University Libraries 2011

This document has taken the University Libraries Assessment plan 2010-2011 and aligned it with the University of Toledo's Directions 2011 University Strategic Plan.
GOAL I | UNDERGRADUATE ACADEMIC PROGRAMS
Our undergraduate academic programs will be regionally distinguished and highly ranked nationally. The undergraduate experience at UT will provide exceptional student centeredness and a learner-driven focus, which combine for a personally satisfying, professionally relevant and affordable education. 1

1. We will become a learner-centered institution with intensified focus on teaching and learning.

The University Libraries will:
• Deliver high quality programs in a blended learning environment that build critical information literacy competencies
  o Integrate instruction in undergraduate programs and learning communities
  o Provide workshops and sessions for information literacy, educational, and research growth
  o Create credit courses and certificates in the COIL curriculum such as a 1000 level Information course, or higher level disciplinary/interdisciplinary research courses or seminars.
• Provide high quality information services to assist students in completing their studies
• Support faculty research into the scholarship of teaching

2. We will integrate STEMM (Science, Technology, Engineering, Mathematics, and Medicine) and the Liberal Arts.

The University Libraries will:
• Acquire, develop, create, maintain, organize, and preserve collections in all formats that support the curriculum needs of undergraduate students across disciplines.
• Staff service points and develop collections to integrate STEMM and the Liberal Arts
  o Example: McMaster Engineering Library, Mulford Health Science Library

3. We will build life experience into the general education curriculum and ensure a curriculum that is responsive to stakeholder feedback and relevant to student needs and regional and global relationships.

The University Libraries will:
• Develop opportunities for students for service learning, such as literacy projects
• Build global and multicultural collections that enhance undergraduates' understanding of the global community.
  o Example: Confucius Institute Collection

1 Throughout this document, sections in *italics* are from the Directions 2011 University Strategic Plan document.
4. We will continue to focus on affordability and enhance accessibility.

The University Libraries will:
- Maintain course reserve collections to provide access to necessary course materials, reducing students' out-of-pocket expenses
- Promote the use of our state-wide resource sharing through the OhioLINK consortium
- Continue to improve integration with Blackboard and library support for students taking online and blended courses.
  - Example: eLibrary Services portal
- Explore participation in electronic textbook programs
  - Example: Participate in Ohio Digital Bookshelf program for e-textbooks in psychology.

5. We will continue to maintain balanced enrollment strategies.

The University Libraries will:
- Provide high quality information services to assist students, especially during their earliest years at the institution, to enhance retention until degree completion.
- Develop opportunities for students for internships and co-ops
- Involve students in library decision making to improve the learner-centeredness of our services and environment.
GOAL II | GRADUATE AND PROFESSIONAL ACADEMIC PROGRAMS

Our graduate and professional academic programs will be regionally relevant, nationally distinguished and highly ranked. These programs at UT will be known for high quality while maintaining accessibility, affordability and engagement. STEMM (Science, Technology, Engineering, Mathematics, Medicine) and professional programs will have high visibility.

1. **We will enhance the quality and stature of all of our [graduate] programs.**

The University Libraries will:
- Deliver high quality information literacy programs at the graduate level that are challenge based and outcomes-oriented
  - Integrated instruction in graduate programs and learning communities
  - Provide workshops and sessions for information literacy, educational, and research growth
  - Create credit courses and certificates  
    *Example*: College of Medicine elective COMP 702: Mastering the Biomedical Literature
- Provide high quality information services to assist graduate students in completing their studies
- Acquire, develop, create, maintain, organize, and preserve collections in all formats to support the quality education and research needs of our graduate students, particularly in areas of excellence. This includes the unique collections documenting the history and culture of our region housed in the Ward M. Canaday Center.
- Provide specialized databases of primary data and/or analysis to assist in challenge-based learning at the graduate and undergraduate levels.
- Provide timely access to the resources of other libraries via OhioLINK borrowing, interlibrary loan, and document delivery services in cooperation with state, regional, national, and international networks.

2. **We will work to assure affordability of our graduate and professional programs.**

University Libraries will
- Develop educational opportunities for students to gain experience in their field of study thorough internships or practicum experiences. Opportunities to gain experience through committee work will also be explored.
  - *Example*: The Ward M. Canaday Center will develop internships for graduate level students in the Departments of History and English with an emphasis on digitizing archives, creating interactive websites, and aid in the design and development of exhibitions.
- Explore open access as a tool for creating a more affordable graduate education.
3. *We will work to ensure accessibility to a diverse student population.*

University Libraries will
- Promote a dynamic and blended learning environment by providing quality classrooms, group and quiet individual study spaces, and an electronic infrastructure conducive to graduate study.

