

Furman University Libraries Strategic Plan July 2013- June 2017

Progress Update – June 2016

The Furman University Libraries strive to engage, enlighten and empower our users by providing outstanding resources, services, personnel, and facilities that are essential to teaching, research and scholarship. For the next two years, this vision will be our inspiration and will guide us as we pursue the five strategic directions described below.

Strategic Direction 1: Improve the discovery of library resources, tools and services

The Furman University Library offers a myriad of resources, tools and services to support and enhance learning, research, and teaching. We will ensure that they are promoted, discoverable, accessible and easy to use.

Strategic Direction 2: Pursue new partnerships and strengthen existing collaborations

The Furman University Library has established collaborations, on and off-campus, and partnerships with numerous individuals, institutions, and organizations. We will strengthen existing partnerships and pursue new partnerships and collaborations.

Strategic Direction 3: Establish a culture of data-driven decision making

Furman is committed to continuous assessment of broader educational goals. The Furman University Library will incorporate ongoing assessment and improvement of all library operations, resources and services into practice.

Strategic Direction 4: Redesign Library Space

The Library's public spaces serve as a research, learning and discovery commons designed to connect students with knowledge and with each other. We will create innovative, dynamic spaces to accommodate a variety of learning modes, encourage scholarly pursuits, and build community.

Strategic Direction 5: Cultivate a community of passionate learners and scholars

Curiosity and the quest for knowledge are hallmarks of a Furman education. The Furman University Library will foster an environment that nurtures curiosity and provides opportunities for intellectual growth.

Furman University Libraries Strategic Plan 2013-2017

Strategic Directions, Goals, and Actions

Strategic Direction 1: Improve the discovery of library resources, tools and services.

The Furman University Library offers a myriad of resources, tools and services to support and enhance learning, research, and teaching. We will ensure that they are promoted, discoverable, accessible and easy to use.

Goals

1.1 Increase findability of library resources

- A. Implement changes to web presence based on evolving user needs.

Collection Services

- Activated the link resolver within Science Direct, allowing students to link directly into Get It Now to access Elsevier journals.
- Confirmed all current periodical retention patterns and updated holdings information in the library catalog to improve journal findability.
- Updated the Furman Libraries ILLiad webpage and interactive service to automatically display notices.
- Updated the ILLiad Request Form to be more intuitive and user-friendly.
- Migrated from EBSCO's AtoZ product to their new Full Text Finder to improve findability of electronic journal holdings.

Discovery Services:

- In collaboration with Outreach Services, migrated all Library web content from University's SharePoint CMS to LibGuides CMS in just 8 business days.
- Redesigned the Library's home page to match the new Library web design.
- In response to user feedback, removed "theSearch" from the Library's home page and used the Library Catalog as the default search. For 2 years, we used Summon to search journal articles, but then cancelled our subscription due to low use.
- Created one central Library blog on the University's enterprise version of WordPress.
- Embedded LibChat button on all pages of the website to ensure that users could access real-time help regardless of their location on the website.
- Configured the Library Catalog to include updated book covers and persistent URLs.
- Updated the Library Catalog "Advanced Search" page allowing users to limit search results to electronic reference materials, streaming audio, and other specific formats.
- Developed a method for highlighting specific locations on the Library's online floor plans to ensure users could quickly and effectively identify locations in the building.
- In collaboration with Outreach Services, upgraded the "Research by Subject" web

page to allow users to access any subject or course guide with no more than 2 clicks.

- Created a dedicated course guides page.
- Configured Google Webmaster Tools to ensure the Library website search was providing the most accurate results possible.
- Worked with ITS, to migrate the Special Collections website from a 10+ year old physical server to a virtual web server.
- Recoded LibGuides templates to make them more accessible to users with screen readers and to better meet federal accessibility requirements.
- Migrated the website to LibCal, LibAnswers, and LibGuides v2. Rolled out a new web design based on the University's branding with enhanced usability on all devices (including mobile), and improved accessibility functionality for students with disabilities.

Outreach Services:

- Populated LibAnswers system with frequently asked user questions.
- Coordinated with Discovery Services to embed a LibAnswers search within the website.
- Created more documentation in LibGuides on eBooks, BrowZine, etc. to enable library users to better access our electronic content.
- Streamlined the Databases by Content, Databases by Subject, Research Tools by Subject, and Research Tools by Content guides to make finding our resources more intuitive.
- Worked with WAG to identify and update over 300 broken links.

Web Advisory Group:

- Made the following improvements to the Library Catalog: improved ranking of search results, reorganized Advanced Search page for a more intuitive experience, updated material type icons, added and reorganized scopes for more granularity in searching, and improved searching of music and electronic reference materials.
- Maintained up-to-date and relevant Database Quick Links on the website.
- Established and standardized friendly URLs.
- Conducted regular link checks and coordinated updates of broken links.

B. Increase to-the-shelf availability for physical materials.

Collection Services:

- Significantly reduced the to-the-shelf availability of returned resources by changing workflow and having each circulation student worker shelve one cart during their shift.
- Inventoried the full print collection of over 400,000 items; reconciled missing and out-of-place items for catalog and on-shelf accuracy.

Discovery Services:

- Began tracking the time for books to be cataloged and processed and for students to physically process one truck of books.
- Hired more Cataloging students which resulted in reducing processing times by over 50%.

- Continues with an ongoing assessment of the In-House Shelf Ready Program

Special Collections and Archives:

- Completed a comprehensive inventory of the Baptist Historical Collection (5000+ items) and worked with cataloging to reconcile incomplete or incorrect catalog records to ensure accuracy.
- Coordinated a project to support the high-level conservation treatment of the department's most significant historical manuscript, the ca. 1772 Morgan Edwards *Materials Towards A History of the Baptists in the Provinces of Maryland, Virginia, North Carolina, South Carolina and Georgia*.

C. Improve access to materials in Special Collections and Archives through the enhancement of digital collections and cataloging.

Discovery Services:

- Added additional items and metadata to the "Furman University Yearbooks" and "Furman Student Newspapers" collections.
- Migrated 13 digital collections containing Special Collections and Archives materials from LUNA into CONTENTdm for better access.
- Created 3 new digital collections containing Special Collections and Archives materials.
- Updated Library Catalog records to include links digitized materials, as relevant.
- Cataloged items for the following Special Collections: the Ronald Moran Poetry Collection and the Charles Townes Collection.
- Created item level metadata for Music Department programs which have been scanned, but not yet described.

