

K-State Libraries: A Living Strategic Plan, 2007-2012
Progress Report – Summary of Selected Activities
April 2008 - March 2009

Goal 1 Our users will find collections tailored and managed to meet their changing needs and advance the priorities of the University.

Objectives for Goal 1:

Objective 1.1. We will develop dexterous methodologies to better understand the usage of our collections and the current and future needs of users in order to make informed decisions in collections development and management.

- Aggregated SFX monthly use stats and updated in spreadsheets; made available to the library staff via blog posting
- Collected Google Search Appliance use stats
- Compiled A-Z journal usage statistics
- Started systematic method for reviewing currently subscribed databases and journals for overlap, low usage, etc.
- Used SFX coverage data to make an informed decision to purchase the Diversity Databases given low overlap with current holdings and the need to meet diversity-related research needs
- Formed Annual Continuations Analysis group
- Completed OCR of monograph and serial materials at the Annex to prepare items to move to the remote annex and to provide better collection statistics and usage data
- Used circulation, browse, SFX, and vendor-supplied usage data to identify low-use journals and databases
- Developed criteria for pulling journal usage statistics to provide consistent interpretation of data

Objective 1.2. We will articulate and implement a comprehensive development and management policy for collections, providing a framework for targeting future acquisitions on user needs and institutional strengths while reducing acquisitions in other areas.

- Developed collection policy for U.S. and Kansas Government documents
- Developed collection policy for maps and atlases
- Rearranged the U.S., Kansas, and microforms reference collections, including heavily-used Census material, to provide greater visibility and ease of use
- Began developing a network of contacts for obtaining Kansas, particularly Riley County, aerial photographs and sending other states' photographs to suitable locations
- Emphasized strategic purchases for acquisitions
- Implemented Collections Council as policy and decision making body
- Continued Moving Beyond Paper initiative; withdrew 4,395 items from JSTOR holdings; of 9,700+ periodical titles, approx. 2,900 remain in print (1,900 are those we purchase); see 1.4 for additional information about initiative actions

- Continued promotion of the Consumer Movement Archives through presentations to the Consumer Federation of America's and solicitation of collections at their national conference; awarded Morse Family and Community Public Policy Scholarship to K-State undergraduate; processed backlog of CMA collections; worked with Morse family members to establish a focus and goals; enhanced finding aid for Richard Morse Papers
- Established successful partnership with the Society for Military History; processed Society For Military History records
- Allocated \$20,000 from collection priority funds in FY09 for Special Collections acquisitions; improved Chinese cookery holdings by acquiring English materials not generally available from Chinese publishers
- Processed Marjorie Honstead Feldhausen papers, documenting military holdings about a WWII nurse
- Formed Collections Council; implemented procedures for analysis of continuations usage and determination of monograph budget reduction targets to deal with state budget callbacks.
- Completed retrospective conversion of serial titles at the Annex
- Finalized deselection policies regarding duplicate copies
- Withdrew 1,199 veterinary medicine titles

Objective 1.3. We will seek realistic approaches to contain the rising acquisition and storage costs of collections.

- Participated as member of Kansas Regents Library Database Consortium (RLDC); received consortial pricing on database subscriptions and services for cost savings of \$80,514 and cost avoidance of \$355,673 (through statewide purchase of Gale's InfoTrac)
- Continued active participation in Greater Western Library Alliance (GWLA) to expand access to quality information; received consortial pricing on e-resources for cost savings of \$18,107; consortial pricing resulted in cost avoidance of \$1,196,414 on electronic journal packages
- Maintained membership in NSF EPSCoR Science Information Group (ESIG); received consortial pricing on e-resources for cost savings of \$36,149; consortial pricing resulted in cost avoidance of \$613,213 on electronic journal packages
- Continued memberships in LOCKSS (Lots of Copies Keep Stuff Safe) Alliance and Portico to ensure preservation of and future access to electronic journal content
- Withdrew over 2000 reels of microfilm subsequent to the Libraries' purchase of Early English Books Online (EEBO); film and the associated bibliographic records were given to Wichita State University
- Weeded the map collection substantially to create space for strategic map collections reducing the overall footprint
- Weeded the U.S. depository collection as titles have been digitized (FCC Record) and unneeded items identified during retrospective cataloging.
- Withdrew 150 linear feet of CAB index titles held in print at Hale and Veterinary Medical Library: (ceased print subscriptions to these titles in 1998 and complete online access from 1911 to the present is available)

