TEXAS WOMAN’S UNIVERSITY

LIBRARIES GOALS

2010 - 2011

“We learn to do by doing”
TWU Motto
TEXAS WOMAN’S UNIVERSITY LIBRARIES

Given that students specifically come to a university to learn, Academic Affairs is the heart of a university and, hence, drives the work of the university. Therefore, it is essential for Academic Affairs to work collaboratively with other university units to achieve the University’s goals.

The Texas Woman’s University Libraries provide global information services, education, and resources for teaching, learning, and research at all levels to prepare students for success in their professional and personal lives.

Goal 1: TWU will increase enrollment to a minimum of 14,000 students by 2010.

Objective 1.1 Increase enrollment of new students.

Strategy 1.1.1 Collaborate with TWU Admissions to promote TWU and attract potential students to the campus.

PROGRESS:
- Made Blagg-Huey Library available to Marketing and Student Life for multiple marketing and promotional events to publicize TWU to the community and potential students.
- Participated in the Pioneer Scholars Day Program.
- Welcomed to Blagg-Huey Library prospective students taking campus tours sponsored by Admissions.

Strategy 1.1.2 Promote TWU Libraries to community members, schools, colleges, and other universities to attract potential students to TWU.

PROGRESS:
- Offered use of computer workstations to 891 guest users from the community.
- Conducted library tours for 859 potential students.
- Hosted over 100 fashion and textile students from Poteet High School, to whom we distributed information on enrollment and the TWU Fashion and Textiles Department.
- Worked with honors history class at Denton High School on extra credit assignments using World War II materials including primary source documents; 10 students participated in these Woman’s Collections exercises.
- Supplied instruction about women in Texas history to 17 honors students at Selweyn School using Special Collections resources.
- Assisted 17 students in English literature and American history classes at North Central Texas College with research instruction using special collections resources.
- Provided one-on-one research instruction with primary source materials to 7 ESL students from Denton High School.

Objective 1.2 Improve student retention.

Strategy 1.2.1 Provide an academic and social environment that supports student learning.

PROGRESS:
- Encouraged students to study for finals by co-sponsoring with Student Life, healthy coffee breaks for 2,166 students working in the libraries during Fall 2010 and Spring 2011 finals weeks (up from 1,963 students the previous academic year).
• Hosted Pioneer Camp for 95 new TWU students to introduce them to library services and resources.
• Facilitated access to quiet study spaces by installing a Study Room Reservation system which has been very well received; over 1,100 students registered to reserve study rooms.
• Improved the payment plan option for students with fines to accommodate students requiring special payment arrangements.
• Reduced fines for laptops and lost materials.

Strategy 1.2.2 Offer special opportunities to help students succeed academically.

PROGRESS:
• Staffed information desks in Stoddard Hall at the beginning of the semester to help new students find their classes.
• Introduced 120 new and returning students to library staff, resources, and services during the 3rd annual First Week Fiesta.
• Mentored 173 students to support them in achieving their educational and career goals; support included writing letters of recommendation and assistance with resume writing and interviewing.
• Conducted 6 general library orientation sessions for 334 new TWU students
• Conducted 18 training library orientation sessions for 973 new TWU students

Goal 2: TWU will graduate students who have the knowledge, skills, and abilities to excel in living and working in a global, diverse, and complex world.

Objective 2.1 Increase graduation rates.

Objective 2.2 Prepare students for success with high quality programs and highly qualified, diverse faculty.

Strategy 2.2.1 Provide research instruction sessions that help students develop the skills needed for scholarly success and lifelong professional development.

PROGRESS:
• Taught 549 UNIV1011 students research skills important to their success as college students.
• Taught 684 ENG1023 students to find information pertinent to a course assignment. Results of class assignments, tutorial assignments, and comments from librarian instructors indicated students were able to identify and use a variety of information sources, to select and use online catalogs and databases to find and retrieve information and to evaluate sources.
• Instructed 239 students enrolled in CSCI 1403, (1) to use various types of search engines, search language, search strategies, search results, web page evaluation, advanced search logic (Boolean), advanced search features, and web page basics (e.g. domains, html, url, pdf, etc.), when searching for information using the internet for freely available information and (2) to find library purchased scholarly information resources available through the Libraries web pages, catalog, and databases.
• Conducted 158 faculty requested information literacy workshops for 3,541 students. (This number includes the counts shown above for Univ 1011, Eng 1023, and CSCI 1403.)
• Conducted 88 library-scheduled workshops for 360 students.
• Provided online tutorials which were used 8,375 times. The Avoiding Plagiarism tutorial was used 4,713 times; the Understanding Information Sources tutorial was used 1,854 times; the Finding Books and Journal Articles tutorial was used 1,021 times; and The Internet for College Students tutorial was used 787 times.
• Taught library instruction for 120 students during First Week Fiesta.
• Used a variety of instructional methods including face-to-face, online, and multimedia to teach information literacy.
• Provided research support appointments for 816 TWU students/faculty/staff.
• Administered RefWorks citation management software, and marketed its use through training sessions and presentations. 11,102 RefWorks accounts were active at the end of August 2011, an increase of 2,620 over the previous academic year. The RefWorks tutorial was viewed 128 times, and 76 people completed the accompanying quiz.
• Answered 1,424 electronic reference questions through Ask a Librarian (Text a Librarian questions included). This represents an increase of 266 questions from the previous academic year.
• Used Meebo as a tool for online chat with 80 users.

