7. Seek grant funding for planning another digitization project.
8. Investigate the feasibility of assembling a digital collection on the Akeley School.
9. Produce a white paper on what it will take to create a true electronic University Archive.

Assessment Team

1. Invite the new Assistant to the President to meet with the team to review library assessment efforts to date.
2. Decide whether the liberal arts assessments are a model we want to resurrect.
3. Follow up from the LibQual and other surveys conducted in 06/07.
4. Define and align the libraries' impact on Campuswide Outcomes.
5. Prepare outline for Middle States Review and collect appropriate documentation.
6. Visit an academic library which recently underwent Middle States review to learn from their experience OR invite a librarian who does Middle States visits to come to LHU to consult.
7. Provide whatever assessment is needed for the Foundations of Excellence project.

Book Talk Task Force

1. Offer two or three book talks.

Clearfield

1. Use special performance funds to upgrade book and media resources in business and nursing.
2. Complete revision of procedure and policy manual.
3. Fill the library technician position and train the new person.

Computer Management Team

1. Study Millennial generation characteristics to discuss what professional development is needed for us to stay one step ahead.
2. Complete a software inventory of library computers.
3. Work with Computer Center on any changes to Papercut printing software use.
4. Investigate how other academic libraries are pushing services to mobile hand-held devices.
5. Understand how open source technologies may change the future of integrated library systems.
6. Get a thorough understanding of current library servers to ensure adequate growth potential and to integrate the new streaming video product.
7. Now that Macs are being supported on campus, consider what balance is appropriate for the library in both staff and public machines.

Copyright Team

1. Complete the copyright website and policies.
2. Prepare a simple handout on copyright policies. Create an FAQ handout to keep on the website and at the reference desk.
3. Study the TEACH Act and consider its implications for LHU.
4. Find out about the Dixon Center copyright policy initiative.
5. Read some new books on copyright.

Disaster Team

1. Provide a schedule for maintenance of equipment and supplies.
2. Work with Law Enforcement & Facilities to ensure appropriate evening/weekend response.
3. Conduct annual skills update session for library team members.
4. Participate as requested in the PASSHE and PALCI disaster preparedness collaborative initiatives.
5. Update the Phone Tree (make a standard- and a wallet-sized).
6. Get supplies in order.

Distance Education Team

1. Formally assess current services to distance education students.
2. Consult with others on campus to collect (perhaps by survey) a comprehensive list of needs and wants from which the team can develop a strategic set of projects.
3. Identify necessary services based upon information gained from the survey and develop a timeline and priority list for projects.
4. Develop a targeted web site for distance education students.
5. Look for ways for the library to be an integral part of the e-campus.
6. Develop web instruction for distance education students, beginning with two tutorials demonstrating either an information literacy objective or a technical process.
7. Develop a system/policy for coordinating and providing services.

8. Conduct a test run of online chat services to formally implement the service by summer 2009.
9. Meet with the Service Learning coordinator to discuss ways that remote library access might support student internships, service learning trips abroad, etc.

Instruction

1. Develop a web presence for information literacy using the LibGuides software.
2. Significantly expand use of the information literacy rubric for assessment.
3. Assist interested departments in creating graduated information literacy components for majors.
4. Document the impact of information literacy within the liaison model including surveys of faculty and students.
5. Consistently use the new library instruction evaluations forms to collect data on faculty and student satisfaction with instruction.
6. Work with departments who have insufficient IL overlay courses.
7. Identify and develop web-based tutorials as supplemental curriculum for information literacy.
8. Assist interested departments in creating graduated information literacy components for majors.
9. Support the Foundations of Excellence project with innovative instruction ideas.
10. Assess SNAP or other survey software to change the way we collect data from faculty and students for the evaluation of library instruction.

Library Department

1. Complete the annual print journal cancellation project.
2. Ensure through faculty development that all librarians are prepared to advise faculty on matters related to information literacy and critical thinking, including such things as active learning, assignment design, applied/service learning, and integration of media.
3. Continue the transition from print to electronic access to information, focused on e-books.
4. Weed significant portions of the LC classification system in Stevenson.
5. Work with the Dean to articulate an ideal print collection size.
6. Weed the map collection and the 3/4 inch tape collection.
7. Work with the Teaching Learning Center on faculty professional development workshops to assist faculty with integrating new technologies and information literacy assignments in their classes.
8. Decide how the new federated search engine factors into our instruction and reference services.
9. Recommend whether the university should invest in RefWorks or similar bibliographic software.
10. Sponsor at least two sessions highlighting library research for the Celebration of Scholarship.
11. Meet with the new IIS director to see how we might support international students and students abroad.

12. Study Chapter 49.2 curricular changes and respond with collection development efforts.
13. Support the Foundations of Excellence program by being actively involved as faculty members on various committees.

Media Services Team

1. Hire a new multimedia/assessment technology specialist and train/integrate them.
2. Work with Distance Education and the Computer Center to finalize a plan to provide streaming video, and survey faculty needs for specific content.
3. Set up new shelving to store and display DVDs.
4. Develop a replacement cycle for media equipment, factoring in the transition to smart classrooms.
5. Conduct workshops on multimedia technologies.
6. Actively seek grants to develop facilities and collections and technologies.
7. Establish more direct ties to the TV studio.
8. Create an information packet for staff at the desk covering basic operations.
9. Create a web form to make appointments for one-on-one hands-on training.

