

University Libraries of Notre Dame: Summary of Implementation Plan, November 24, 2003

Goal 1: Provide enhanced and secure access to the Libraries resources and services

Priority	Action Items	Assessment	Target	Timeline
highest	a) Provide more online user services, including online renewal, borrowing requests, chat reference for anytime/anywhere access	1) # of online transactions 2) LibQUAL+	1) 10% annual increase 2) Top quartile ranking	2010
highest	b) Create a user-centered library portal fully integrated with the campus portal	LibQUAL+	Top quartile ranking	2010
highest	c) Create, manage and preserve digital content using rare, unique or special library collections: Dante, Civil War manuscript diaries and letters, Medieval Manuscripts, Irish fiction, Irish maps, Southern Con ms, Architecture lantern slides, and others as appropriate.	# of collections converted	10-20 collections	2010
high	d) Market new library services and collections to users to enhance user productivity	User data	10% increase	2010
highest	e) Evaluate and improve the electronic delivery of library services and collections	1) Assess delivery tools against available alternatives 2) LibQUAL+	1) Maintain use of highly ranked tools 2) Top quartile ranking	2010
high	f) Offer services to alumni on a cost-recovery basis	Use of services	100% of costs recovered	2010

Goal 2: Facilitate the University's teaching efforts

Priority	Action Items	Assessment	Target	Timeline
highest	a) Increase library research, instructional services and special collections components in University seminars and upper-level courses	# of courses	50% increase	2010
highest	b) Offer one-on-one and small group training programs for faculty to facilitate use of electronic resources	# of recipients	50% increase	2010
high	c) Define and measure library instruction learning objectives for students	1) Objectives defined 2) National Survey (SAILS)	1) All objectives 2) Above median in peer group	2010

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Goal 3: Provide library collections and information services to meet curricular, research and archival needs

Priority	Action Items	Assessment	Target	Timeline
highest	a) Provide and preserve distinguished/special library collections: Early Christian/Medieval/Byzantine, Latin American civil society & Southern Cone lit., Anglo-Irish and Medieval lit., Irish, Catholic Studies, Theology, Dante & other library special collections	1) Benchmark selected peers 2) North Am. Title Count 3) LibQUAL+	1 & 2) Achieve top 10 rank for 50% of collections 3) Top quartile	2010
highest	b) Provide and preserve use-based research collections and improve document delivery services: social sciences, English language and literature, history, philosophy, foreign langs & lits, art, music, architecture, engineering, sciences, and government documents and data as format-specific collections	1) Benchmark selected peers 2) North Am. Title Count 3) LibQUAL+	1 & 2) Achieve 2nd/3rd quartile as appropriate 3) Top quartile	2010
highest	c) Expand partnerships with library consortia, selected libraries and other organizations for cooperative collection development, resource sharing, and support of emerging models of scholarly communication, including the Center for Research Libraries, Academic Libraries of Indiana (ALI), Latin American Resources Program (LARP)	# of partnerships and activities	Increase by 25%	2008
highest	d) Incorporate price inflation into budget modeling for library collections in all disciplines	Revised budget model	Annual use	2004
highest	e) Create six named library faculty positions with particular attention given to areas of distinguished and special collections as listed above	Positions named	All	2010

Goal 4: Renovate the Libraries

Priority	Action Items	Assessment	Target	Timeline
highest	a) Reconfigure library services and collections in the Chemistry/Physics Library	1) Library reconfigured 2) LibQUAL+	1) Complete 2) Top quartile	2004
highest	b) Offer information services in the Jordan Hall of Science	1) Services offered 2) LibQUAL+	1) All relevant services 2) Top quartile	2007
highest	c) Share library digital asset management tools (DigiTool, etc.) for digital asset collections among campus units including libraries, OIT, museums, archives and departments	Tools available	To all campus units	2010
highest	d) Assess space needs, reconfigure services and collections, and renovate libraries <ul style="list-style-type: none"> • Renovate the 1st floor of Hesburgh Library for better social/learning space • Upgrade current library instruction facilities in Hesburgh Library • Complete renovation of Hesburgh Library <ul style="list-style-type: none"> • Life Sciences • Engineering • Slide Library 	1) Develop plan 2) LibQUAL+	1) Plan complete 2) Top quartile	<ul style="list-style-type: none"> • 2008 • 2008 • 2010 • 2008 • 2010 • 2010

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Goal 5: Increase the effectiveness of the Libraries' organization

Priority	Action Items	Assessment	Target	Timeline
highest	a) Recruit Librarian-in-residence	Diversity in library	Complete hire	2004
highest	b) Restructure, retrain and where appropriate, revise compensation of existing staff to better meet the changing needs of the Libraries	1) Develop chart of skills/competencies 2) Review job descriptions & compensation	1) Training plan in use 2) 100%	2010
highest	c) Create more efficient work flows and lines of communication in light of new priorities, new technologies and reorganized spaces	Number revised	75%	2010

Goal 6: Assess the Libraries

Priority	Action Items	Assessment	Target	Timeline
highest	a) Complete annual statistics collected by the Association of Research Libraries ARL)	Library resources & University investment	Maintain rank in top 50	Annual
highest	b) Review rank with top 20 private universities (USNWR)	Library resources & University investment	Maintain rank of 15 or better	Annual
highest	c) Survey ND user population through nationally validated survey <ul style="list-style-type: none"> • Access to information services and library collections • Library as a place • Personal control • Quality of service 	LibQUAL+	Above the median on key metrics in peer group	2005 & every third year