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2012/2013 Addendum to Poynter Library Strategic Plan

Nelson Poynter Memorial Library.

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2012/2013 Addendum to Poynter Library Strategic Plan
(Approved by the Library Leadership Team, June 3, 2013)

In reviewing progress made on the goals in Academic Year 2012/2013, the Library Leadership Team recognized the need to modify the wording of goals 1 & 2. The wording below reflects the changes agreed upon by the Leadership Team.

1. Support USFSP's faculty and student research and instruction at all levels through the provision of innovative and responsive library services
 - a. Created online Information literacy modules that can be integrated into course content. (goals 1 and 6)
 - b. Began an assessment of the face-to-face bibliographic instruction program by surveying faculty using the service. This assessment will continue as a permanent feature of the program. In responses from 32 professors, 100% strongly agreed that the instruction session had been useful to their students and 100% said that they planned to request another session in the future.
 - c. Assessment of COB syllabi has been undertaken to ascertain what classes have research and library assignments
 - d. Assessment librarian attended the ACRL Immersion Program for Information Literacy Assessment
 - e. Purchased LibGuides to create subject-specific, online resource guides (goals 1 and 3)
 - f. Created Graduate workshop series (including RefWorks, Data and Statistics, Advanced Research Skills)
 - g. Introduced Faculty Lightning Talks as part of USFSP Research Month in April 2013 including creating videos of several and adding them to the Digital Archive
 - h. Increased faculty and student scholarship in the Digital Archive by adding new faculty and student collections and by continuing to add new items to existing collections (goals 1 and 3)
 - i. Developed and offered comprehensive workshops for faculty on producing high quality online courses using the Quality Matters rubric, as well as workshops on the use of the USF System's new Learning Management System, Canvas (goals 1, 3 and 6)
 - j. Continued to offer RAP sessions, with 94+ being offered in AY2012/2013
 - k. Continued to offer targeted bibliographic instruction sessions, with 62+ being offered to more than 1294 students in AY 2012/2013
 - l. Continued the program of displaying and archiving student posters from the Graphic Design program
 - m. Hosted 4 public lectures highlighting USFSP faculty research (Goals 1 and 7)

2. Develop and enhance collections uniquely suited to support our curriculum, our region, and our academic community through the strategic acquisition and preservation of diverse resources in all formats.
 - a. Library faculty completed the review of many areas of the Library's collections, with the criteria of use, currency, relevance to curricula, and availability of electronic versions to guide them in determining which materials to keep and which to discard. A major goal was to open up more floor space for user seating on the first floor while simultaneously improving the effectiveness of the collections (goals 2 and 4) Areas of the collection reviewed in 2012/2013 are:
 - i. Completed the review of the print Reference collection with most remaining items being integrated into the circulating collection. The non-circulating Reference Collection was reduced by approximately 95% making it more useful as a reference collection.
 - ii. Library Dean and liaison librarians met with COE faculty to discuss the Instructional Materials Collection (IMC) and its purpose and focus. Library faculty worked with COE faculty to identify and remove unused and dated materials making the remaining collection current and supportive of COE programs.
 - iii. Library faculty have begun the review of the circulating collection and have completed the first round of weeding.
 - iv. The Media Collection has been reviewed for currency and relevance to existing programs, with low-use and outdated materials being withdrawn. In addition, high use materials in outdated formats have been identified for replacement.
 - v. The Microform collection was significantly weeded and the remaining collections and equipment were moved to be adjacent to Special Collections.
 - b. Library website team completed a new library website design which has been presented to the Library Leadership Team and is due to be implemented in fall 2013. (goals 2 and 3)
 - c. An assessment of the Library's collections in support of the Criminology program was completed.
 - d. The Library participated in the review of new programs of study by reviewing the adequacy of Library collections in support of the programs, including Biology, World Languages, and the Psychology Department's Master's degree and Certificate in Infant Family Mental Health
 - e. UBorrow, the service which enables users to request materials from any participating library with a single request via the MANGO user discovery interface, was implemented in 2012/2013.

3. Increase effective use of technology to improve library services and support a collaborative learning environment, including the creation and preservation of digital collections and the expansion of virtual library services, as appropriate.