Publicity Team

1. Create a TV commercial for Haven Scope, perhaps by working with a journalism class.
2. Evaluate last year's Tech Week and decide whether to coordinate a Tech Week initiative this year.
3. Invite the Eagle Eye staff for an introduction to library services.
4. Take the library blog to the next level – version 2.0.

Public Services Support Team

1. Ensure that each team member can appropriately refer users to what is available in the Archive.
2. If available, attend a workshop on handling difficult patrons.
3. Sponsor National Library Week activities; coordinate them with other teams.
4. Create laptop charging stations in Stevenson.

Scholarship Team

1. Select a recipient for the annual scholarship award or recommend deferring for a year to allow money to accrue.

Serials and Electronic Resources Team

1. Perform annual print journals renewals/cancellations.
2. Perform annual renewals/cancellations for e-journals and other database subscriptions.

3. Compare microform renewal list against similar titles that have become available electronically via the “stable” databases. Make recommendations for renewal/cancellation based on results.
4. Assess bound periodicals downstairs. Compare titles with what is now available electronically in one of the standard databases. Make recommendations for what to keep and what to weed.
5. Develop partnership with Publicity Team to promote e-databases, e-journals, e-books, etc.
6. Collect database usage stats *as invoices come in* for a given database. This will allow better comparison when deciding whether or not to renew subscription.
7. Present librarians with options to renew or cancel performance fund databases, based on usage stats and available funds.
8. Update Serials Solutions web template once the new library site is up and running.
9. Perform annual standing order renewal process, based on criteria developed last year.
10. Continue to accelerate the transition from print to electronic serials, and balancing our collection size.
11. Re-phrase descriptions in the library budget in order to more accurately reflect the financial transition from print to electronic subscriptions.

Social Team

Technical Services Team

1. Complete follow-up to the serials cancellation project.
2. Continue work on the database cleanup project.
3. Keep up with the weeding of the LC collection.
4. Investigate a way to connect electronically from Choice selections to order requests.
5. Evaluate procedures for standing orders
6. Evaluate storage and processing procedures for DVDs.
7. Update, organize, weed and provide better access to the map collection.
8. Begin cataloging of videos in the Archives.
9. Develop a way for librarians to order materials electronically.
10. Complete processing of the influx of books and DVDs as a result of performance funds.
11. Update the policy and procedure handbook.
12. Offer another field trip to Wert Bindery.
13. Investigate option for librarians to place orders in Baker & Taylor online system.

Web Team

1. Implement an improved menu/navigation system and migrate entire site to the new framework.
2. Conduct a usability study for the new site.
3. Provide technical assistance to library teams developing their own websites.
4. Plan (and potentially carry out) migration of the library web site into the new campus content management system.

5. Create a knowledge-base, FAQ feature on our website.
6. Integrate at least two Web 2.0 capabilities into library services.
7. Use our website to direct students to e-books such as Project Gutenberg.
8. Investigate data mash-ups options for providing library services.
9. Design and implement a digital online reference center.
10. Integrate LibGuides webpages into the main library site.
11. Add GoogleMaps to the libraries' websites.
12. Prevent online attacks to the database (ASP) pages.
13. Incorporate an IM chat feature and RSS feeds into the new library website.

Not this year!

1. Make initial contact with potential sister libraries abroad and propose a few ways to get started.
2. Advocate for new furniture in Stevenson.
3. Offer some brown bag conversations on interdisciplinary scholarly topics.
Prepare to conduct a LibQual assessment in Fall 09 or in 2010.
4. Promote library services through creation of new pamphlets, signage and involvement in appropriate campus committees and activities.
5. Implement color scanning capabilities to enhance ILL services.
6. Document the impact of information literacy within the liaison model including surveys of faculty and students.
7. Weed the corporate annual report collection.
8. Use our website to direct students to online mapping resources.
9. Look into issues surrounding recognizing the MLS as a terminal degree or otherwise addressing problems related to the recruitment, tenure, and promotion of librarians.
10. Investigate a process by which we might alter periodical budgeting based on expenditures across the disciplines.
11. Investigate purchasing more access to datafiles.
12. Produce a white paper on what it would take to begin an institutional repository.
13. Meet with the Honors and IIS directors to discuss how we might support a Global Honors College initiative.
14. Investigate learning objects such as www.merlot.edu.
15. Update and expand the Media Services website.
16. Load multimedia software on all laptops.
17. Explore the use of Captivate for providing instruction on poster printing.
18. Develop our collection of spoken recordings.
19. Identify software to provide remote log-on for multimedia workstations.
20. Investigate subscriptions to online image directories.
21. Ensure we are ready to support the use of assistive technology devices.
22. Use our website to highlight video sharing and video toolbox sites.
23. Consider sponsoring a YouTube contest for a library video.
24. Meet with SCC leadership and Student Activities to learn more about student initiatives the library might support.
25. Determine what kind of web presence is needed for technical services.
26. Explore options for cataloging and housing PA government documents.

27. Weed, reformat, and catalog the $\frac{3}{4}$ inch tapes.