

VIRGINIA COMMONWEALTH UNIVERSITY

1999 ANNUAL REPORT

UNIVERSITY LIBRARY SERVICES

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VISION

The university Library is a vibrant community where ideas are generated, engaged, and shared. It is a dynamic center of culture and knowledge, serving as a conduit for recorded information in all its forms.

GOALS

MANAGE the transition of the Library to a direct reporting relationship to the Provost, while maintaining and further developing its partnership with VCU's information technology units.

DESIGN and deliver programs and services that support an information literate population by committing to a service philosophy grounded in teaching, learning, and research.

DELIVER collections and services across the Internet using systems that are integrated, intuitive, and responsive to users, wherever they are located.

INVIGORATE information services by developing a continuous process of service evaluation, redesign, implementation, and promoting.

DEVELOP a productive, motivated, and skilled workforce who participate in shared decision-making.

DEVELOP a comprehensive facilities plan that recognizes the value of the Library "as place" and that addresses individual campus, user, and staff needs, as well as programs and collections.

CREATE a funding and development program to position the Library as a dynamic social and intellectual force in the University.

EXECUTIVE SUMMARY

University Library Services (ULS) made major accomplishments this year in all of its service programs in spite of the resignation of its Executive Director, Barbara J. Ford. Ms. Ford assumed a new and prestigious position as the Assistant Commissioner of the Chicago Public Library. In November, under the direction of George Soete, a consultant from the Association of Research Libraries, the Library initiated its strategic planning process in coordination with the strategic planning process for the University and the Office for Information Technology. Thanks to the ULS faculty and staff and the Library Advisory Council, six major initiatives were established and affirmed by the University that will guide the Library over the next three years. The plan reemphasizes the Library's commitment to better serve its internal and external customers. Strategic planning initiatives relate to the Library's service philosophy, collections and the organization of knowledge, service to the University community, the worker of the future, facilities, and funding and development. Implementation of the plan has begun.

ACTIVITY HIGHLIGHTS

- Added 44,000 titles and 55,000 volumes, bringing the total volumes in the collection to almost 1.6 million
- Expended \$4,796,608 to enhance the collections
- Welcomed over 1.1 million visitors to the Library, for whom we answered 61,000 reference questions and conducted 550 instructional sessions
- Loaned over 250,000 items to the University community
- Borrowed over 10,000 items through our interlibrary loan program, and provided over 25,000 items to other libraries
- Added or replaced 130 computers in public and staff areas, and expanded the Library network by 130 ports

In response to the continued rise in the cost of print publications, the Library implemented a significant redesign of its collections and services. Library administration and faculty met with the faculties of the College and the schools to discuss the impact of the Library's redesign program and surveyed faculty to determine their journal needs. The survey is one of the many tools that librarians will use in working with faculty to help identify the resources they need most for their teaching and research. We expect that the redesign initiative will open up new opportunities for research and learning at the University and provide a much richer set of resources electronically.

The Library took seriously its role in communicating changes to its service programs as well as changes in the information industry. It has revitalized its publication and development program. The Library's many publications are available on its website, www.library.vcu.edu. In addition, the

Library hosted the annual Cabell and Brown Lectures and the Friends of the Library "Splendors of Egypt" program in anticipation of the exhibit held at the Virginia Museum of Fine Arts.

Internally the Library has undertaken the initiative to implement team-based decision making throughout the Library. Monthly staff meetings are held at the two libraries. Weekly meetings of managers of major service units are held to discuss Library-wide issues that need broad based discussion with Library administration prior to implementation. For the first time a faculty orientation program was held to introduce new Library faculty to University programs, services, and key personnel across the University. Dr. William B. Allen, Director of the State Council of Higher Education for Virginia, was the keynote speaker. Participants have indicated their interest in continuing this program and including all new Library employees.

Library administration and staff look forward to the upcoming year and the changes expected with the arrival of a new Executive Director and the planning for major renovations in both the James Branch Cabell and Tompkins-McCaw libraries.

Phyllis C. Self, Ph.D.
Interim Executive Director
University Library Services

ACCOMPLISHMENTS

COLLECTIONS AND SERVICES

- * Developed plan to redesign collections and services to restructure the collections and convert print subscriptions to digital format
- * Selected strategic Web electronic resources for bibliographic and full-text access to thousands of journals, book chapters, abstracts, proceedings, technical reports, patents
- * Cooperated with other libraries through VIVA, SPARC, and other organizations to expand resources available to users and to reduce cost of academic information resources
- * Redesigned and expanded Library Web pages, including adding remote user authentication, "My Library" user-customizable Web pages for the public, and Intranet pages for the staff
- * Extended Cabell Library hours until 2 AM Sunday through Thursday during semesters
- * Instituted document delivery with credit card payment across the Web and initiated pilot program for electronic reserves

TECHNOLOGY

- * Tested and upgraded all critical applications and servers for Year 2000, completed security audit, and implemented stronger security procedures
- * Upgraded NOTIS to 7.0 and gathered preliminary data for replacement system
- * Implemented regulations for appropriate use of public computers

FACILITIES

- * Renovations and modifications to Cabell Library included first floor reference, public, and circulation areas, basement storage area, Special Collections and Archives, third floor media stacks, technical services room, and fourth floor OIT offices
- * Renovations and modifications to Tompkins-McCaw Library included TompCAT, relocating Interlibrary Loan and Periodicals, Special Collections and Archives, Miller Room, and staff areas, with \$100,000 Bell Atlantic grant awarded to construct a distance learning room
- * Completed RFP for architectural planning services for major renovations next fiscal year and implemented regulations governing appropriate use of facilities by users

STAFF

- * Revised library assistant job descriptions for Human Resources for possible reclassification
- * Staff attended workshops on "re-energizing the team," designed with Human Resources
- * Sponsored first Library Faculty Orientation, with keynoter Dr. William Allen (SCHEV)