- Sent 135,447 items to remote annex; 207,906 items located there as of 04/08/2009
- Continued to refine shelf-ready processing to maximize the cost- and time-saving benefits of this vendor service; using service for both approvals and firm orders; improved timely access by users as most of the books received through this service are moved through cataloging in one day, which improves timely access by users
- Conferred with Grain Science Department regarding ISSA Voyager and Postharvest reprint collection; developed plan for export of records to Refworks and retention of unique documents in Special Collections
- Conferred with Entomology Department about Reginald Painter host plant pest resistance reprint collection; exported records to Refworks and moved collection to Special Collections.
- Started review of currently subscribed databases and journals to look for overlap, low usage, etc. that will drive decisions for renewals
- Investigated development of a collaborative monograph purchase pilot project between KU Libraries and K-State Libraries

Objective 1.4. We will increase the number and range of digital resources available to our users, based on their needs.

- Recommended purchase of the LexisNexis DataSets digital statistical product to provide easier access to statistical information
- Expanded the range of digital resources available to our users by adding more collections in K-REx and exposing biodiversity data online through BiodIS portal
- Have substituted digital collections for some print titles
- Continued Moving Beyond Paper project with the following e-resources:
 - Cancelled Water Resources Abstracts, Environmental Index, and Pollution Abstracts databases and replaced them with Environmental Sciences & Pollution Management
 - Added electronic full-text access to JAMA (Journal of the American Medical Association), Kirk-Othmer Encyclopedia of Chemical Technology, and the Veterinary Clinics of North America
 - Implemented pilot test of Safari Tech Books
 - Implemented pilot test of MyiLibrary electronic books
- Added the following databases:
 - Abstracts in Social Gerontology
 - Alt-Press Watch
 - Cabell's Directory of Publishing: Educational Directories
 - Communication & Mass Media
 - Ethnic News Watch & Archive
 - Gender Watch
 - Linguistics and Language Behavior Abstracts
 - Naxos Sheet Music Library
 - Naxos Jazz Music Library
 - Novelist

- Peace Research Abstracts
- Public Administration Abstracts
- Springer computer science eBook collection
- Synthesis
- Ultra Online

Objective 1.5. We will develop and test approaches, standards, best practices, and business models for collecting, preserving, and accessing digital collections, collaborating with University, state, regional, national, and international organizations.

- Co-facilitated three meetings with librarians, archivists, and IT administrators from K-State, KU and the Kansas Historical Society focused on collaborative digital collection building, discovery tools and best practices for user community engagement, electronic records management and digital preservation
- Continued discussions with KU Libraries' digital initiatives leaders regarding content life cycle planning issues; these efforts are leading to collaboration on digital collections between the K-State and KU Special Collections departments
- Partnering with Greater Western Library Alliance (GWLA) to contribute content to Western Waters Digital Library (WDDL)
- Partnered with Division of Biology and the Department of Entomology on BiodIS, K-State's Biodiversity Information System, project
- Began working on pilot project with BCR to digitize cookery collection

Goal 2 Our users will have seamless, user-driven access to reliable information, scholarship, and services when and where needed and have opportunities to learn how to effectively use and apply these resources.

Objectives for Goal 2:

Objective 2.1. We will enable users to interact with our services through emerging or user-familiar technologies.

- Applied uniform templates to the Libraries' web content, including the website, blogs, catalog, and Google Search Appliance resulting in a clean, consistent, and straightforward user experience
- Introduced Google search technology to the main K-State website as the Libraries coordinated a joint purchase of a new Google Search Appliance by Research and Extension, Computing and Telecommunications Services and K-State Libraries
- Enhanced online catalog with locally customized help pages, a call number texting option, a problem report, Delicious tagging, and perma-linking features
- Developed a website for the new Data Commons (<http://data.k-state.edu/>)
- Developed an interactive website for our Kansas aerial photograph collection, including digital images and the capacity to order on-demand scanning
- Offered in-person reference service to assist patrons with research and class assignments, and to provide help with readers/printers and scanners
- Implemented texting feature in catalog that enables users to send call number information to their mobile devices
- Implemented RSS feeds in K-REx which will allow users to access information about latest submissions from different feed readers