Objective 2.3  Prepare women for leadership roles.

Strategy 2.3.1  Provide opportunities for women to serve in leadership positions.

PROGRESS:

• Maintained student representation on the University Library Advisory Committee.
• Collaborated with SLIS to provide a paid graduate assistant position, funded by SLIS, with leadership opportunities in both reference and other library departments.
• Supervised 2 SLIS practicum students in Fall 2010 and Spring 2011 in the Special Collections.
• Nominated 3 students to serve on campus committees.
• Nominated 7 students for student leadership awards.

Objective 2.4  Ensure the quality of programs, faculty, and students through systematic review and improvement.

Strategy 2.4.1  Conduct systematic reviews of library programs to assure quality services and implement changes as needed. (Closing the loop)
PROGRESS:

• Tracked online database and journal statistics and used the information to make data-driven decisions on renewing or canceling subscriptions.
• Responded to persistent faculty requests for help by creating a resource, the purpose of which is to show faculty and students how to create, post, and use persistent links in Blackboard and other documents.
• Gathered data and replaced the Blackboard Library Tab with a LibGuide-based presence designed to address faculty identified needs.
• Reviewed and revised Children’s Collection web pages and added resources about children’s literature to better support students who use the children’s materials in the classes.
• Reviewed the Media Collection web page for clarity and accuracy.
• Continued to analyze and respond to LibQual survey data regarding how well the Libraries are performing in relation to the expectations of users in the areas of Information Control (ease of finding information), Affect of Service (helpfulness of staff), and Library as Place (conduciveness of the physical environment for individual study, group work, etc.). Changes included improved web pages, the purchase of a new library catalog interface to facilitate use of library resources, the addition of new online resources based on faculty input, and noise and glare reduction in the reference area.
• Reviewed collections to maintain appropriate resources for TWU programs and systematically added titles using “Resources for College Libraries” and other recommended titles.
• Responded to the growth in online education by purchasing materials in an electronic format when available.
• Evaluated research area services and activities and implemented design changes that better serve students and improve work flow and traffic in the reference area.

Strategy 2.4.2 Collections – The Libraries will develop collections that respond to the instructional and research needs of the University and strive for balance between onsite collections and access to external information resources.

PROGRESS:

• Supported 184 databases, 125,007 electronic books, 47,971 electronic journals, 10,789 electronic resources including web pages, and 3,085 streaming video titles.
• Added 5,866 monographic titles and 182 media items to the collection.
• Maintained access to 25,292 Texas Documents.
• Processed 5,223 new journal issues for the collection.
• Digitized over 1,000 University archival images and 800 WASP photographs.
• Completed project of purchasing current titles from “Resources for College Libraries” listings.
• Processed many gift books for the collections or added them to the book sale to support the Friends of the Libraries.
• Deaccessioned 13,824 volumes (8,541 titles) from the collections based on faculty input or to remove duplicates from the collection.
• Restructured recreational reading collection to update selection of titles.
• Measured 6,399,725 database searches, an increase of 590,693 searches (9.83%) from FY10.
• Processed 2,505 orders for new materials, an increase of 37% from FY10.
• Received 29,964 new items, which is 11,723 more items than the previous year.
• Worked in collaboration with faculty and reference librarians in withdrawing obsolete materials including media audio cassettes (approximately 45,000 item records touched).
• Completed the inventory of Blagg-Huey Library, including the Children’s Collection.
• Relocated 1,281 titles within the TWU Libraries to prepare for the new Dallas campus and to increase accessibility in Blagg-Huey.
• Borrowed 8,688 items (7,085 articles and 1,603 books) through ILL.
• Processed 14,340 total ILL lending requests from other libraries in ILL.
• Added monographic volumes (including Texas Documents) to bring the collection to 593,631.
• Made 652,795 bibliographic record updates in the online catalog.
• Updated 58,737 records for authority work.
• Began migration from Ebsco to WT Cox as subscription vendor a change that resulted in a savings of $17,000.
• Assigned a full time staff member to work on the holdings project (make sure the shelf, Voyager, and OCLC all say the same thing).
• Developed new reports in order to work on various projects, such as correcting publication dates, bibliographic errors, and location changes by format.
• Cataloged a 2 year backlog of Texas Documents.
• Began the identification of “vintage” titles of value for a cage location in the future.
• Reorganized Children’s Historical Collection.
• Inventoried the Children’s Reference Collection.
• Identified board books in Children’s Collection and made associated catalog changes.
• Ordered special cabinets to protect oversized children’s books.
• Relocated audio cassettes and DVDs to reflect usage patterns and offer more patron convenience.
• Created 31 detailed WASP finding aids to assist students, educators, and historians conducting research using World War II manuscript collections.
• Updated 40 microform records in ContentDM to include additional data and subject headings.
• Developed WASP Biographical database to assist researchers looking for biographical and professional materials.
• Began the creation of a Texas Women Biographical and Subject Files database to access primary and secondary source materials on issues and topics concerning Texas women which also includes historic female figures from Texas.