- a. Conducted an assessment of self-check-out utilization to ascertain why students and faculty chose to use the service and why others did not. Results will be used to design approaches to encourage increased usage
- b. Hired three IT student workers to provide technology support to students and faculty in the library's Information Commons open use computing area
- c. Conducted an assessment of the computer commons to guide planning for new hardware and software resources in the computer commons. 97% of users surveyed indicating that they were satisfied or very satisfied with the library's IT service desk.
- d. Increased faculty and student scholarship in the Digital Archive by adding new faculty and student collections and by continuing to add new items to existing collections (goals 1 and 3)
- e. Developed and offered comprehensive workshops for faculty on producing high quality online courses using the Quality Matters rubric, as well as workshops on the use of the USF System's new Learning Management System, Canvas (goals 1, 3 and 6)
- f. Library website team completed a new library website design which has been presented to the Library Leadership Team and is due to be implemented in fall 2013. (goals 2 and 3)
- g. An online option for checking the availability of group study rooms was added to the Library catalog.
- h. New Resolve workstations were added to the Library to provide technology-enhanced one-on-one and small-group consultation space (goals 3 and 4)
- i. Two new Collaboration stations with connections for 4-6 devices were added to enable students to work collaboratively on assignments and projects. (goals 3 and 4)
- j. New monitors were added to group study rooms, to expand offerings to encompass all study rooms on all three floors of the library.
- k. Wireless connectivity in the Library was improved by an upgrade to the management system software by Tampa IT to allow shared management of library wireless access points to improve uptime. Utilization of library wireless networks reached an all-time high during the spring 2013 semester.
- l. The Library continued to identify and collect appropriate USFSP materials for the Digital Archive, with an increase of 42% in 2012/2013
- m. Ask-A-Librarian virtual reference service continued at both the state and local levels.
- n. Library storage capacity was upgraded with the addition of a new storage array for DL and the library, expanding capacity to over thirteen terabytes of active storage for virtualization and file storage projects.
- o. Library Systems executed a plan to virtualize the Library's technology environment to reduce risk and improve functioning.
- p. The Library replaced all circulating laptops for checkout with newer models, expanding the laptop offerings to fourteen Dell laptops and six Apple laptops. Full utilization occurred during the spring semester

4. Maximize the use of the physical space to support and enhance services to the USFSP community through creative redesign and regular maintenance of the facility.
 - a. Conducted a staff assessment of the combined service desk for circulation and reference, with Access Services staff providing triage for requests and calling in reference librarians as needed.
 - b. Worked with Campus Facilities to update the fire safety plan and the building's alarm system.
 - c. Added motion detection lighting in bathroom foyers to improve energy efficiency and user safety.
 - d. New Resolve workstations were added to the Library to provide technology-enhanced one-on-one and small-group consultation space (goals 3 and 4)
 - e. Two new Collaboration stations with connections for 4-6 devices were added to enable students to work collaboratively on assignments and projects. (goals 3 and 4)
 - f. Library faculty and staff completed the review of many areas of the Library's collections, with the criteria of use, relevance to current curricula, and availability of electronic versions to guide them in determining which materials to keep and which to discard. A major goal was to open up more floor space for more user seating on the first floor while simultaneously improving the effectiveness of the collections (goals 2 and 4)
 - g. The Library Space Allocation Committee implemented phase one of a redesign of the use of space in the Library, starting with the first floor. The first floor has been opened up to increase student work and study space, with collections being concentrated on the second and third floors. Flexible spaces that can be reconfigured for individual or group work as needed have been the foundation of the redesign. Changes have been made incrementally as funding has been available and the result is a space on the first floor that is receiving high praise from students <http://crowsteststpete.com/2013/04/23/nelson-poynter-library-is-not-your-grandmothers-library/> and bringing in record numbers of users (2500 people in a single day, surpassing the previous record of 1600.)
 - h. New carpeting was installed on the first floor the week of May 5-10.
 - i. Plans are underway to close an open computer lab in Bayboro Hall and transfer the technology and the service to the Library.
 - j. Secured donor funding to enclose the Scholars' Lounge area with glass walls to provide a first-floor quiet study space without detracting from the views of Bayboro Harbor.
 - k. Renovated the Distance Learning Studio. (goals 4 and 6)

5. Facilitate the retention of skilled professional staff and enable them to succeed in meeting the demands of the changing library workplace and in strengthening the Library's participation in and support of the USFSP mission.
 - a. Funded attendance of library faculty and staff at a variety of conferences and workshops, including Educause, Quality Matters, ALA, FLA, Open Repositories,