Special Collections and Archives:

- Scanned *The Paladin* newspaper from 1986 through November 2000.
- Worked with the Digital Collections Center to complete the run of *The Bonhomie* yearbook now scanned and online, together with a complete run of the catalogs of the Greenville Woman's College, and 52 scrapbooks recently given to Special Collections by the Furman Singers.
- Worked with Discovery Services to scan two 1960s Senior Order scrapbooks.
- Investigating ways to integrate manuscript and archival collections within library's discovery tools and find a more user-friendly platform for finding aids currently on the department's website by attending two webinars about the software ArchivesSpace.

D. Provide access to selected unique materials through digitization and description.

Discovery Services:

- Created 10 new digital collections in CONTENTdm.
- Collaborated with 21 University faculty/staff to fill 36 complex digitization requests.
- The Digital Collections Center invested 2 years' worth of time and an incredible amount of resources and knowledge into the creation of the *Peter Wexler Digital Museum*. At Peter's request, Furman recently signed a new agreement in which

Furman will no longer be responsible for creating or hosting the Digital Museum. No more work is anticipated on this project.

- 13,000+ items from Furman's digital collections are accessible through the South Carolina Digital Library and the Digital Public Library of America.

Scholarly Communication:

- The university's institutional repository: Furman University Scholar Exchange (FUSE) launched in October of 2014.
 - There are currently 20 projects, collections, journals, and/or conferences in FUSE.

E. Streamline the deselection process.

Collection Services:

- Established a deselection workflow that is smooth and decentralized, with each library division doing their part.
- Implemented a two-way communication flow to keep Faculty apprised of the deselection projects.
- Involved both the Library Committee and the Library Student Advisory Group (LSAG) in the deselection process.
- Designed a deselection LibGuide to provide extensive information on the deselection policy and process including timelines, updates and pictures.
- Created an inviting space for physical review of materials.
- Since July 2013, deselected 1,900 STEM resources, 29,000 government documents, 2,400 Juvenile Collection items, 1,300 titles from the PZ collection, 4,008 items from the Science Library and 970 items from the Music Library.
- Contracted with [Sustainable Collection Services](#) for a GreenGlass product, collection analysis report for use in broad range deselection and collection management activities.

Discovery Services:

- Worked with faculty partners to identify 13 digital collections that could be taken offline permanently.

1.2 Increase the usability of library resources and services

A. Standardize content, design, and functionality across the library's web presence.

Discovery Services:

- Experimented with redesigning the Library Catalog for a more updated, streamlined, and intuitive aesthetic.
- Redesigned the Libraries website template in 2013 and again in 2016.
- Rolled out standard Library web design to:
 - o LibGuides, LibCal, LibAnswers, LibWizard
 - o EZProxy pages
 - o CONTENTdm
- Completed migration of Libraries website to LibGuides, LibCal, and

LibAnswers v2.

- Set metadata standards for the Digital Collections Center to better reflect standards set by the South Carolina Digital Library.

Scholarly Communication:

- Established an implementation team with stakeholders across the University to craft a design for FUSE that reflected the University's web presence.
- Established guidelines for the creation and upload of content for FUSE contributors.
- Organized content in FUSE by Academic Department and established standard metadata fields for ingest of content.

Web Advisory Group (WAG):

- Established the "Web Advisory Group" (WAG) which includes representatives from all areas of the Library. The purpose of the WAG is to establish and promote consistent guidelines, research new web-based products, and discuss technical and functional changes to the website.
- Implemented systematic link checking to maintain currency and accuracy of our website.

B. Establish a system to user-test the library's web presence.

Web Advisory Group (WAG):

- Established a system for conducting website usability tests in June of 2014.
- Conducted 10 tests with 7 undergraduates and 3 faculty, and compiled a list of "actionable items" and "discussion items" for continued improvement of the website.
- As part of the website redesign, solicited website feedback from students through the LSAG (Library Student Advisory Group), a feedback booth, and guerilla testing

C. Provide learning opportunities about library-related tools to address emerging needs.

Outreach Services:

- WorkSmart Workshops covered eBooks, measuring research, library research assignments (new), copyright & fair use (revised), TurnItIn.com, primary sources (new), multimedia resources, and citation managers (revised).
- Some classes had extra sessions on citation managers.
- May and Summer 2014 provided opportunities for presenting library-related tools in new arenas such as online/blended learning (faculty workshop) and in enhancing multimedia and research assignments (faculty workshop). Summer follow-up on resource and tool support will include Moodle and LibGuides resources as well as "Working Lunches" drop-in sessions for most of the summer.
- Furman University Libraries hosted the following library-related tool training opportunities for upstate SC academic libraries. In addition to

Furman attendees, thirty-five librarians from 16 different institutions attended the following:

- E-resources Discussion, Networking Opportunity and Credo Presentation Wednesday, August 6, 2014
- PASCAL Ebook Training with EBL, Ebrary, EBSCO and Oxford Wednesday, January 7, 2015
- Springer Road Show - Thursday, April 02, 2015
- Films On Demand - Wednesday, May 14, 2015
- Hands-on workshop for all nineteen Writing & Media Lab consultants on
 - APA & Chicago citation styles and our citation managers – Spring 2015

Scholarly Communication:

- Gave presentations about the new FUSE system in the following venues: Faculty Retreat; Chairs, Administrators, and Directors Meetings; Library Committee Meetings; Shi Center Affiliates Meeting; Library Student Advisory Group Meetings; Instructional Technology Group Meetings; Academic Computing Committee Meeting; Faculty Technology Liaisons Meeting, Staff Technology Liaisons Meeting; and New Faculty Orientation.
- Provided 9 hands-on training opportunities for University faculty, staff, and students including 2 Work Smart Workshops, 2 Open Access Week workshops, 1 class session for MayX students, and 1 Library faculty/staff workshop.
- Conducted over 40 consultations with University faculty/staff about projects for FUSE.

D. Enable patron-initiated holds for circulating library materials.

Collection Services:

- Worked with Discovery Services to activate our Millennium holds and paging system.
- Activated and promoted this service in spring 2016.