Strategy 2.4.3 Facilities - Provide attractive and comfortable library environments for work, study, research, and cultural events.

PROGRESS:

Blagg-Huey:
• Evaluated research area services and activities and implemented design changes that better serve students, improve work flow and traffic, and increase efficiency in the reference area.
• Reduced the noise from printers in Blagg-Huey Library by moving them against a wall further from student work stations.
• Reduced glare by reducing wattage in chandeliers.
• Rearranged Blagg-Huey reference area furniture to provide better sight lines for staff to monitor the reference area and facilitated greeting and offering help to everyone who enters the building.
• Reassigned librarian’s offices to facilitate collaboration across departmental lines.
• Completed the renovation of the Circulation and ILL Departments to improve workflow and service.
• Hung TWU artwork in Blagg-Huey Access Services area.
• Repurposed four Garden Level rooms for study spaces, leaving one room for media viewing.
• Installed compact shelving for Texas Documents collection (3rd floor).
• Introduced new signage and created one general brochure for Circulation services to make it easier for students to find information.
• Added larger trash cans in busy areas for convenience.
• Completed several shifting projects within the collections to make better use of the stacks.
• Installed new ceiling tiles on the 3rd floor of the library.
• Installed computer controlled lighting.
• Repurposed 2nd Floor areas for Woman’s Collection to provide storage for archival resources; relocated compact shelving from Garden Level to second floor Woman’s Collection storage and added additional storage to Special Collections vault to maximize space.
• Provided monthly exhibits to commemorate or explicate:
  September 13 – October 15
  “Day of the Dead: All Soul's Day”
  October 25 – November 20
  “Women’s Suffrage: Celebrating 90 Years of Voting”
  November 2 – November 30
  “Honoring TWU’s Veterans”
  December 1 – December 31
  “Celebrating the Holiday Festivities around the World”
  January 5 – January 24
  “Winter Wonderland TWU Style: A Collection of Scenes: Students, Snow, and Campus Life”
  February 1 – February 28
  “Celebrating African American History Month”
  March 4 – March 31
  “Celebrating the Female Spirit: A Montage of Texas Women who Pioneered and Persevered for Change”
  April 4 – April 26
  “Celebrating 50 Years of Memories: The Golden Girls Class of 1961 Homecoming”
  May 1 – May 30
  “A Cultural Rendezvous across the Pacific”
  June 6 – September 7
  “The Life of a Doll”

• Exhibited for campus events and other occasions:
  Founders’ Day
  Distinguished Alumni
  Grand Opening of the Ann Stuart Science Complex
  Grand Opening of the T. Boone Pickens Institute of Health Sciences
  The History of Millinery
  Martin Luther King Day
  Sharing Golden Times at TWU
  Celebrating 20 Years of the Joyce Thompson Lecture Series
  Summertime Fun
  The Big Top: Summer Circus Delight
  Women’s Equality Day
  Celebrating TWU’s History: Past, Present, Future
  Our Founding Mothers
  Citizens at Last, from the Humanities Texas
  Joyce Gibson Roach
  Jane Roberts Wood
  Texas Women’s Hall of Fame
  Celebrating the 25th Anniversary of Blagg-Huey Library
  Coming Attractions: On Exhibit in the Months Ahead
  History of Denton County
  Gay Pride
  The President’s House
  Red Cross
  Cinco de Mayo
  Stunts: Makes a Splash TWU Style
  Juneteenth
  TWU’s Historic Past
  Aviation Day

• Cookery exhibits included:
  Asian Cookery
  Six exhibits between March and August featured foods of the month
  Etiquette and Snobbery

• Texas Women: A Celebration of History exhibit was taken down in order to rest artifacts which had been on display for over 20 years. Clothing and artifacts were inventoried and cataloged,
and minor repairs were made to items. Materials and items were repurposed for the future exhibition scheduled to open fall of 2012. New pedestals and display cabinets were constructed using more contemporary colors and providing a more inviting feel for the exhibition. Research is underway to add the last 30 years of women’s Texas history to the new exhibit.

T. Boone Pickens Library:

• Opened the TWU library at the T. Boone Pickens Institute of Health Sciences in Dallas. Construction continued after opening, including: a wall with double doors that can be locked was added near the back entrance to the library; an additional study room was added; walls were painted and repainted; shelving was properly realigned; blinds were added to the workroom windows; all staff cubicles were completed; a card swipe system was added to the front entrance and is now operational; new lights were added above the circulation desk; and the wiring of the computer tables was completed.