- Distance Learning Admin Conference, the Frye Leadership Institute, the Harvard Library Leadership in a Digital Age workshop, and others
- b. Implemented the model of just-in-time reference, providing additional training for Access Services staff to triage reference and information requests before calling in a reference librarian.
 - c. Completed two successful searches in the Library, including the A & P position of Assistant Director for Distance and Distributed Learning and the faculty position for the Scholarly Support Services and Special Projects Librarian.
 - d. Hosted several online workshops for Library faculty and staff.
 - e. Supported staff visits to other libraries in the region to review facilities and services.
 - f. Library Administration has undertaken a review of several OPS positions with the intention of securing benefits for ongoing OPS staff.
 - g. Several library faculty and staff were nominated for employee recognition awards by their peers and supervisors throughout the year with winners from across all departments.
 - h. Two library faculty had their packets for promotion supported by faculty colleagues and the Dean in 2012/2013, with formal promotion due to take place in summer 2013.
6. Continue to champion the advancement of online/distance learning for USFSP through rigorous assessment, professional development, and continuous improvement undertaken in collaboration with the Colleges, individual faculty and external partners.
- a. 2 courses have received Quality Matters Certification in 2012/2013 under the guidance of the Library's Distance Learning team, consisting of Instructional Media Services staff and the Distance Learning Librarian
 - b. Launched the USFSP Distance Learning Blog July 24, 2012 for informing the USFSP community of upcoming training and professional development opportunities, trends in online education, updates on LMS functionality, and more. With hundreds of timely entries contributed by a team of library faculty, staff and the Dean, the blog has garnered 53 official followers and many more occasional visitors.
 - c. New position of Assistant Director of Distance and Distributed Learning was filled May 1, 2013.
 - d. Distance learning librarian attended DL Administration Conference
 - e. The Library continues to coordinate the institution's membership in Educause, Quality Matters, and the Sloan Consortium
 - f. Library Dean presented overview of DL support and services to the Faculty Senate.
 - g. Library dean, faculty, and staff have attended relevant workshops and conferences including Educause and Quality Matters.
 - h. Developed and offered comprehensive workshops for faculty on producing high quality online courses using the Quality Matters rubric, as well as workshops on

the use of the USF System's new Learning Management System, Canvas (goals 1, 3 and 6)

- i. Renovated the Distance Learning Studio. (goals 4 and 6)
 - j. Library Systems continued to provide support to the COB MBA instructional design staff, even after staff were moved to a location outside of the Library. Created online Information literacy modules that can be integrated into course content. (goals 1 and 6)
7. Continue to build partnerships with the external community to maximize opportunities and develop additional resources
- a. Hosted numerous exhibits and talks in partnership with area museums, artists, and authors.
 - b. Worked with the Florida Humanities Council to host their publication *Forum* in the Digital Archive
 - c. Worked with COQEBS to host materials related to their organization and ongoing work in the Digital Archive
 - d. Established a collection for the Neighborhood News Bureau in the Digital Archive
 - e. Hosted Sponsors Reception for the 2013 EQFLGala in the Library
 - f. Dean taught a session of IDH 3100, *Navigating the Edge: Our World Through the Dali Lens*, an honors class for first-year students taught collaboratively by USFSP faculty and staff of the Dali Museum
<http://dspace.nelson.usf.edu/xmlui/handle/10806/5276>
 - g. Dean was a speaker at the *Genius Next Door* event at the Dali Museum in January 2013 <http://dspace.nelson.usf.edu/xmlui/handle/10806/5622>
 - h. Dean met with St. Petersburg Public Arts Commission to discuss establishing a digital Percent for Art collection:
<http://dspace.nelson.usf.edu/xmlui/handle/10806/4866>
 - i. Dean and Special Collections Librarian applied for Times Foundation grant in support of a lecture series in honor of Eugene Patterson
 - j. Library continued to host students from IB, St. Pete High. Etc.
 - k. Several library faculty served as presenters for authors at the annual Times Festival of Reading
 - l. Special Collections Librarian James Schnur continued to give many presentations, walking tours, and publish books on local history for the benefit of various community organizations
 - m. Library faculty and the Dean serve on numerous boards of local organizations such as Seminole Public Library, Jamerson Elementary School, St. Pete City Advisory Arts Commission, etc.
 - n. Hosted four public lectures highlighting USFSP faculty research (Goal 1 and 7)