1.3 Increase awareness of the library's resources and services

A. Systematically communicate changes in resources and services both internally and externally.

All:

- Regularly communicated changes/updates to resources and services via the blog, social media, campus announcements, liaisons, the Library's newsletter (*Fulcrum*), e-mail, and other avenues.
- Added flyer holders outside of each study room in the Duke Library for posting pertinent information.
- Solicited feedback on the front porch about recent changes, and provided students and faculty an opportunity to give us ideas for the future.
- Migrated Fulcrum newsletter into FUSE for improved discoverability in Google.

Collection Services:

- Created a Collection Development LibGuide to help structure our journal and database selection process. This guide is a great way to organize and share information, structure meetings and collect data.
- Created deselection LibGuides - http://libguides.furman.edu/deselection_govdocs to communicate deselection policy, timeline and decision-making information to faculty, staff and students.
- Created a LibGuide for the Library Committee - to pass on important documents and monthly meeting agendas.
- Created a LibGuide for the Library Student Advisory Group (LSAG) - to pass on important documents and monthly meeting agendas.
- Created policy and practice LibGuides to share information within the Collection Services Division.
- Composed and distributed emails to be shared with faculty promoting database trials and library projects.
- Communicated with campus regarding library schedule changes.

Discovery Services:

- Communicate about system downtimes, upgrades to web resources, availability of new digital collections, and other timely information via e-mail, Campus Announcements, the Library's newsletter, and the Library's blog as appropriate.

Outreach Services:

- Continued to send updates to our liaison areas about trials, workshops, the newsletter, etc.
- Experimented with a student newsletter and hung it outside the group study rooms.
- *Fulcrum*, the library newsletter is sent to faculty, administrators, staff, posted to FUSE, available through Google Scholar, and linked to from the Library website and Oberlin Libraries website.

Scholarly Communication:

- Select collections in FUSE are crawled by the OCLC Digital Collections Gateway, making them easier to access through WorldCat.
- Materials in FUSE are fully searchable through Google Scholar.
- Digital Liberal Arts projects in FUSE can be accessed through a [dedicated web page](#)
- Held an Open Access Open House to educate students and faculty about Open Access topics including FUSE.

Special Collections and Archives:

- Added new manuscript collection inventories, Research by Subject guides, and informational pages to website.

B. Create opportunities for users to interact with library resources and services.

Collection Services:

- Promoted library resources through multiple outlets including Flipboard Magazines (<https://flipboard.com/magazines>) for leisure, new books and art books.
- Created displays for the case next to the circulation desk and the display wall at the Research Assistance Desk.
- Activated the link resolver within Science Direct, allowing students to link directly into Get It Now to access Elsevier journals.

Discovery Services:

- Nancy Sloan plans and creates unique window displays in the Libraries' foyer three times a year. These displays showcase resources and services available in the Furman University Libraries.
- Activated tagging, sharing, and commenting in CONTENTdm, allowing users to share digital items through social media and contribute their feedback, metadata, and thoughts directly to the digital repository.

Outreach Services:

- See 1.2C for tool-related outreach
- International Student Orientation (Summer 2013, 2014) gave our incoming international students a jump on how the library is organized, who the librarians are and what services we provide.
- Summer-O (Summer 2013, 2014) gave students and their parents an opportunity to experience the library's organization and meet librarians.
- Grad Student Orientation (Fall 2013 and Spring 2014) gives incoming graduate students an overview of resources, and to meet their liaison librarian.
- Undergraduate Studies Orientation (beginning May 2014) reached an underserved community of students, now on a systematic basis with every entering group at every new class period.
- #lovemyFUL campaign (April 2014) allowed students to post about what they love about the library.
- Blind Date with a Book (February 2014, 2015) encouraged students to try a book they may not have known about.

Special Collections and Archives:

- Plan and create unique exhibitions in the Furman Room/Gallery twice a year and displays in the department which showcase resources available in the department. Work with the Friends of the Furman University Libraries to plan and host opening exhibition receptions for the campus community, Friends mailing list, and invited guests.

C. Promote digital collections to the Furman community and beyond.

Discovery Services:

- Christy Allen coordinated with Kate Boyd at the University of South Carolina to ensure Furman's digital collections are accessible and searchable through the [South Carolina Digital Library](#) and the [Digital Public Library of America](#).
- Kathie Sloan coordinated with digital collection partners to create physical

- exhibits related to the digital collections.
- Christy Allen attends and presents at the South Carolina Digital Library meetings. These meetings are attended by representatives throughout the state of SC.
- The work of the Digital Collections Center has been promoted through 8 presentations, 6 articles, 1 book chapter, 1 art exhibit, and 9 tours.

Outreach Services:

- Digital Collections was included in the Multimedia Resources WorkSmart Workshop for the first time in Spring 2014 and 2015

Special Collections and Archives:

- Furman's Shakespeare stained glass window was featured on the cover of *College and Research Libraries News*, a monthly publication of the Association of College and Research Libraries, with a circulation of 11,600. A writeup on the collection in the journal linked to the stained glass window inventory/history [website](#).
- Julia Cowart gave a presentation on the Furman Glass Plates digital collection at the Annual Meeting of the Association of Librarians and Archivists at Baptist Institutions (ALABI). This collection represents a small fraction (126 out of 639) of the glass plate negatives in the collection.

Strategic Direction 2: Pursue new partnerships and strengthen existing collaborations

The Furman University Library has established collaborations, on and off- campus, and partnerships with numerous individuals, institutions, and organizations. We will strengthen existing partnerships and pursue new partnerships and collaborations.

Goals

2.1 Enhance collaborations with extra-curricular programs, groups and departments

- A. Working with Development, build an efficient system for requesting, receiving and recognizing material and monetary gifts.

Administration:

- Development enhanced their monthly reports by including more useful information and set up additional fields. Administration learned how to generate spreadsheets with donor information so that donor reports can be generated when needed.

- B. Build relationships with student groups.

Administration:

- The Library Student Advisory Group (LSAG) continued to meet twice a

semester and provided us with feedback on a variety of topics including our website redesign, a possible second entrance into the Duke Library, wireless printing, noise, the location of a coffee machine. The MISO student survey results were shared with them and they learned about new resources and services such as FUSE (Furman University Scholar Exchange).