• Replaced public printer at T. Boone Pickens library with a quieter, more efficient one.

Strategy 2.4.3 Services – The Libraries will provide the TWU community with user centered services that assure timely access to information resources and quality instruction to develop information skills.

PROGRESS:

• Updated web pages in the Women’s Collection, Circulation, and ILL to provide key information about these services.

• Relabeled the entire State-Adopted Textbook Collection for easier access; additionally relabeled the Juvenile Oversize books and established the Big Book and Board Book locations in Children’s.

• Laptops checked out 12,781 times.

• Circulated 13,509 reserve items.

• Checked out 54,221 items through Circulation.

• Renewed 7,169 items.

• Checked out 910 items from the Browsing Collection.

• Averaged a monthly gate count of 4,250.

• Upgraded to Voyager 7.2.3

• Reorganized and reclassed the Reserve Collection.

• Identified the children’s award winning books to facilitate their use by students for research and class assignments.

• Began the practice of a “Supervisor on Duty” in Circulation to ensure timely, quality service.

• Relocated DVD Collection for better access.

• Implemented ILLiad’s web-based circulation system.

• Transitioned patrons into new policies for renewals, lost items, and use of TWU ID.

• Provided circulation staff a course on customer service offered by ALA.

• Added keywords and subject headings to improve search functionality in ContentDM and to provide more robust data for online digital collections records.

• Standardized bibliographic descriptions and documented best practices for creating digital records.

Strategy 2.4.4 Offer quality cultural programming to TWU students and the campus community.

PROGRESS:

• Collaborated with TWU’s Global Awareness Initiative, by hosting Dr. Sylvia Vardell’s presentation “Building Bridges to Understanding through Books for Young People”. Dr. Vardell presented her experiences promoting books and reading worldwide.

• Supported the 2010 Joyce Thompson Memorial Lecture presenting Dr. Phyllis Elmore, Professor of English at North Lake College. The title of the Lecture was “Can I Get a Witness? Fannie Lou Hamer’s Transformative Democracy.”

• Hosted the Department of Fashion and Textiles Fashion Show on April 29, 2011 in Blagg-Huey.
• Collaborated with the Former Students Association, hosting events for Homecoming, recognizing the Golden Girls Class of 1961 with programming, open houses for the College of Arts and Sciences and the College of Nursing. Provided a lounge/hospitality area for alumni. Offered a workshop on Preservation 101: Your Papers, Your Story. Conducted oral histories and video interviews of alumni, and sponsored “Find Yourselves in the Archives”.

Goal 3: TWU will increase recognition for programs, faculty, and applied research.

Objective 3.1 Expand local, state and national recognition for TWU and for selected programs.

Strategy 3.1.1 Provide encouragement and support for library staff membership and participation in local, regional, state, and national organizations.

PROGRESS:
• Represented TWU at national, regional, state, and local library conferences.
• Participated in the governance of the Texas Library Association and the American Library Association.
• Illustrated the importance of academic, public and school libraries to the state of Texas, by joining libraries across the state participating in Texas Library Snapshot Day on October 28, 2010, and collecting usage statistics and feedback from TWU students on their library experiences.
• TWU Libraries exhibited at Women in Aviation’s National Conference in Reno, NV, March 24-26, 2011, promoting the value of the archiving women’s history and the Woman’s Collection as a preeminent research center on women’s history especially women’s military history in the United States. Marketed the Women Airforce Service Pilots of World War II, Women Military Aviators, and Whirly Girls International collections to organizations and individuals about the value of collecting materials to advance the future of women’s military scholarship.

Objective 3.2 Expand local, state, and national recognition of faculty and students.

Strategy 3.2.2 Support TWU library staff service on task forces, committees, and advisory boards.

PROGRESS:
• Recognized:
  o Greg Hardin as Librarian of the Month by the Texas Library Association.
  o Kimberly Johnson with the Former Student Association’s Mary Evelyn Blagg Huey Leadership Award, April 2011.
  o Sherilyn Bird with her election as president of the Texas Library Association 2012-13
• Supported the attendance of 41 people at 59 continuing education events such as conferences, workshops, training sessions, etc.
• Represented the Libraries on the University Curriculum Committee, Faculty Senate, University Library Advisory Committee, Distance Learning Advisory Committee, TWU Technology Committee, Campus Publications Board, Family Day Planning Committee, University Traditions Committee, SACS Library and Other Learning Resources Committee, and the QEP committee.
• Established a PRIMO Implementation Team.
• Formed a Social Media Team to support the integration of social media into library services.
• Established a library award to recognize staff who are implementing initiatives that are identified as saving time or offering better service.

Objective 3.3 Expand local, state, and national recognition for TWU research and scholarship.

Strategy 3.3.1 Recognize and publicize TWU faculty current research, publications, and presentations at all levels (local, state, national, and international).