- Increased emphasis on Instant Messaging (IM) reference service in recognition that online chat is a preferred mode of communication for many users
- Incorporated text messaging with both reference and the catalog to text call numbers to users' phones
- Organized retirement of outdated or unused web pages from Libraries' website (ongoing project)
- Developed and implemented "Text me this call number" feature for online catalog
- Investigated removing selected K-State Libraries blogs from the "Search K-State Libraries" index to provide users with leaner, more understandable search results
- Explored new avenues for presenting or augmenting library services, including Content Management Systems (CMS), CMS-style dynamic subject guides, and enhancements to and possible replacements for current online catalog
- Updated many subject guides to include instant message widgets and other dynamic tools (tutorials, delicious, etc.)
- Implemented instant messaging and an engineering library blog at Fiedler Engineering Library

Objective 2.2. We will simplify access to our services and our collections.

- Installed SelfCheck stations to allow patrons to check out materials; self-checkout available outside service hours
- Replaced Social Security numbers with Wildcat IDs (WID) following the campus migration to ISIS; greatly improved security of identity information for patrons
- Began sending student patrons library notifications by email as a result of the campus move to ISIS which tracks student email information
- Continued to catalog retrospective U.S. Government collections
- Provided original cataloging records on OCLC and online catalog at the county level for the Kansas aerial photograph collection
- Loaded bibliographic records into catalog for U.S. Government information sources matching our depository selection profile
- Continued to catalog and link microform collections lacking bibliographic control
- Began providing document delivery for microforms
- Created colorful posters with instructions on loading, scanning, and printing microfilm and microfiche
- Moved major national/regional newspapers from behind the service desk to the newspaper reading area
- Integrated LDAP with K-Rex; eIDs now used to submit content to K-REx
- Created simple submission forms for user-added content in K-REx
- Modified K-REx user interface for easier access to information users need
- Used the Colibri system to assure additional information on dust jackets are preserved and available for all Fine Arts call numbers
- Used scanning technology for replacement pages in materials as part of preservation efforts
- Added "Report a Problem" link at the bottom of each catalog record and routed reports directly to Cataloging staff

- Modified SFX services menu, including:
 - Redesign and simplification
 - Addition of Google Books Search service
 - Revising text linking to RefWorks
- Tested and recommended changes to SFX to improve full-text linking for theses and dissertations
- Added EZproxy prefix to allow users to maintain K-State identity
 - URLs in online catalog
 - Link to Google Scholar from K-State Libraries Databases directory
- Created Cool Tools web page and linked from homepage to consolidate novel and useful services including LibX toolbar, New Books Feeds, and Assignment Planner
- Added “Primary Sources” category as a subject on K-State Libraries Databases directory, providing greater access to a number of materials
- Made more Special Collections/Rare Books materials available via the catalog
- Increased granular access to individual pieces from large music score sets
- Completed music CD contract cataloging project completed (ca. Aug. 2007-Feb. 2009): 993 classical music titles cataloged (primarily gifts of Jared Namenson; remainder were NEH-purchased Smithsonian Folkways recordings)
- Increased ETDR collection in K-REx providing faster seamless access
- Cataloged microcards to provide a rich source to American history previously that had limited access
- Greatly reduced the backlog of uncataloged materials and kept current with cataloging newly received materials, reducing the need for library users to place requests for needed materials in processing
- Used Libraries’ seven collection priorities to order processing of materials, particularly those from the backlog
- Made significant progress cataloging the Kansas aerial photographs collection

Objective 2.3. We will expand and advance online reference services

- Upgraded instant message service to LibraryH3lp to increase system capacity
- Increased staff resources for chat reference services in response to demand

Objective 2.4. We will develop indispensable services that further integrate collections and services into the online teaching, learning, and research environment.

- Opened the Data Commons to assist students and faculty with statistical research
- Launched BiodIS, K-State’s Biodiversity Information System, a collaborative project to expose information associated with University’s natural history collections to a diverse group of users
- Tried Library Thing for Libraries in the online catalog
- Created and tested Link It (<http://www.lib.k-state.edu/help/link/>) - a tool for faculty use to simplify linking to Libraries resources found in article databases or electronic journals
- Implemented Research Help @ K-State Libraries via K-State Online
 - Redesigned to feature research tools

- Created course- or group- specific pages e.g. American Ethnic Studies, Expository Writing, Public Speaking, Graduate Students, Faculty, International Students
- Improved Instruction Menu (<http://apps.lib.k-state.edu/instruction/>) by creating an interactive library instruction request form
- Created tutorials, embedded throughout the website and gathered at <http://www.lib.k-state.edu/depts/libinst/watch.html>
- Used Wimba via K-State Online to offer classes online and to record and store them for future viewing

Objective 2.5. We will promote and expand access to unique K-State and Kansas collections by seeking partnerships and funding for onsite and online exhibits and digitization efforts.