- The Canaday Center will make its materials more accessible to a wider audience by digitizing unique materials, including guides to the collections, exhibitions of collections, and Toledo’s Attic exhibits and resources.

4. *We will establish a recognized role in economic leadership and stimulation of the regional economy.*

University Libraries will
- Continue acquiring resources necessary to support research in STEMM and the professional programs to help recruit top-notch faculty and students in these fields.
GOAL III | RESEARCH, TECHNOLOGY TRANSFER AND INCUBATION
We will enhance UT’s standing as a major metropolitan research university with internationally recognized areas of research, scholarship and creative activity.

1. We will advance a culture of research, scholarship and creative activities.

The University Libraries will
- Maintain facilities and collections that can become a nexus for the creation of new knowledge, the dissemination of our scholarly and creative output, and the celebration of a culture of scholarship.
- Collaborate to develop programming that equips faculty and student researchers with necessary skills, promotes the public understanding of University scholarship to the community, and facilitates a culture that values the research, scholarship, and creative activities.
  o Examples of collaborative partners: Office of Undergraduate Research, Office of Research and Sponsored Programs, the University of Toledo Press, and the Research Council,
- Promote the products of university research
  o Examples: events such as the Authors & Artists Exhibit, expanding and supporting the faculty publications database
- Provide high quality information services to assist our researchers, including individualized instruction and coaching for researchers on the use of information tools, document organization utilities, and strategies for identifying, locating, and accessing externally produced research.
- Promote sustainable forms of information sharing, such as the Open Access movement, through educating faculty on the variety of open access models available for their work, including economics, journal policies, and copyright considerations. We will continue to promote the use of open access journals by including them in our catalog, link resolvers, and in other ways.

2. We will bring UT to the top 150 in the NSF rankings of research expenditures.

The University Libraries will
- Investigate policies that would designate a portion of grant-funded overhead to be used to maintain or acquire necessary infrastructure of research resources.

3. We will build collaborations with federal research and development (R&D) agency.

The University Libraries will, as a regional Federal Government Document Repository,
- Investigate the level of support we could give to any collaborations, such as the USDA Agricultural Research Service.
4. *We will build and develop research connections and collaborations with leading universities and centers and private corporations.*

The University Libraries will
- Explore shared services with the libraries, information centers, and researchers at partnering universities and institutions.
- Support statewide research efforts within the University System of Ohio around inter-University research priorities such as spinal implants and photovoltaics.

5. *We will provide high-quality research centers and institutes.*

The University Libraries will
- Support individual research centers in a variety of areas in conjunction with other campus faculty.
  - *Example:* the Canaday Center could partner with Disability Studies and Department of History faculty to develop a national Disability Studies Research Center.

6. *We provide nationally recognized technology transfer and technology and incubation programs that assist in local business development.*

The University Libraries will
- Investigate licensing issues for our resources to allow for use by University-affiliated private companies.
- Pursue collaborations between university centers and incubators and the library.
  - *Examples:* Clean and Alternative Energy Incubator, IT Incubator, Minority Business Incubator, Center for Family & Privately-Held Business, The Center for Technological Entrepreneurship and Innovation, etc.

7. *We provide quality infrastructure and support for faculty research and scholarship.*

The University Libraries will
- Seek to acquire, create, organize, develop, maintain, and preserve collections in all formats that support the research needs of faculty and the research community. This includes researchers at all levels and in all disciplines.
  - *Examples:* The unique special collections housed in the Canaday Center and our Instructions for Authors database
  - *Example:* The Digital Initiatives Librarian can work with individual researcher, groups, centers and institutes to collect, curate, and provide access to the fruits of their research.
• Provide access to information resources both on-site and remotely using the latest technological advances in user-authentication, information retrieval, interface and database design and personally customizable features.

• Partner with other University constituencies to create an institutional repository that supports both internal uses to encourage intradepartmental collaboration, and external capabilities to promote the research and scholarship of UT researchers beyond our institution.
  
  o *Examples:* Our current participation in the OhioLINK Electronic Thesis & Dissertation Center and the OhioLINK Digital Resource Commons are steps in this direction.

• Continue to rely upon established resource-sharing relationships such as the OhioLINK consortium and regional, national, and international interlibrary loan networks to provide timely access to necessary materials.
Goal IV: Learning Environment:
We will be distinguished for our learner-centered environment and for our relevant programs in a vibrant, safe and healthy environment that enhance the engagement of our UT community with our stakeholders.