Strategy 3.3.2 Offer a research program for librarians to assist faculty with their research.
PROGRESS:

- Supported 302 faculty in teaching and research through the FIRST Service.
- Placed 911 Interlibrary loan requests for FIRST faculty.
- Contributed significantly to the creation and/or publication of 1 book, 8 book chapters, 16 presentations, 12 grants or grant applications, and 41 journal articles (as reported by the 41 of the 302 faculty who responded to a May 2011 survey).

Objective 3.4 Expand recognition for TWU as a source of knowledge about women and women’s issues.

Strategy 3.4.1 Promote the Libraries’ archival resources and works by and about women through exhibits, special projects, lectures, and cultural programming.

PROGRESS:

- Provided exhibits for the Alumni House, in April for Homecoming, honoring the class of 1961.
- Provided exhibit at Founders Day Luncheon for Dr. Mary Evelyn Blagg Huey at Hubbard Hall.
- Promoted archival resources through exhibits about Women’s suffrage in October, honoring women veterans and TWU’s student veterans in November.
- Used archival resources, in March 2011, to support the Smithsonian Institution’s feature article on former TWU Dean and Director of Research in the College of Household Arts and Sciences, Dr. Pauline Garcia Beery Mack in the Archives’ blog, THE BIGGER PICTURE: http://blog.photography.si.edu/2011/03/17/pauline-beery-mack/. This blog post was added to the Smithsonian Flickr Commons “Women in Science” set at http://www.flickr.com/photos/smithsonian/5493947511/ and the TWU Cookbook Collection received national recognition in a story by a New York Times columnist at http://cityroom.blogs.nytimes.com/2011/04/05/with-latest-donation-n-y-u-food-library-joins-big-leagues/?partner=rss&emc=rss
- Participated in the 2010 Texas Women’s Hall of Fame Induction Ceremony and provided tour of the Libraries for VIP guests.
- Answered 170 electronic reference questions through the Woman’s Collection “Ask an Archivist” service and responded to 336 inquiries by phone, virtual reference, and in person from researchers across the country.
- Granted permission to publish, using TWU Libraries materials, to authors, film-makers, documentarians, web developers, educators, scholars, historians, and publishers, including:
  - “Hoosier Veterans: Face of War,” Produced by The Indiana Star, WFYI Public Television.
  - “Yellville Woman to be Honored for War Service,” Harrison Daily Times.
  - “Barbara Donahue Ross,” Ethel Walker School, Sundial Magazine.
- Granted permission to exhibit, using TWU Libraries photographs, to museums, associations, organizations, and libraries, including:
  - 63rd Air Force Anniversary Event at Wright-Patterson Air Force Base.
  - United States Track and Field and Cross Country Coaches Association Hall of Fame.
  - Denton County Museum, Traveling Exhibition.
- Added 43 new manuscript collections to the Woman’s Collection including:
  - Julia Hill Atwell
  - Denton Rotary Club
  - Diana Davis
  - Betty Fernandes Archibald
  - Lesta Lucille Kernes
  - Maxine Hart
  - Doris Bristol Tracy
• Added significant content to existing collections including:
  o Women Airforce Service Pilots of World War II
  o Bee Falk Haydu
  o Lois Brooks Hailey
  o The Ribbon
  o Delta Kappa Gamma
  o Denton Benefit League
  o Whirly Girls International
  o Texas Federation of Women’s Clubs
  o Dora Strother McKeown
  o Sarah Rickman
  o Ariel Club
  o Florence Shapiro
  o Texas Business Professional Women
  o Betty Jane Williams
  o Kay Gott Chaffey
  o Lois Durham
  o Lois Brooks Hailey
  o American Association of University Women
  o League of Women Voters of Plano, Collin County
  o Sherry Rossiter
Added 30 new collections to the University Archives and added more footage to existing collections.

- College of Industrial Arts Blue Chambray Vogue Patters
- Lambda Psi Delta Sorority, Inc.
- Daily Lasso, TWU Student Publication
- Jane Robin Ellis
- TWU Pioneer School
- TSCW Gramophone Records
- Certificate and Awards, 1924-1985
- Dr. Gail Davis, Nursing Professor
- Department of Women’s Studies
- Departmental Histories
- Sigma Tau Delta
- TWU News Clippings and Videos
- Dr. Ann Stuart, Press Clipping Collection
- TWU Press Releases, TWU Events
- TWU Media
- TWU Subject Files
- TWU Biofiles
- TWU Back to School, Special Edition News Coverage
- Dr. Aileen Lockhart
- Cheryl Dennis
- Woman’s Collection, TWU Blagg-Huey Library
- Elizabeth McCready
- Kathy Hannah
- Mickey Faust
- Dr. Hugh Burns
- Dr. Mary Evelyn Blagg Huey
- Joan Wall
- Sarah Weddington Conference
- Bettye Person Gobern
- Faculty Recognition, 2008, 2009

Added 10 new clothing and textile collections to the Woman’s Collection.