- Established initiative with Eisenhower and Truman Presidential Libraries and Brown v. Board of Education National Historical Site to create an exhibit on Civil Rights in the Cold War Era
- Developed proposal for digitization of Gail Kubik collection; proposal did not move forward but provides useful data if project is pursued in future
- Created searchable databases for specimen collections held by the K-State Herbarium and Insect Museum and provided public access via the web through Targeted Excellence project (The K-State Digital Prairie Plant and Insect Collection: Elevating Biodiversity and Bioinformatics to the Next Level)

Objective 2.6. We will strengthen our outreach activities to ensure users know how the Libraries can and do serve them.

- Arranged special outreach to new international students via an informational display and a special instructional opportunity
- Participated in activities with Ft. Riley community:
 - Developed partnership with the Ft. Riley Directorate of Morale, Welfare & Recreation
 - Developed brochures now distributed by the Post Library and MWR personnel at appropriate Army events
 - Began discussions on a Department of the Army initiated project to engage academic libraries as research resources for military installations
 - Presented library outreach session to Ft. Riley Senior Leader Orientation Course
 - Established and maintained website (<http://www.ksu.edu/takepart/>) to track campus and post events and activities
 - Offered Library Help on the Go reference assistance at Ft. Riley PX
 - Presented at the Ft. Riley Commanding General's Community Partnership Conference on Education
 - Contributed to publications to promote military/libraries partnership
- Participated in Kabul and Balkh University project with World Bank grant to K-State
 - Sent a librarian to Afghanistan as a member of the K-State coordinating team

- Purchased books for Balkh, Kabul University
- Met with Kabul University chancellor and administrators and participated in meetings with Kabul University faculty to explore opportunities for assistance
- Facilitated public forum on World Bank project at Manhattan Public Library
- Invited Mr. Yar Mohammed Bahrami of Kabul University to speak at the October Libraries All-Staff meeting about his experiences as a graduate student and about comparative library services
- Provided information support services to individual Afghan scholars
- Collaborated with Manhattan Public Library on One Book One Community planning committee
- Consulted about preservation issues with conservators working on the Overmyer murals restoration
- Consulted about preservation issues with the K-State Costume and Textiles Museum
- Received 2009 Connecting to Collection: Statewide Planning Grant from IMLS for Emergency Planning
- Broadcast the 2009 Presidential inauguration in the DowMRC and on 2nd Floor Hale
- Provided on-site library services at the College of Education and in the Union
- Produced exhibits, programs, and opening receptions from the University Archives
 - Faculty Writes: Books, 1863-1963
 - Kenneth S. Davis: Man of Many Titles
 - First Ladies of K-State, 1863-2009
- Provided major portion of exhibit organized by K-State Union to pay tribute to President and Mrs. Wefald
- Received recognition and produced major public relations opportunities via public programs and receptions and major articles in Manhattan and K-State newspapers
- Displayed materials from the mixology collection and hosted two accompanying programs
- Continued to refine and utilize the established K-State Libraries name and image in both print and online publications
- Refined Communication and Outreach Unit
 - designated editor to review publications to ensure all publications maintain a clear, consistent, and polished voice
 - employed two student graphic design specialists to maintain a consistent visual identity for the K-State Libraries
- Continued to update signage to be simplified, professionally rendered, and clear
- Provided outreach to Alumni
 - Guided class reunion tours through Hale Library
 - Created a web page (<http://www.lib.k-state.edu/services/alumni/>) with information about library research for alumni

- Introduced library resources to 120 students during Wildcat Warmup
- Provided directions and other information to new students at the InfoOasis in August
- Provided orientation for international students in August and January
- Provided orientation for graduate students in August and January
- Enhanced K-12 outreach program
 - Provided tours and library instruction for K-12 students visiting K-State; 395 students, 18 groups reached since March 2008
 - Developed a web page for K-12 groups that includes a request form and resources for classes
(<http://www.lib.k-state.edu/depts/libinst/highschool.html>)

Objective 2.6.1. We will develop and implement innovative communications and marketing strategies including targeting general, specific, and under-served audiences with focused marketing campaigns.

