



# University Library System (ULS) Planning and Budget Document FY09

## Institutional Goal

### Supporting Undergraduate and Graduate Programs

ULS Goals	Objectives and Strategies	Measurements	Evaluations and Outcomes
<p><b>GOAL #1</b> Access and Resource Management</p> <p>and</p> <p><b>GOAL #3</b> Assistance and Education</p> <p>and</p> <p><b>GOAL #4</b> Information Resources and Collections</p>	<ol style="list-style-type: none"> <li>1. Continually improve customer services throughout the ULS</li>   <li>2. Develop an Information Literacy (IL) program involving librarians from units across ULS               <ul style="list-style-type: none"> <li>• Collaborate with University departments to incorporate IL</li> <li>• Offer customized instruction in IL</li> <li>• Assess baseline skills of incoming freshman</li> <li>• Develop means to assess graduating seniors</li> </ul> </li>   <li>3. Empower user independence by providing help, teaching tools and services online               <ul style="list-style-type: none"> <li>• Investigate systems that will provide a single, simplified search interface across all types of library materials, including articles, books, e-journals and digital collections</li> </ul> </li>   <li>4. Make the Interlibrary Loan (I.L.L.) process more accessible for faculty and students               <ul style="list-style-type: none"> <li>• Institute the RAPID I.L.L. product to provide free electronic delivery of journal articles for faculty and students</li> <li>• Streamline patron request process to increase ease of use.</li> </ul> </li> </ol>	<p>Increase user satisfaction reported within LibQUAL (a national library service quality assessment survey)</p> <p>Increase undergraduate scores on IL competencies using Project SAILS (Standardized Assessment of Information Literacy Skills). SAILS is a national assessment tool that was developed based on Middle State requirements for Information Literacy. The ULS will assess nearly all incoming Freshmen and will re-assess upon graduation to determine their IL progress.</p> <p>Increase use of the OPAC via implementation of this new system. Measure use of electronic and print materials before and after implementation.</p> <p>Decrease turnaround time for article delivery by 15%</p> <p>Increase EZ-Borrow (PALCI Interlibrary loan tool) use by students and faculty by 5 %</p>	



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### Diversity

ULS Goals	Objectives and Strategies	Measurements	Evaluations and Outcomes
<p><b>GOAL #8</b> Foster a Learning Organization</p>	<p>1. Continually develop mechanisms that promote the recruitment and retention of a competent, highly trained and diverse faculty and staff.</p> <ul style="list-style-type: none"> <li>• Continue to support Diversity Residency positions</li> <li>• Collaborate with Student Services to sponsor diversity programs and events</li> <li>• Implement diversity training for librarians and staff of the ULS</li> <li>• Increase the number of underrepresented faculty through recruitment and retention</li> <li>• Establish a mentoring program for undergraduate students from underrepresented groups in order to encourage pursuit of a career in Academic Librarianship</li> </ul>	<p>Fill nationally competitive positions that assure placement of two diversity fellows each year within the ULS. Survey attendees to determine satisfaction with and impact of program content on their learning, teaching and research.</p>	



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Ensure Operational Efficiency and Effectiveness

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<p><b>GOAL #2</b> Ensure all collections, resources and services are housed in accessible and functional facilities</p> <p><b>and</b></p> <p><b>GOAL #7</b> <b>Assessment</b></p> <p><b>and</b></p> <p><b>GOAL #8</b> Foster a Learning Organization</p>	<ol style="list-style-type: none"> <li>1. Strategically re-engineer, consolidate and re-purpose library facilities to optimize use of space and staff               <ul style="list-style-type: none"> <li>• Undertake a major study of all departmental libraries to determine the nature and extent of use.</li> </ul> </li> <li>2. Respond to changing user needs               <ul style="list-style-type: none"> <li>• Create new Hillman classroom by re-purposing existing space</li> <li>• Create student group study spaces</li> <li>• Convert staff space on fourth floor Hillman to user study space</li> </ul> </li> <li>3. Optimize library space and user access by acquiring electronic books and journals</li> <li>4. Increase library personnel training to ensure best possible user assistance and education               <ul style="list-style-type: none"> <li>• Deliver distance training to ULS colleagues on all five campuses</li> </ul> </li> <li>5. Increase ease of use of Hillman Library via a signage project</li> <li>6. Ensure a culture of assessment by better defining performances               <ul style="list-style-type: none"> <li>• Re-allocate a faculty position to create an assessment librarian charged with developing an assessment program</li> </ul> </li> </ol>	<p>Record gate counts. Monitor nature and extent of library use.</p> <p>Study the results of the LibQUAL survey and comments to determine changing needs of users.</p> <p>Increase seating and use of group study space.</p> <p>Track usage of new electronic resources by discipline.</p> <p>Ensure that 10% of the in-house training sessions will cover new topics.</p> <p>Implement user surveys, staff surveys, post surveys.</p> <p>Define performance measures for public services and collection objectives</p>	

	7. Undertake collection study of Archives and Special Collections		
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**Institutional Goal**

Expand International Focus and Activities

ULS Goals	Objectives and Strategies	Measurements	Evaluations and Outcomes
<p><b>GOAL # 5</b>            Leadership in digital library development</p> <p><b>and</b></p> <p><b>GOAL # 6</b>            Collaboration</p>	<ol style="list-style-type: none"> <li>1. Contribute new scholarly content to the global research community through electronic publishing programs and services               <ul style="list-style-type: none"> <li>• Initiate discussions with officials of the European Union regarding a joint approach to digitizing EU documents</li> </ul> </li> <li>2. Expand partnerships for document delivery and staff exchange with libraries in Asia, and initiate library partnerships in other regions of the world in support of area studies programs</li> <li>3. Improve our area studies collection</li> </ol>	<p>Produce an outline of the EU project in order to secure partners/funding for FY09 and beyond.</p> <p>Perform a collection analysis of selected area studies collections.</p>	



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Engage in research that advances learning

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<p><b>GOAL #5</b> Leadership in Digital Library Development</p> <p>Contribute new scholarly content to the global research community through electronic publishing programs and services</p> <p><b>and</b></p> <p><b>GOAL # 4</b> Develop world class collections</p>	<ol style="list-style-type: none"> <li>1. Digitize materials from our unique or endangered collections.               <ul style="list-style-type: none"> <li>• Darlington Project, Historic Pittsburgh, etc.</li> <li>• Respond to user demand for additional content accessible via Documenting Pitt</li> </ul> </li> <li>2. Enhance capacity to respond to faculty demand for digital projects</li> <li>3. Through collaboration with University of Pittsburgh Press implement a model as pilot test project</li> <li>4. Implement an open access online journal program for refereed scholarly journals, including online submission, review, editorial workflow, and final publication in electronic form.</li> <li>5. Study the need for an institutional repository for global access to faculty publication. Determine best platform and functionality requirements.</li> </ol>	<p>Increase the number of maps, manuscripts, and book pages digitized by 10%</p> <p>Based on users requests, add content to the resource</p> <p>Follow-up on 100% of requests</p> <p>Produce status report on economics of impact on University Press</p> <p>Decrease printing and production costs for traditionally print journals by 20% and create a model for collaboration in creating open access model</p> <p>Increase visibility and impact of Pitt scholarly output.</p>	