- Faye Hinton, TSCW nurses uniform
- Margaret Kocher, WASP goggles
- Mc Reed Dowlin, CIA bookbag and clothing, ca. 1925
- Sandra Ninimire, Civil War handmade quilt
- Marcy Atwood, United States Airforce uniforms
- WWI Boot tops
- Delores Reed Muier, WASP uniform
- Beverly Easterling, TSCW Quilt, handmade for H.G. Brown, employee of TSCW Laundry Services
- Modern Dance Class Uniform, ca. 1949
- Mickey Faust, TWU yell leader shirts

Accepted a significant number of gifts for the cookbook collection; over 1,000 cookbooks and 1,500 recipe leaflets were processed.

Worked with donors supporting the general circulating Woman’s Collection included: Kay Keys, Linda Gail Cole; Linda DePauw; Bob Machioch; and the Estate of Olivia Nichols.

Strategy 3.4.2 Publicize the TWU Woman’s Collection through a series of lectures, group tours, and off-campus talks.

PROGRESS:

- Participated in the Denton Benefit League Sensational Settings featuring items from the Woman’s Collection and University Archives entitled “Celebrating Golden Times at TWU.”
- Provided tours to members of Texas PEO, Whirly Girls International, Women Military Aviators, Delta Kappa Gamma, American Association of University Women, TWU Homecoming, FSA Class Agents, FSA Chapter Officers, Paso a Paso, Dallas Newcomers, Phi Alpha Theta, Denton Benefit League, Robson Ranch, Denton County 4-H, Denton Homeschoolers, Moms of Many, League of Women Voters, Denton County; League of Women Voters, Plano and Collin County, Arlington Chapter of AAUW.
- Presented “Women of the Lone Star State: From Wagon Train to Main Street” to the Dallas Woman's Forum.

Strategy 3.5 Expand recognition for TWU through non-credit activities and programs which support the academic mission of the university.

Goal 4: TWU will engage in partnerships and collaborations that help achieve its strategic planning goals.

Objective 4.1 Increase collaborations within the University.

Strategy 4.1.1 Increase communication between the Library and the various academic and administrative units in the TWU community.

PROGRESS:

- Collaborated with various TWU Departments and programs to jointly purchase the streaming video collection.
- Issued 499 TexShare cards and 214 Courtesy cards for checkout of materials. Some of the cards were issued in response to requests from the academic departments.
- Documented support for accreditation for the following programs: Dental Hygiene, Nursing, Management, Nutrition, and Physical Therapy.
- Gathered data for SACS Reaccreditation.
- Implemented a process with the Graduate School for handling theses and dissertations electronically.
- Worked with the Science Department to remove titles from the SLRC in Voyager.
- Collaborated with Technology staff in developing a library bridge to Blackboard.
- Served as the University administrator for Turnitin.
- Worked with IT and HR to refine the patron load process to ensure students, faculty, and staff were activated/inactivated in Voyager and purged patron records and removed all SSN’s from Voyager.
- Worked with Distance Education staff to clarify and expand the availability of staff and resources for students learning from a distance.
- Worked with ITS to establish tighter security for group email accounts and secure rights for active directory and management tools.
- Provided citations for recommended websites, books, and journal articles related to the Global Connection presentations sponsored by the College of Arts and Sciences.
- Provided library materials and shared information at the Well Wednesday Community Health Fair.
- Provided library materials and shared information at the Student Services Showcase.
- Collaborated with TWU and UNT faculty to include assignments and presentations focused on using archives for research.

Objective 4.2 Increase external collaborations.

Strategy 4.2.1 Expand collaboration with other libraries for resource sharing and staff development.

PROGRESS:

- Hosted the Phoenix Staff Development Day on May 27, 2011, to provide low cost, high impact continuing education for library staffs from area universities.
- Participated in North Texas Assessment Group to share ideas on data collection and assessment.
- Collaborated with UNT regarding circulation policies.
- Supported attendance at the UNT Open Access Conference and TechNet Conference, a North Texas Conference on Library Technology (August).
- Hosted librarians from Southern Methodist University (SMU) who expressed interest in our technical processes and procedures.
- Reviewed and updated ILL reciprocal agreements with other libraries.
- Explored with Midwestern State University the use of Primo Central, selecting a
- Consulted via 3 conference calls with the ALMA development partners, Purdue, Boston College, and Princeton, regarding the purchase of a management system.
- Attended the American Library Association conferences, Texas Library Association conference, and ACRL conference, where ideas were shared with colleagues from other libraries.

Strategy 4.2.2 Increase external collaboration with area organizations

Goal 5: TWU will continue to be a fiscally sound and accountable public university and will enhance internal and external resources to promote growth and excellence.

Objective 5.1 Increase external funding.

Strategy 5.1.1 Apply for appropriate external funding and identify grant funding opportunities.

PROGRESS:
- Received gifts from alumni to support projects to digitize university archives photographs, documents, and other historic materials. Funding totaled $3,000.
- Applied for the Arbuthnot Foundation Grant with TWU’s School of Library and Information Science, Lewisville Public Library, and Denton Public Library.

Strategy 5.1.2 Develop funding for Friends of the TWU Libraries group.