- “Library Help on the Go” implemented at Student Union, Fort Riley, and Jardine Residential Complex to promote library services; service evaluated to determine peak times of most visibility and efficiency to reach the largest populations

Objective 2.6.2. We will create a consistent, uniform image to establish the Libraries as a visible, branded, recognizable resource.

- Redesigned web pages and web-based services, including EZproxy, SFX, and online catalog with new templates that unify the site under the K-State Libraries brand
- Added image flip containing images of K-State Libraries’ facilities and collections to web template header
- Increased continuity across website
- Designated representatives to explore standardizing the format of all Libraries’ calendars and hours pages

Objective 2.7. We will find innovative ways to enhance our users’ understanding of the complexities of the information environment and help them become more adept at conducting effective searches, evaluating information sources, analyzing information needs, and using information effectively.

- Offered specialized instruction for courses and one-on-one instruction for individuals
- Offered regular instruction in LexisNexis databases
- Assessed instruction sessions to find out what/if the students learned with the goal of finding a better way of helping our users
- Provided instruction to Public Speaking I and Expository Writing I Courses
 - modified content based on feedback from Public Speaking GTA’s
 - reached 2025 students from March 2008 – March 2009
- Continued to provide basic library orientation to students enrolled in University Experience (UE) program
- Provided instruction for students in the English Language Program (ELP)

- Experienced increased requests for instruction during the Spring 2009 semester for ELP classes
- 7 classes with 98 students
- Coordinated classes for faculty and graduate students to provide information to help conducting research and to incorporate into classes that they teach; 335 attendees from March 2008 – March 2009
- Hosted walk-in instruction classes:
 - Spring 2008 – 11 classes, 36 attendees
 - Fall 2008 – 105 classes (78 University Experience tours, 3 RefWorks, 24 Introduction to Library Research) and 445 attendees (including 118 UE students previously mentioned)
 - Spring 2009 – 18 sessions, 47 attendees

Objective 2.8. We will expand our role as active partners on University multidisciplinary research teams, contributing our experience as professional information consultants.

- Partnered on multidisciplinary Targeted Excellence funded research teams and made key contributions to projects with the Beef Cattle Institute to develop websites linked to AGNIC
- Partnered on multidisciplinary Targeted Excellence funded research teams with the Herbarium/Entomological museum to digitize specimen images, provide access to specimen data and textual information, feed data to an international database, and develop a biodiversity information portal with federated search capabilities
- Collaborated with University multidisciplinary research teams to write several additional TE proposals that did not receive funding
- Worked with Institute for Civic Discourse and Democracy as Library Associate

Goal 3 The Libraries will increasingly support the creation, discovery, sharing, and preservation of the University's unique digital academic and institutional knowledge assets.

Objectives for Goal 3:

Objective 3.1. We will define and communicate the Libraries' role in the University digital information environment, particularly our role in the creation, maintenance, preservation, storage, and sharing of the University's digital information and scholarship

- Worked with several academic departments and research centers to create new collections in K-REx to showcase and ensure permanence of the work of K-State faculty and students
- Added new materials to K-REx including faculty publications, technical reports, conference papers, historical images in addition to archiving student theses and dissertations; as of 04/09/2009, K-REx contains over 1150 items
- Achieved ranking in the top 300 of world repositories according to the "Ranking Web of World Repositories" released by Consejo Superior de Investigaciones Cientificas (CSIC)

- Compiled a report to address the institutional repository model and staffing levels including strategies for promotion and outreach of K-REx and increasing awareness of scholarly communication issues
- Contributed library faculty-authored work to K-REx
- Implemented performance expectations to educate and inform faculty and graduate students about scholarly communication issues and support and promote K-REx

Objective 3.2. We will advocate open access and fair use principles on campus, leading the development of forums and tools to raise awareness about scholarly communication issues and promote alternatives to traditional publishing models.