Collection Services:

- Provided our Library Student Assistants with valuable employment experience by conveying a good work ethic and customer service skills and by providing annual training and performance review.
- Created policies and a process to empower Bridges to a Brighter Future students, and their parents, with library borrowing privileges.
- Offered a Bridges to a Brighter Future library orientation.

Outreach Services:

- Served as advisors to student groups (Phi Beta Kappa, EROS, SAI, Diversity)
- Taught sessions on how the library can be used by FRADs (Summer 2013, Summer 2014).

Special Collections and Archives:

- Provided an introduction to Special Collections to a First Year Advisor (FRAD) Program Assistant and 6 freshmen in the Pitts Room after their scavenger hunt in the library.
- Provided an introduction to Special Collections for the Language Housing Assistants (with Laura Baker).
- Provided presentation and tour of Special Collections for Library Student Advisory Group (LSAG).

C. Collaborate with groups planning campus and community events.

Outreach Services:

- Support of Riley Institute and Chaplain's Office.
- Sanders Science Library supported visiting speakers.
- Maxwell Music Library displays to support guest artists.
- Using liaison role to support Chinese Environmental Film Festival
- Co-sponsor Byron Hurt CLP.
- Steve Richardson served as a member of the 50 Years of Desegregation Steering Committee, which planned events, CLPs, a booklet, and calendar.
- Laura Baker has made contact with librarians from several "Crossing the Bridge" institutions that students will be attending after completion of the Bridges to a Brighter Future program.

Special Collections and Archives:

- Sponsored an April 2016 CLP, "A Gathering of Laureates," featuring three South Carolina poets laureate, all of whom have their personal papers housed in the South Carolina Poetry Archives at Furman, cosponsored by the Friends of the Furman University Libraries and the English Department.
- Special Collections worked with the English Department to host a CLP

program and reception. Special Collections promoted the event, “Heaven and Earth: A National Poetry Month Celebration,” on Campus Announcements, on digital signs, by email and with posters. The 2013 South Carolina Poetry Archives Book Prize Winners, Phebe Davidson and Quitman Marshall spoke and read their poetry.

- Special Collections planned a CLP program and reception for National Poetry Month 2015 sponsored by the English Department with noted South Carolina poet Kurtis Lamkin. Special Collections promoted the event on Campus Announcements, on digital signs, by email and with posters.
- Provided display of materials for Senior Order Induction Brunch for 2014 and 2015.
- Provided materials to Marketing & Public Relations and an independent creative director/designer from New York who is under contract to re-design the *Furman Magazine*, to show Furman's history, particularly the ways it has presented itself visually in promotional, historical, and in editorial material.
- Scanned photographs and materials for:
 - o Development department's 2014 Annual Giving campaign.
 - o Men's Soccer multi-media campaign in celebration of 20th anniversary of soccer coach Doug Allison.
 - o Education Department's creation of the department's exhibition, “95 Years of Preparing Scholars and Leaders” in the Hipp Hall lobby.
 - o Alumni Office 50th Reunion brochure for Class of 1964.
 - o Athletics department video regarding John E. and Martha Johns.
- Worked with the Steering Committee for the Commemoration of the 50th anniversary of Integration at Furman to provide resources and scan materials.
- Planned and completed a multi-year project to research, submit, and install a S.C. Historical Marker at the boyhood home of President John L. Plyler in Travelers Rest and cosponsored the dedication ceremony in July 2015 in conjunction with the Travelers Rest Historical Society.

2.2 Integrate library services and collections into academic programs

A. Reach out to Continuing Education, Undergraduate Evening Studies (UES) and Graduate Studies.

Outreach Services:

- International Student Orientation (Summer 2013, 2014) gave our incoming international students a jump on how the library is organized, who the librarians are and what services we provide.
- Grad Student Orientation (Fall 2013, Spring 2014, Fall 2014, Spring 2015) gives incoming graduate students an overview of resources, and to meet their liaison librarian.
- Undergraduate Studies Orientation (beginning May 2014) will reach an underserved community of students, now on a systematic basis with every entering group at every new class period.
- Included all Undergraduate Studies faculty members in “New Faculty Orientation” session in August 2014, and saw an increase in their involvement in our workshops throughout the year.

- Connected with adjunct faculty, including inviting them to new faculty orientation, collaboration on research projects, teaching research instruction classes, and research assistance to students.

Scholarly Communication:

- Worked with Beth Crewes to discuss ways of integrating FUSE with UES faculty workloads.
- Created a FUSE collection for UES student artwork.
- Working with UES faculty on the review of open educational resources (OER) for possible implementation in classes.

B. Collaborate with faculty in blended learning initiatives and support students in these environments.

Collection Services:

- Worked with faculty and library liaisons to identify and acquire ebooks and/or streaming video in support of blended learning and study away.

Outreach Services:

- eLearning Task Force – Both Andrea Wright and Jenny Colvin have served on this committee, which offered a workshop for faculty in May 2014.
- iPads in the Classroom – Jenny and Andrea both are on the committee that selects which faculty members receive iPads individually and for the classroom.
- Instructional Technology Work Group – Jenny and Christy (in Discovery Services) serve on this committee that addresses instructional technology issues on campus, included support for blended learning.
- Worked with CTL, ITS, and Facilities to help implement the Lightboard, including securing space in the library and overseeing removal of maps.
- Promoting online chat and text as a research assistance option has seen an increase in those methods of contact, which will support the idea of blended learning.
- Training and providing documentation on eBooks is ongoing.
- Identified and implemented LibWizard a software for make interactive tutorials.
- All members of the Outreach Services Division were heavily invested in the cleanup, development, and updating of guides in preparation for the Library website migration.
- Created screenreader training to assist Outreach Librarians in understanding the experience of students with visual impairment.
- Worked with the Offices of Accessibility Services and Document Delivery to make accessible documents available to students in need in a timely manner.
- Investigated and implemented new methods of offering research assistance to students with special needs.

C. Work closely with Center for Teaching and Learning and faculty to integrate library resources and services in course design.

Collection Services:

- Entered into a three year membership with the Center for Research Libraries (CRL). Organized multiple webinars for faculty in the use of CRL system and services.