PROGRESS:
- Sponsored a continuous book sale to support the Friends of TWU Libraries.

Strategy 5.1.3 Examine and implement cost cutting measures.

PROGRESS:
- Changed subscription agent to realize a $17,000 savings on materials.
- Developed an ILL policy for consistent handling of mailed materials and eliminated mail inside a 35 mile radius.
- Negotiated licenses for electronic resources to either maintain previous pricing or to reduce cap on inflationary costs.
- Continued to eliminate print subscriptions in favor of online subscriptions.
- Collected fines/fees owed.
- Developed a process for tracking all circulation finances for audit purposes.
- Began using Better World Books for weeded books rather than TWU Facilities staff, saving TWU staff time and generating funding for worldwide literacy initiatives.
- Submitted periodical renewal online for the first time.
- Changed ILL printing methods, sending print jobs to the copier instead of the local printers to reduce paper and toner costs.
- Changed ILL processes, eliminating processing steps for staff and students.
- Streamlined the BackStage process through the use of several free online tools.
- Explored Patron Driven Acquisitions with YBP (Yankee Book Peddler) maximizing the value of our dollars by ensuring we purchase titles that will be used by faculty and students.
- Reorganized some Technical Services staff to maximize workflow efficiencies.
- Surveyed vendors of library databases in order to project cost increases in anticipation the University will reach 10,000 FTE.
- Analyzed AMIGOS costs and determined their services are cost effective.
- Introduced Project Management software for increased efficiencies.

**Objective 5.2** Create a university climate that demonstrates that it values its key resources: faculty and staff.

**Strategy 5.2.1** Provide for effective staff communication.

**PROGRESS:**
- Convened all-staff meetings and departmental staff meetings.
- Provided joint meeting opportunities for Circulation, ILL, and Reference staffs which resulted in better communication, cross departmental planning and improved working relationships.
- Created a repository of key documents for staff to access in SharePoint; finished adding all acquisitions, serials, and circulation procedures to SharePoint; ILL is in process.
- Encouraged participatory decision making through the creation of task forces and working groups for a Discovery System, a new library management system, and a comprehensive inventory of the vault and cookbooks.
- Provided opportunities to serve on search committees (Circulation, Technical Services, Reference, Children's, Systems, and Woman's Collection).
- Created a process enabling staff to propose new ideas and services to the Administrative Team; examples include the creation of interactive library floor maps (to begin in FY12) and setting up a computer kiosk at the Library entrance (FY12).
- Created new, more effective communication methods for assigning responsibilities to student assistants in Circulation which have resulted in better use of their time.
- Revised student training manual and created a training website in Circulation.
- Revised staff manual for Circulation to reflect new policies and procedures.
- Presented demos for Voyager ILL and Cataloging systems to build a better understanding of the systems and their functionality.
- Documented procedures for processing Special Collections.
  - created handbook for training on disaster response and preparedness
  - archival preservation
  - best practices with ContentDM

**Strategy 5.2.2** Examine current and future staffing needs and responsibilities and respond accordingly to assure efficient, effective service for the TWU community.

**PROGRESS:**
- Responded to the growth in the student population, number of online course offerings and the impact of technology by reorganizing staff: Distance Education librarian began reporting to the Assistant Dean for Public Services and job duties were adjusted to better support services for on-site and distance education students and faculty; ILL began reporting to the Assistant Dean for Collections and Access Services in recognition that Circulation and ILL staff work side by side and are engaged in providing access to library materials; modified a position in order to hire a Systems Support II.
- Restructured responsibilities in Technical Services to accommodate the transfer of a full-time position to Systems.
- Hired temporary cataloger to assist with backlog.
- Hired 1 new staff member in Circulation, 1 in Technical Services, and transferred 1 Circulation staff member to ILL.
- Promoted 2 Library Assistants.
- Collaborated administratively to promote the Electronic Resources Librarian I to a Librarian II.
- Accommodated staff on Family Medical Leave and with ADA Accommodations.
- Restructured responsibilities in Woman’s Collections to better accommodate collection management.
• Hired contractor for seven months to assist with the WASP collection including digitizing photos, organizing and sorting collections, updating database, generating monthly collection reports, creating detailed finding aids, and assisting with the administrative and clerical responsibilities associated with the collection.
• Re-assigned supervision of library assistants in reference department to a reference librarian in order to better support their work and staff development.
• Moved several reference staff to different offices more appropriate to their job responsibilities.

Strategy 5.2.3 Provide for continual development opportunities for all library staff.

PROGRESS:
• Supported attendance at conferences, workshops, in-house webinars, and vendor sponsored training sessions, as well as university continuing education opportunities.
• Evaluated all library staff according to the Human Resources requirements, including goal setting and quarterly reviews of goals.

Strategy 5.2.4 Provide a safe working environment.