- Conducted a workshop on scholarly communications for Libraries faculty and staff
- Conducted a workshop for subject librarians on promoting K-REx to faculty
- Talked with faculty and graduate students about benefits of open access and contributing to K-REx
- Launched the *Baltic International Yearbook of Cognition, Logic and Communication* as the second journal in publication by the New Prairie Press and have two additional titles ready to begin publication in the coming year
- Gave presentations to raise awareness about scholarly communication issues at different venues, including the Faculty Senate Committee on Technology, Graduate Council, National Agricultural Biosecurity Center (NABC) forum, the University Library Committee, and several academic departments
- Conducted workshops on scholarly communication issues for Libraries staff and faculty
- Developed a full-color brochure to talk about K-REx and to increase awareness about scholarly communication issues
- Identified historical photographs and metadata from University Archives for inclusion as a collection in K-REx

Objective 3.3. We will develop additional consultation services to support users creating digital scholarship, particularly services related to best practices for project development, metadata creation and encoding, usability, and digital conversion of materials in a variety of formats.

- Consulted with the National Security Archive at George Washington University and the Centro de Documentación y Archivo para el Defenso de Derechos Humanos, Supreme Court of Paraguay on cataloging project for the “Archives of Terror”
- Consulted with the National Center for Food Protection and Defense, including preparation of a grant proposal to the Department of Homeland Security for metadata application in food safety information resources
- Added metadata to unique materials including conference reports, technical reports, and historical images and enhanced available metadata for faculty publications
- Worked with individual publishers to verify their policies on self-archiving so as to support faculty in depositing their scholarly work in K-REx

- Utilized file conversion methods for long-term preservation strategies for documents deposited in K-REx
- Advised and trained staff of the newly-formed, Targeted Excellence grant-funded K-State Institute for Grasslands Studies on how to scan and preserve a large collection of research slides from grasslands in the Americas and Africa

Objective 3.4. We will make it a priority to ensure that K-State's institutional and knowledge assets in both physical and digital form are available and preserved for as long as needed.

- Selected the 1939 Riley County Kansas aerial photographs as one of the digital projects to make valuable Kansas resources more widely available
- Completed digitization of most of the index sheets to the Kansas aerial photograph collection through the generosity of Historic Information Gatherers, Inc.
- Made Kansas aerial photograph finding aids available on new website
- Selected pilot digitization projects to understand digitization workflow implications and technical systems requirements
- Completed initial pilot digitization project that involved scanning historical photographs from University Archives collection
- Collaborated with various departments on digitization projects
- Implemented an open source system, Omeka, to host pilot digital collections
- Partnered with Greater Western Library Alliance (GWLA) to contribute content to Western Waters Digital Library (WWDL)
- Implemented LOCKSS to collect and preserve electronic content
- Increased staffing for digital projects
- Undertook extensive cataloging of previously uncataloged Special Collections materials
- Preserved digitally more than 1600 pages of out-of-copyright print monographs and theses held by the K-State Herbarium as part of the Targeted Excellence Digital Prairie Plant and Insect Collection project and provided public access to these historical materials via the BiodIS website.
- Launched the AgNIC Beef Cattle website creating a digital resource of relevance to K-State's teaching and service missions and institutional history; the website has a broad potential for use and offers a major contribution to national digital collection efforts
- Accomplished significant enlargement of the AgNIC Kansas Wildflowers and Grasses website, adding some 123 plant species and 800 photographs; this website is a unique collection with broad potential for use which is of value to the University, the State of Kansas, and the Great Plains region

Goal 4 Our users will find innovative and welcoming learning spaces, both physical and virtual, that stimulate learning, continually respond to user needs, and enrich the library experience.

Objectives for Goal 4:

Objective 4.1. We will develop guidance for effective use of our space, balancing the needs of our staff, our users, the public, the collections, and technology

- Designed and produced new building maps
- Expanded evening hours at Fiedler Engineering Library

Objective 4.3. We will repurpose and renovate space in the main Library to make it more inviting and navigable to our users and to facilitate emerging needs for space.

- Completed reduction of U.S. Government documents collection footprint by sending lesser used material to the Annex and utilized reclaimed space for patron seating
- Planned renovations for Summer 2009 to improve navigation and visibility at the library entrance
- Reduced shelves on the 2nd floor to provide valuable study space
- Weeded and consolidated reference shelving space to allow for more study room
- Consolidated print journal shelving to allow for more study room
- Began reuniting print materials from the DowMRC with main collection to allow for more “people friendly” space including collaborative work, guest speakers, and cable TV events
- Created and maintained building maps in elevators and in main stairwells to help users find what they need in Hale Library
- Decreased the size of the science current periodicals print section by one-third and removed shelving to facilitate addition of soft seating area
- Repurposed Hale 401 to provide electronic classroom capabilities
- Consolidated Graphic Design, Public Relations, Communications and Donor Relations into one physical location, 5th Floor Hale

Objective 4.4. We will strengthen measures to ensure the security of our users, guests, staff, and materials, recognizing that having reliable security is of paramount importance to expanding our role as an intellectual and learning environment and meeting user expectations.