Outreach Services:

- Designed collaborative summer workshop (June 2014) on research and multimedia workshops, came from an increase in working more closely together.
- Working to keep each other informed on what is going on in classes and trading resources/referrals accordingly.
- Offered Working Lunches in the summer to invite faculty to come and be able to meet with representatives from the Library, CTL, ITS (Moodle support), and the Writing & Media Lab.
- Mary Fairbairn has been serving both on the First Year Seminar Committee and the First Year Seminar Taskforce, which has been tackling the FYS issue and working to address writing across the curriculum through the proposed WR GER credit.
- Librarians will participate in the first Writing Fellows faculty program Summer 2015.

2.3 Be an active partner in local, state-wide, regional and national library initiatives

- A. Investigate shared collections initiatives with logical library partners.

All:

- Christy Allen and Caroline Mills Served on the Partnership Among South Carolina Academic Libraries (PASCAL) Library Services Platform Request For Information Review Team with the goal of identifying a shared library system for South Carolina academic libraries.

Administration:

- We were a signatory of the [Oberlin Group Statement on E-Books and Libraries](#), which expressed concern about accessibility and publishers' restrictions on sharing e-books.

Collection Services:

- Furman University Library is a member of the Partnership Among South Carolina Academic Libraries (PASCAL). Through this partnership the library receives multiple databases and access to ebooks as well as opportunities for training and collaboration.
- The Assistant Director for Collection Services served as the Chair of the PASCAL Ebook Task Force.
- Furman University Libraries is a member of the Carolina Consortium which enables libraries in North and South Carolina to use bulk purchasing power to obtain favorable pricing on a variety of electronic resource that are of significant interest to the scholarly community.

- The Furman University Libraries joined the Center for Research Libraries (CRL). CRL is an international consortium of university, college, and independent research libraries with the mission of supporting “original research and inspired teaching in the humanities, sciences, and social sciences by preserving and making available to scholars a wealth of rare and uncommon primary source materials from all world regions.” This group also hosts a shared knowledge base and facilitates consortial purchasing.
- Coordinated and facilitated training for upstate librarians, including over 40 participants from twelve institutions, on the following resources:
 - o Credo Wednesday, August 6, 2014 PASCAL eBook training with ebrary, EBL, EBSCO and Oxford Wednesday, January 7, 2015
 - o Springer Boot Camp Thursday, April 2, 2015
 - o Films On Demand Training, Thursday, May 14.
- Entered into a collaborative bound journal retention project with Davidson College.
- Investigated entering into the [Eastern Academic Scholars' Trust](#), a shared print initiative with the mission of “ensuring that scholarly content across the libraries is retained locally on behalf of all EAST members”.

Discovery Services:

- Christy Allen is a member of the South Carolina Digital Library Advisory Board which is made up of 14 member institutions from across the state of South Carolina. They meet 1-2 times a year. Their goal is to create standards and guidelines and discuss the creation of collaborative digitization projects.
- Investigating a partnership with Clemson University to host digital collections created by Upstate cultural heritage institutions.
- Christy Allen co-chaired the PASCAL Infrastructure Review Task Force to investigate the feasibility of employing new systems to support the PASCAL consortia.

Scholarly Communications:

- Provides financial support to Lever Press, which published research from Liberal Arts Colleges.
- Provides financial support to Knowledge Unlatched which allows for the open access publication of University Press titles.
- Andrea works collaboratively with Clemson University and USC to host and manage CHEER, a website of open access documentation and publications related to copyright in libraries.

Special Collections and Archives:

- Julia Cowart is District 4 (Greenville, Spartanburg, Laurens, Newberry) representative for Palmetto Archives, Libraries, and Museums Council on Preservation (PALMCOP).
- Julia Cowart attended a meeting of the archivists and special collections librarians (or faculty and staff responsible for our libraries' special collections) of the Regional Private Colleges Collaborative (RPCC) to explore opportunities for project collaboration.

Upcountry History Museum-Furman University.

Collection Services:

- The Greenville County Library System (GCLS) provides a bi-weekly courier service for resource sharing with Furman saving both institutions time and postage.
- The Furman Libraries host a resource sharing luncheon/meeting with local attendees from GCLS, Bob Jones, and North Greenville on a semiannual basis. This gathering includes a discussion of a variety of issues such as: OCLC upgrades, new features in ILLiad, lost book refund policies, and iPad and e-reader advice.

Discovery Services:

- Collaborating with Dana Thorpe, Ellen Hawkins, and Don Koonce to create an MOU between Furman Libraries and the Upcountry History Museum for the creation and ongoing support of digital collections.
- Worked with the Greenville County Library System to provide online access to Greenville Woman's College Yearbooks digitized by GCLS. The materials are hosted in Furman's CONTENTdm repository.

Special Collections and Archives:

- Participated in Upcountry History Museum's Members Only event in October 2013.
- Created display for Year of Altruism exhibition Fall 2013 at Upcountry History Museum using items from the Max Heller Collection.
- Loaned material (four medieval manuscripts and one book) to the Upcountry History Museum to be used in a companion exhibit to the children's traveling exhibit "Amazing Castle" scheduled for June 28-September 28, 2014.

C. Celebrate national or international library-related events with the university community.

Outreach Services:

- National Library Week was celebrated in 2014 with the #lovemyFUL campaign, and in 2015 with magnetic poetry displays for students to interact with (a very popular event!).

Scholarly Communication:

- Open Access Week was celebrated in 2014, with the launch of Furman's institutional repository FUSE (Furman University Scholar Exchange).
- Open Access Week was celebrated in 2015 and 2016 with an Open Access Open House focused on students and several open access workshops and activities targeted to faculty.

D. Leverage organizational memberships to learn about and apply best practices.

Administration:

- Consulted with Oberlin Group library directors regarding library policies and

practices regarding printing for non-affiliated visitors and periodicals check-in and binding.

- We receive communications about Open Access issues from SPARC (the Scholarly Publishing Academic Research Coalition) and news about innovative projects through CLIR (the Council on Library and Information Resources).
- As a member of NISO, the Furman University Libraries enjoy free and ready access to webinars and documents related to the latest library and informational standards.
- Visited the Davidson College E.H. Little Library, to learn about ILL process and workflow, the electronic bookplate program and Davison's experiences with WorldShare Management Services (WMS).
- As a member of the Digital Library Federation (DLF), the Furman University Libraries enjoy free and ready access to webinars and information related to topics that impact digital libraries.

Discovery Services

- Attended South Carolina Digital Library meetings to learn about and apply metadata standards.

