

## 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.*
- 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.*
- 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.*
- 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. Retool services and collections programs—focusing this year on undergraduates.

- a. Expand social networking technologies and mobile applications. *Web Group plus Sarah Spiegel and Amy Brown May 15, 2010.*
- 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.

- a. Build a campus-wide educational program on issues related to scholarly communications. *Judy Ganson and Luti Salisbury. June 1, 2010.*
- 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.*

#### 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.*