- Commissioned and received a long-term strategic plan and recommendation for updating the current security system

Objective 4.5. We will explore options to existing library collections space in all library facilities in collaboration with on- and off-campus partners.

- Participated in the Council of Deans and Directors of Libraries (CODDL) Microforms Committee to reduce the size of microforms collections by creating a cooperative regents microforms collection
- Established institutional 1-year loan of Prairie Ecology reading materials to Council Grove Public Library, as a pilot project for revolving topical collections of community interest
- Facilitated the movement of GISciences staff to Hale and establishing shared GIS/Data Commons space

Objective 4.6. We will fully develop our role in virtual learning communities through dynamic information portals and online reference services.

- Promoted online reference service through the website, library instruction efforts, and other publicity, resulting in increased usage of this service
- Updated information about library services for distance students is available through K-State Online accounts
- Conducted usability testing on our website, including library instruction resources.

Objective 4.7. We will develop and deliver cultural outreach programs that promote learning and discovery.

- Collaborated with Konza Environmental Education Program to develop prairie ecology programming in Council Grove to accompany rotating collection
- Expanded community partnerships in annual outdoor film series, Movies on the Grass, with additional election-year public programs on voting systems, campaign managers consulting in Bolivia, and women's voting rights in Afghanistan; another similar event was held at Ft. Riley
- Organized Afghan/Army receptions at Hale Library and Ft. Riley
- Hosted a cultural awareness lecture by Directorate of Cultural Influence & Counterinsurgency
- Developed support for the Riley Professional Reading Group
- Participated in the "Experience America", a program designed to bring to K-State students from the Federally Administered Tribal Agency (FATA) between Afghanistan and Pakistan as a means of improving international relations and encouraging these individuals to attend K-State
- Participated in a week-long cultural training session conducted by cultural advisors at the Ft. Riley Directorate of Cultural Influence and Counterinsurgency
- Hosted a forum for female visiting scholars from Balkh University and female American Soldiers to discuss cultural issues and the role of women in Afghan society
- Recognized the 100th birthday of Helen Keller through program activities sponsored by ADAPT (Americans with Disabilities Act Programs Team) and LINC (Libraries' Inclusiveness Committee)
- Facilitated the delivery of cable television service to the 2nd and 3rd floor
- Began restoration work on historic Overmyer murals in Great Room and conducted information sessions on the restoration

Goal 5 Our internal capacity will expand so we can deliver 21st-century library and information services aligned with the University's missions and academic priorities.

Objectives for Goal 5:

Objective 5.1. We will foster an organizational culture based on mutual respect, understanding, and commitment to the work of the Libraries by facilitating effective internal communications and openness in decision making.

- Created reference tool to assist staff with locating contact persons knowledgeable about specific tools and services

- Designated representatives to communicate implications for website with service desk consolidation project participants

Objective 5.2. We will develop mechanisms to better understand the needs of our users, assess our effectiveness in meeting those needs, and incorporate those needs into our services and collections.

- Utilized LibStats to provide information about when and where questions are asked, what type of question and through what means it was asked; data makes it possible to analyze many components of requests and informs staffing schedules and training needs
- Implemented LibStats in the Love Science, Fiedler Engineering, and Math/Physics Libraries, and Special Collections

Objective 5.3. We will routinely assess and improve our core work processes and organizational design to ensure they are adaptable, efficient, and staffed to meet our mission and goals in today's environment.

- Examined current communication trends and created the K-State Libraries Communication Decision Tool to facilitate organizational habit when it comes to internal communication and help communication to occur in predictable ways
- Revamped Summary Statistics reporting

Objective 5.4. We will replenish, develop, and retain a talented, diverse staff capable of meeting the challenges posed in today's academic libraries, with a focus on competencies at the highest risk of depletion or for which we have major gaps in capacity.

- Recruited new library faculty, a library resident, and filled five staff positions

Objective 5.4.1. We will determine the appropriate staffing necessary to meet our mission and goals by developing a staffing plan and allocating resources to implement that plan.