Scholarly Communication

- Joined SPARC to keep abreast of current best practices and guidelines related to open access.

Special Collections and Archives:

- Learned about best practices regarding security for collections at the S.C. Archival Association's spring 2014 workshop, "Protecting the Past to Safeguard the Future: Balancing Access with Security in South Carolina's Cultural Heritage Repositories."

Strategic Direction 3: Establish a culture of data-driven decision making.

Furman is committed to continuous assessment of broader educational goals. The Furman University Library will incorporate ongoing assessment and improvement of all library operations, resources and services into practice.

Goals

3.1 Develop a systematic process for collecting, analyzing and sharing data

- A. Research best practices and standards for collecting statistics and determine which statistics are important to track regularly.

Administration:

- Investigated the Ithaka S+R Local Survey for use in 2016.
- The Assistant Directors for Collection Services and Discovery Services attended the NISO Virtual Conference: *Expanding the Assessment Toolbox: Blending the Old and New Assessment Practices*.

- MISO survey results were shared with the senior associate dean, the Library Committee, the Library Student Advisory Group, and Information Technology Services.
- B. Streamline numerous disparate systems which are responsible for tracking usage of the Library's web presence.

Discovery Services:

- Researched best practices in Google Analytics tracking across multiple domains (e.g., SharePoint, Springshare platforms and Special Collections legacy website) and implemented a Google Analytics "rollup account."
- Customized a Google Sheets script that automatically imports, formats and displays Library News blog statistics to make it easier for Outreach Services to access this data.
- Implemented tracking of custom Google Analytics events for the Library website search box header, the home page tabs, the All Databases page, the SMS texting feature in the library catalog, and much more.
- Developed more accurate method of calculating usage statistics for individual collections in LUNA using Google Analytics and Excel scripts.

Scholarly Communication:

- Worked with bepress to establish a Google Analytics account for FUSE.
- C. Utilize a post-implementation review process to conduct reviews of software and/or platforms to determine if they are meeting needs.

Discovery Services:

- Conducted a post-implementation review of LUNA (the Library's digital repository system). The review indicated that LUNA no longer met the Library's needs, so a Digital Repository Workgroup was formed to evaluate available systems. They recommended that CONTENTdm be purchased to replace LUNA. The recommendation was approved and CONTENTdm was purchased in February of 2014.
- Conducted an informal review of the discovery layer Summon. As a result of the review, the subscription to Summon was cancelled, saving the Libraries over \$20,000 per year.

Web Advisory Group (WAG):

- Conducted a post-implementation review of LibGuides. The review found that LibGuides was the best choice for the Libraries' needs, and recommended that it serve as the permanent web platform for the Libraries' site. The review was approved by ITS and University Communication. As a result, Discovery Services migrated to LibGuides v2.

- D. Standardize First Year Writing Seminar information fluency assessment.

Outreach Services:

- Expanded the program to more classes and moved the survey into an online environment. We will reach critical mass by 2015 for collection and

- administration of the data.
- Communicated with First Year Seminar Committee on current assessment practices and data.
- E. Partner with the Office of Institutional Assessment and Research and other appropriate campus groups regarding assessment.

Administration:

- Consulted with the Director of Planning and Assessment on specific questions related to MISO survey results.

Outreach Services:

- The IFI assessment in FYW has gone through this process.

Scholarly Communication

- Consulted with Dave Eubanks on leveraging FUSE for institutional assessment projects.

3.2 Establish priorities and make positive change based on ongoing assessment of user and institutional needs

- A. Employ available data to inform collection management decision-making.

Collection Services:

- Use EBSCO Consolidated Use Data to inform collection management decision-making.
- Completed load of small package data into our EBSCO Usage Consolidation System.
- In conjunction with Outreach Services, assessed use of individually purchased electronic journals for potential cancelation.
- Assessed use of databases at time of renewal; canceled JoVE, AskArt and Access Science in 2015.
- Assessed standing orders going from 335 open standing orders to 73.
- Identified sixty underused journals; these were canceled, saving the University approximately \$40,000.

Discovery Services:

- Created a standard digital collection project proposal form for the Digital Collections Center. The form will ensure that projects with academic, scholarly, and educational value will be prioritized.

- B. Collaborate with other campus departments to assess cooperative events and projects.

Outreach Services:

- Graduate Student Orientation – follow-up quiz.
- FYW assessment – cooperative and built-in.
- FitDesk survey, fall 2014.

- Study Day Recharge survey, May 2015.

Scholarly Communication:

- Each year, collaborates with John Kaup about the effectiveness of FUSE for hosting the Furman Engaged! program schedule, and makes tweaks to process as necessary.

3.3 Communicate the Library's response to assessment outcomes and analysis to the user community

A. Systemize the dissemination of annual reports and strategic plans.

Administration:

- The Library's Annual Reports as well as reports from the divisions and departments are accessible in FUSE and/or on the Library's website.
- The MISO Survey was administered in February 2014. The survey results were shared with the Library Staff and Faculty, the Library Committee, and the Information Technology Services staff.
- Strategic plan updates are shared with the Library faculty/staff, the Library Committee, and made available on the website.

B. Publicize actions taken in response to user input.

Administration:

- Advertised changes in hours, Duke Library quiet initiative and 24 hour study lounge coffee maker in Paladin Student Newspaper, on the website, in the Libraries newsletter *Fulcrum*, in social media and through posters and campus announcements.

Discovery Services:

- User feedback has driven many changes to the website including changing the default search mechanism to the Library Catalog. These changes are publicized internally (via e-mails to library staff/faculty), and externally on-campus to the Library Student Advisory Group, Library Committee, and other stakeholders. In these cases, it is specifically mentioned that the changes were prompted by user feedback.
- Created small posters and a large sign advertising the new Keurig Coffee Machine in the 24 hour study room.

Outreach Services:

- Created posters about new hours including information on the Library Student Advisory Group.
- Participated in front porch feedback session to give out coffee mugs for the new Keurig Coffee machine and to gather additional ideas.

Strategic Direction 4: Redesign Library Space

The Library's public spaces serve as a research, learning and discovery commons designed to connect students with knowledge and with each other. We will create innovative, dynamic spaces to accommodate a variety of learning modes, encourage scholarly pursuits, and build community.