PROGRESS:
• Explored the use of a card-entry system for Blagg-Huey Library; installation planned in 2012.
• Added perlins to shelving in 2nd floor Special Collections storage area for added safety.
• Anchored shelving to walls in Special Collections storage areas.
• Replaced outdated UPS backup battery systems.
• Added data ports and outlets to the Special Collections area including the Reading Room to eliminate cords strung across the floor.
• Inspected the halon unit and air conditioning unit in vault regularly.
• Shifted remote storage areas to redistribute weight among the ranges by removing boxes from the top and bottom shelves.
• Installed fire extinguishers in the Special Collections.
• Provided Special Collections’ student assistants and staff with training for all electronic devices.

Objective 5.3 Increase efficiency and effectiveness in the utilization of resources.

Strategy 5.3.1 Investigate, assess and improve the quality of Library services, collections, and programs.

PROGRESS:
• Analyzed TWU’s holdings against Resources for College Libraries and ordered recent material that supports TWU’s curriculum.
• Developed a process for tracking licensing agreements between the Libraries, General Counsel, and the Provost’s Office.
• Revised Circulation documentation and raised performance expectations for student assistants.
• Studied usage data to drive collection development decisions.
• Evaluated work processes to insure efficiency.
• Reviewed several policies and revised policies impacting Noise, Children in the Library, Privacy, Gifts, Circulation, and ILL.
• Redesigned and laminated Courtesy Cards.
• Accomplished extensive cleanup of obsolete locations.
• Completed several large database projects: duplicate 035s in records, location changes, OPIE microfiche identification.
• Upgraded to ILLiad 8.1
• Solved long-standing problems with system generated notices.
• Used unmediated ILL during the holidays so users could get articles via ILL.
• Collaborated with staff in Reference and Collection Development to begin a weeding project for the Main and Reference collections. Plans are underway for other Subject Librarians to receive training to identify outdated resources in their subject areas in 2011-12.
• Established a collection of departmental guidelines to promote continuity in training, the Reference Department began assembling, in March of 2011, a set of Best Practices Guidelines (aka toolkits) covering the essential areas of departmental operations. The Best Practices/Toolkit Collection currently contains Alerting Page, Ask a Librarian, Coffee Break, CSCI 1403, ENGL 1023, F.I.R.S.T., First Week Fiesta, LibGuide, Pioneer Camp, Statistics and UNIV 1011 Toolkits. Other toolkits are in progress.

• Developed a patron database for the Special Collections to share information and promote events.

• Revised numerous policies for the Special Collections including access to collections and handling of materials.

Strategy 5.3.2 Evaluate and improve resource sharing among campuses.

PROGRESS:

• Reorganized the workflow in ILL and provided training on all campuses.

Strategy 5.3.3 Provide welcoming and well adapted space for library users.

PROGRESS:

• Added additional artwork to be displayed throughout library including paintings, sculptures, and pottery.

• Scheduled 45 rotating exhibits through Special Collections and monthly exhibits in the Children’s Collection.

• Added 2 computer tables in the reference area.

Strategy 5.3.4 Develop and maintain the technology infrastructure required to further the Libraries’ mission.

PROGRESS:

• Participated in the digital Portal to Texas History Project to provide wider access to TWU’s archival collections.

• Installed 48 replacement desktops.

• Used social media to connect with library users: Twitter is used to share library news, reports on technical issues and library resources updates; Facebook is used to update students on current library activities and events; You Tube captures library videos of campus cultural events, marketing, and student/staff interactions.

• Created a web based student employee application process to facilitate student’s awareness of library part time employment opportunities.

• Upgraded ILL scanner and deaccessioned older equipment.

• Changed to a more efficient receipt printer in Circulation.

• Developed patron record purge process in Circulation.

• Increased the number of wireless connections.

• Changed all IP addresses with vendors in response to a change in the University’s internet service provider.

• Purchased ALMA library management system with SFX, and bX recommender services to maintain technological competitiveness.

• Upgraded ContentDM to more effectively reach a national audience and generate awareness of unique collections with increased content.

• Began upgrade to Windows 7 throughout the libraries.

• Connected library full text resources to Google Scholar through an EZproxy link.

• Facilitated access to library services for students and faculty, regardless of their location, through the implementation and marketing of TWU Libraries Mobile, a library-on-the-go designed to integrate library services into the work and lifestyles of faculty and students. Current services include Text a Librarian, Call Library, Hours, Mobile Catalog, Mobile Databases, Ask a Librarian,
Directions, Renew Materials, and Reserve (Study) Rooms. Plans are underway to add social media and subject guide access. From only 40 page views in the month of release (September 2010) to a record 168 page views in a single day 11 months later. Use of the mobile app has grown due to campus-wide marketing efforts.

- Replaced Special Collections scanners to accommodate projects and requests requiring high resolution scans for films and documentaries produced in High Definition format.
- Began using handheld scanners in Special Collections in order to preserve historic documents including fragile and environmentally sensitive items.
- Upgraded specialized graphics software on workstations in Special Collections to support digitization projects.
- Replaced network storage system for Woman’s Collection to house large files and images.
- Offered staff webinars on the use of technology for library issues (RDA, Technology, Social Media, etc.)