- Identified need for a Service Coordinator at night; filling this position has provided consistency and quality of service at night, cooperation with Campus Security and Building Services, and support for student employees
- Created Communications Coordinator position by reallocating time spent by various staff members to a single position
- Brought in a trainer and conducted a two-day Library of Congress Subject Headings workshop

Objective 5.5. We will provide continuous learning opportunities for all staff to ensure that every staff member has the opportunity to keep up with developments in their field and develop practical skills needed by the Libraries.

- Two-thirds of our staff participated in training workshops and/or professional conferences
- Held a Preservation Awareness Month in October which included an All-staff presentation, staff quiz and display on 2nd floor

- Provided information to all Library departments, iTAC, custodial crew and security guards regarding supplies and techniques to be used for response to emergencies involving collections
- Provided staff development opportunities including:
 - Changing Behavior with Performance Review audio conference
 - Making Friends with Uncertainty and Change
 - “My Country” Documentary for Disability Awareness Month
 - The Before, During & After of a Good Meeting
 - Managing Stress @ Work & Home
- Conducted Verde training for serials and acquisitions classified staff
- Conducted Verde training for subject librarians
- Conducted training for new Verde administrator
- Compensated for absence of Web Development Librarian by designating a web page editing team, maintaining the number of staff who have put-to-server privileges, and training selected staff to edit the current online catalog interface
- General Information Services Department participated in a highly successful team building activity at the K-State Challenge Course which provided a foundation to work through the difficult consolidation process with cohesion and respect
- Established a process for giving conference attendees the opportunity to practice and receive feedback on presentations
- Staff planned and hosted a NASIG regional unconference for serials/e-resources staff from Kansas, Nebraska, and Missouri
- Staff planned, hosted, and attended Library Camp Kansas, an unconference dedicated to technology and innovation in libraries

Objective 5.5.2. We will increase staff opportunities for continuing education and participation at professional meetings and in professional organizations.

- Provided financial support for personal professional development for 60+ staff, including faculty, unclassified professionals, and classified staff
- Analyzed and allocated professional development funds in accordance with strategic goals and objectives

Objective 5.6. We will build and sustain a secure, robust, expandable, and cost-effective information and technology infrastructure to support University access to essential collections and services.

- Upgraded Libraries’ ILS system to Voyager 7.0 and Oracle 10
- Re-architected the technical infrastructure of the Libraries’ web and applications servers to support rapid application development for both delivering services to users and empowering staff to use technology in creative ways
- Tested the flexibility and robustness of the new technical infrastructure by creating an alternative online catalog for use during the Voyager 7.0 upgrade
- Migrated website to a new server that can support integration of dynamic content into the site; applications previously hosted externally are now being hosted on the Libraries’ server

- Redesigned technical architecture and enhanced IT infrastructure by partnering with Computing and Telecommunication Services in implementing virtualization on the servers
- Implemented Apache, Mysql, Php/Python (AMP stack) technologies on the servers to achieve a robust and scalable web development framework
- Implemented open source technologies including Dspace, Subversion, Mediawiki, Dokuwiki, LibStats, and Omeka demonstrating our commitment to support open source software
- Migrated web applications from an external host to in-house servers giving us better control over uptime
- Tested migration of website, EZproxy, and other tools and services to a new web server

Objective 5.7. We will seek additional opportunities to partner with University colleagues and with other universities; state, regional, and national organizations; professional associations; and private sector organizations to realize our goals.

- Participated on numerous university task forces and including Assessment Facilitators Committee; Ethical Reasoning Subcommittee; Critical Thinking Subcommittee; Faculty Mentoring Task Force
- Collaborated with the College of Engineering Computing Services to purchase and place into service 15 additional laptop computers for checkout from the library and implement an online reservation system

Objective 5.8. We will establish better communication and strengthen our relationships with the Colleges, the K-State Foundation, the Friends of KSU Libraries, and the Alumni Association to aggressively pursue funding for targeted projects and activities of mutual interest.

- Received recognition from the K-State Foundation of the outstanding fundraising contributions of Associate Professor Laurel Littrell, named co-chair of the 2009 All University Campaign
- Assigned Cherie Geiser as liaison to the Friends of the K-State Libraries; Friends continued their successful concert series and hosted a fundraising gala in conjunction with the Friends of International Programs
- Developed a web page of e-journals and other open access information sources for the Alumni Association web site
- Received a joint gift to the Libraries and the College of Human Ecology of the Rita Adrosko Textile Collection
- Held preliminary discussions with the KSU Foundation on an annual giving campaign for the Libraries