Goals

4.1 Optimize the use of public space in the library in response to changing user needs

A. Determine how Library space is being used.

Administration:

- Worked with Astrid Truman and Christy Allen to update official Furman layout/floorplans in the James B. Duke Library.

B. Make strategic collection decisions to capitalize on space.

Collection Services:

- Since July 2013, deselected 1,900 STEM resources, 29,000 government documents, 2,400 Juvenile Collection items, 1,300 titles from the PZ collection, 4,008 items from the Science Library and 970 items from the Music Library.

Outreach Services:

- Worked with Collection Services to deselect topographic maps, remove map cases, and repurpose space for use in studying.

Special Collections and Archives:

- In 2016, completed a significant upgrade to the security alarm system to the department and its collections storage area to better protect our collections.
- Completed a major shift of the rare book collections to open up tight stack areas and to accommodate for several years of anticipated collection growth.
- Deaccessioned 98 (small) boxes of duplicate S.C. Baptist Association Minutes; given to the South Carolina Baptist Convention archives to free up space in archival storage.
- A collection of sheet music given to us in 2011 was processed and evaluated; 178 pieces of sheet music ranging from the early 1900's to the late 1990s were offered, accepted, and shipped to The Center for Popular Music at MTSU mid-December.

C. Create flexible, technologically enhanced research, teaching and collaborative spaces.

Outreach Services:

- Worked with CTL, ITS, and Facilities to repurpose the Wexler storage closet 21

outside of CTL into the Blended Learning Studio featuring a Light Board built by CTL and Facilities, and based on a model created by Northwestern University.

- Facilitated creative use of space by turning room 043 into an unplug-recharge zone during finals by storing instruction chairs and adding bean bags on permanent loan from CTL, and various relaxation activities.
- Assessed the accessibility of the branch libraries and created a prioritized list of needed upgrades, some designated to be implemented in 2017.
- Visited Parsons Music Library at the University of Richmond and met with Dr. Linda Fairtile, department head, to discuss how Parsons has managed and planned for current/future space needs.
- Optimized space in the Maxwell Music Library by transferring the CD collection to high density storage units, moving oversize formats to the Music Lab and the reference books into the former CD location.

D. Encourage optimal use of student study space.

Collection Services:

- Adjusted Duke Library hours, extending hours until 2AM during mid-term and final exams and offering 24 hour access to the Science Library during final exams.
- Based on use data and student feedback, closed the Duke Library one hour earlier on Friday nights (6PM to 5PM) and two hours earlier on Saturday nights (7PM to 5PM) and opened two hours earlier on Sunday mornings (12PM to 10AM).
- On a regular basis, rearrange chairs and tables for optimal use.
- Worked with the Music Librarian to reorganize space in the Music Library to encourage quiet study.
- Based on student feedback, facilitated quiet study:
 - o providing earplugs during exams and mid-terms,
 - o adding sign holders to all of the group study room doors in the Duke Library, posted signs reminding students to be noise conscious and courteous to their neighbors
 - o created banners for use during exams reminding students to be quiet
 - o Assisted in the creation, facilitation and promotion of the Duke Library designated quiet study areas.

Discovery Services:

- Designed and created "Quiet Study" signs for James B. Duke Library.

Outreach Services:

- Enhanced the Research Assistance Workroom for Scholar of the Month program, including adding a table chairs and a comfortable reading chair and transforming one wall into a whiteboard space.

4.2 Optimize non-public space and create solutions to enhance workflow and increase effectiveness

- A. Explore reorganizing non-public spaces to better match the Library's new organization structure.

Collection Services:

- Collection Services cleared out two storage rooms in 043 so that the new desks and additional Outreach equipment could be stored in those areas.
- Converted the former Approval Books Review area into a deselection project review and processing area.
- Reorganized the mail and periodical room to make the space more compatible with current workflow.
- Moved backup shelving to other storage areas for optimal use of storage in 043.
- Content Management reconfigured office and workspace in the Technical Services Suite to create a student workspace and to improve communication and workflow between full-time staff.

Discovery Services:

- Reorganization of Systems storage space to allow for central storage of technology/equipment.
- The return of the Wexler collection allowed the James B. Duke Library to reclaim the use of the following rooms: the Administrative office, the Haynsworth Room, the Tech Services Conference room, and the storage closet outside of the Center for Teaching and Learning. The latter room has been converted into the Blended Learning Studio.

- B. Examine the use of space in Special Collections and Archives and determine possible solutions to accommodate new acquisitions.

Special Collections and Archives:

- Moved supply of archival boxes from 207 Special Collections storage to several areas within archival storage area; rearranged 207 Special Collections storage room to optimize space.
- Rearranged furniture in workroom for more efficient use of space.
- Identified oversize boxes in manuscript collections that could be moved to storage in 207 Special Collections storage freeing up shelf space in archival storage.
- Obtained four map cases from government documents deaccession project for much needed additional storage; two cases placed near research room for easier access by staff.
- Working to rearrange collections in archival storage room to acquire shelf space for manuscript collections and S.C. Poetry Archives manuscript collections.

- C. Work with "library neighbors" on space opportunities.

Administration:

- Worked with an architect and personnel from Development, Academic Affairs, and the Center for Academic Success on the possibility of relocating the Center for Academic Success to the first or ground floor of the Duke Library.

Strategic Direction 5: Cultivate a community of passionate learners and scholars.

Curiosity and the quest for knowledge are hallmarks of a Furman education. The Furman University Library will foster an environment that nurtures curiosity and provides opportunities for intellectual growth.

Goals

5.1 Engage users through stimulating, thought-provoking programs

- A. Utilize library expertise to develop programs that address topics beyond library resources and services.

Outreach:

- Andrea Wright has a grant-funded project to address copyright for librarians, outreaching to others in the field, starting with technical college librarians in the state.
- As part of the Storytelling May X, Jenny Colvin is bringing in two presenters to speak on “Out Loud: Stories from Rainbow Radio” and whose stories matter. In a very general way, this will address censorship and censure of ideas.
- Coordinated a Homecoming event for Library student assistants.
- Designed and implemented a Scholar of the Month program in which one student is chosen each month during the school year for use of the study room behind the research assistance desk.
- Created ongoing relationships with students from Summer-O through various activities such as the iPad mini giveaway and the Legos™ project.

Scholarly Communication

- Worked with Davidson College, Johnson C. Smith University, and Duke University to develop a faculty OER Education Pilot Program.

Special Collections and Archives:

- Special Collections hosted the exhibition “A Coach for Life: the Lyles Alley Collection,” which included a short program and reception. President Carl Kohrt was the guest speaker.
- To coincide with the exhibition, “A Coach for Life: the Lyles Alley Collection,” a CLP event, “Values of the Game,” was presented in the spring semester by Dr. Bill Pierce, Furman professor and chair of the Health Sciences department, who spoke on the nature of sports ethics and the culture of sportsmanship in today's American educational system.
- Special Collections worked with the English Department to host a CLP program and reception. Special Collections promoted the event, “Heaven and Earth: A National Poetry Month Celebration,” on Campus Announcements, on digital signs, by email and with posters. The 2013 South Carolina Poetry Archives Book Prize Winners, Phebe Davidson and Quitman Marshall spoke and read their poetry.

- Special Collections planned a CLP program and reception for National Poetry Month 2015 sponsored by the English Department with noted South Carolina poet Kurtis Lamkin. Special Collections promoted the event on Campus Announcements, on digital signs, by email and with posters.

B. Leverage the Library, as the intellectual center of campus, to promote scholarly conversations.

Outreach Services:

- Our involvement with faculty workshops (eLearning, multimedia/research assignments, FYW and FYS) allows us to collaborate with faculty to this end.

Scholarly Communication:

- Christy Allen, Andrea Wright, and Janis Bandelin, led the effort to justify the purchase of the institutional repository software Digital Commons.
- Andrea and Christy led an IR Implementation Team included Susan Dunnavant (ITS), Mike Winiski (Center for Teaching and Learning), and Ryan Fisher (Marketing and Public Relations) which designed and implemented standards for the Furman University Scholar Exchange (FUSE).
- Christy and Andrea conducted several on-campus presentations and participated in over 40 consultations to discuss open access, scholarship, and open educational resources.

5.2 Enlighten users through virtual initiatives

A. Use emerging technologies to promote library programs, resources and services.

Outreach Services:

- Student-established Instagram account to encourage student participation.
- Maintain Library's new centralized blog, allowing for streamlined access to the Library's news and events information.
- Implemented LibCal 2.0, updating help widgets and implementing the new scheduling application which allows direct interface with personal Outlook calendars for the purpose of scheduling research assistance appointments with students.
- Mastered new databases and interfaces to better teach and assist students in finding the resources that they need.
- Joined the Center for Research Libraries, an international consortium of university, college, and independent research libraries with the mission of supporting "original research and inspired teaching in the humanities, sciences, and social sciences by preserving and making available to scholars a wealth of rare and uncommon primary source materials from all world regions." Promoted this service to teaching faculty and student through the newsletter, blog and focused training.

Special Collections and Archives:

- Jeffrey was interviewed by C-Span's BookTV producers for a [15-minute](#)

[segment](#) related to their 2016 visit to Greenville. He spoke about Furman's historical collections in Special Collections and showed examples on-air related to the Revolutionary War, slavery, Southern history, women's issues and Furman's connections to these events.

B. Host and participate in webinars and other online opportunities.

All:

- Library faculty and staff, individually and in groups, participate in an average of 100 webinars a year for professional development and training.

Collection Services:

- The Assistant Director for Collection Services and Content Management Coordinator were invited to present in an internationally attended webinar on Furman's use of unmediated Get It Now access.
- Participated in multiple webinars and online opportunities to learn about new resources and services as well as on updates to traditional resources, including, but not limited to, CRL, Adam Matthew, Mendeley and GOBI.

Discovery Services:

- Rick Jones and Christy Allen presented at a NITLE Shared Academics webinar entitled "Building a Digital Museum: Opportunities for Scholarship and Learning."
- Christy Allen, Scott Salzman, and Susan Dunnivant hosted 2 webinars on library website accessibility as part of their ACS Faculty Advancement grant.
- Three members of Discovery Services attended some or all of the 14 library vendor webinars sponsored by the PASCAL Infrastructure Review Task Force of which Christy was a co-chair.

Outreach Services:

- Andrea Wright presented a virtual copyright workshop for the ACS which was broadcast to all ACS member libraries.

C. Develop and/or utilize interactive online tools that will allow researchers to use, manipulate, share, and leverage existing collections content in their research.

Outreach Services:

- Constantly creating tool-based widgets to enhance searching, and will continue to add these to our website.
- Updated all Oxford and Credo search widgets after vendor changes.

Discovery Services:

- Updated search functionality for "Database by Subject" and "Database by Content" tabs in the Libraries search to allow for more streamlined user access.
- Items and collections in CONTENTdm offer permanent URLs, embedding, and sharing options.

- All Library Catalog records feature a PURL for linking and bookmarking.
- The "Text a Call Number" feature has been updated to work with all phone providers.
- Customized Google Scholar search on the home page to provide Furman specific search results.

Scholarly Communication:

- FUSE has "follow" functionality which allows users to follow a specific author or collection and receive updates.
- Contributors to FUSE receive monthly e-mails with usage statistics for their specific materials.
- FUSE has an interactive map that shows where the most recent downloads occurred in the world.

5.3 Empower underserved learners and scholars

A. Address the unique needs of commuter students.

Discovery Services:

- Migrated proxy server from physical server to virtual server. This resulted in faster response time for users accessing resources off-campus. Also implemented a "report issue" form that allows users to report errors with accessing specific resources.
- Allowed restricted digital collections in LUNA and CONTENTdm to be accessible via the Proxy Server log-in.

Outreach Services:

- Promoting text and chat reference.
- Reaching out to transfer, graduate, International, and evening studies students.

B. Expand programs and services for Furman University affiliates.

Outreach Services:

- Fall and Spring OLLI tours for OLLI members – two sessions both days of 20 students each.
- The Storytelling May X will work with 15 Woodlands Residents and may lead to further opportunities.

Special Collections and Archives:

- Fall and Spring OLLI tours for OLLI members – two sessions both days of 20 students each.

C. Reach out to international, undergraduate evening, and graduate students.

Outreach Services:

- Promoting text and chat reference.
- Offering orientation sessions for transfer, graduate, International, and evening studies students.

- Increasing e-mail communication to graduate studies and undergraduate evening studies staff.