1. We will ensure high quality programs and multi-dimensional experiences

The University Libraries will:
- Create programming that enhances student life outside of the classroom
  - Examples: International Book Club, Hosting event webcasts, art shows, Toledo-Lucas County Public Library Popular Fiction collection
- Collaborate with other University programs on co-curricular programming and resource guides
  - Examples: First Read, LEC Olympiad

2. We will build on the strength and distinction to be derived from diversity.

The University Libraries will:
- Embrace the diversity of the student body by providing access to resources relevant to their respective cultures
  - Examples: urban fiction, Confucius Institute collection, Bollywood films, etc.

3. We will integrate academic and residential life (living learning communities)

The University Libraries will:
- Support the success of Living Learning communities by creating customized instructional materials, serving as information mentors and guides, and exploring the possibilities of embedded librarians.

4. We will provide quality classrooms, laboratories and learning spaces

The University Libraries will:
- Develop and maintain welcoming comfortable learning spaces with current learning technologies in the libraries to facilitate individual and collaborative learning.
- Provide student- and faculty-centered access and support to technology used in the libraries.
- Provide excellent electronic resources (journals and databases) to support the intellectual and research needs of the students and faculty.
5. We will provide a full spectrum of innovative services to promote recruitment, retention, graduation, and career success

The University Libraries will:
• Provide access to information resources on-site and remotely using the latest technological advances in user-authentication, information retrieval (including open access journals and other resources), interface and database design.
• Provides access, via OhioLINK, to over 85 library collections for students and faculty to borrow materials from directly
• Provide access to desktop document delivery, with a more efficient and effective turnaround time from request to article delivery.
• Provide access to Interlibrary Loan for those resources not available via OhioLINK.
• Promote its full spectrum of resources (electronic and print) and services to enhance student retention until degree completion.

6. We will create a quality learning environment on and surrounding our campuses.

The University Libraries will:
• Provide an inviting, relaxed environment that promotes learning, creative thinking, and productivity, thus enhancing the university experience and creating a physical environment conducive to study and environment.
• Provide library hours that are conductive to the needs of students, faculty, and community.
• Promote customer-service-centeredness, which will enhance the library learning environments for the students and faculty.
GOAL V | HEALTH CARE ACCESS AND DELIVERY

We will be a top-tier academic health care delivery system.

The Mulford Health Science Library, along with other departments in the University Libraries, supports the education, research, and patient care needs of UT faculty, resident physicians, staff, and students, as well as the health information needs of patients, families, and members of the general public. We accomplish this through our services, resources, and facilities.

1. **We will expand our vision of university quality personalized health care.**

   The University Libraries will:
   - Explore the possibility of developing a consumer health information resources collection in the Mulford Library or Medical Center.
   - Develop a partnership with ProMedica hospital libraries to provide services to meet the information needs of patients and health consumers in the community.
   - Create a website for high quality information resources that patients and health consumers in the community.
   - Develop and establish partnerships with local public libraries and organizations interested in health information literacy education and for quality consumer health information provision and delivery.

2. **We will increase academic and clinical affiliations.**

   The University Libraries will:
   - Provide library services and access to resources for our community-based faculty.
   - Design and provide outreach programs targeted to community-based physicians and other health care providers on library services, clinical/research information resources, and other innovative programs.

3. **We will expand our emphasis on wellness, disease prevention, and early diagnosis.**

   The University Libraries will:
   - Explore opportunities for partnerships with the Medical Center, Employee Health, Student Health, and other units to provide information support for wellness and disease prevention efforts.
   - Explore opportunities for partnerships with the Medical Center, Employee Health, Student Health, and other units to connect people with quality health information.
4. **We will continue to utilize state-of-the-art information technology.**

The University Libraries will:
- Integrate library information services and resources into the UTMC electronic patient record.
- Explore the use of Web 2.0 as a means to interact with and reach out to patients and health consumers to identify and meet their information needs.

5. **We will expand our in-patient and ambulatory clinical base.**

The University Libraries will:
- Provide services, instruction, and resources to support quality undergraduate and graduate clinical education, patient care and quality improvement initiatives, and clinical research.
- Explore partnerships with the Medical Center to help provide consumer health information to patients and families in the UTMC.
  - *Examples:* information prescriptions, consumer health library within the UTMC facilities

6. **We will align critical academic health system components with changes brought by Health Care Reform.**

The University Libraries will:
- Provide information support for these initiatives and others, such as iCARE and evidence-based practice initiatives.

7. **We will enhance ease of access and quality of health care.**

The University Libraries will:
- Provide high-quality information services and resources in support of initiatives to improved patient satisfaction.

8. **We will increase graduate health care education breadth, quality, and numbers.**

The University Libraries will:
- Provide instruction for resident physicians to develop competencies related to use of information resources in support of patient care and practice-based learning and improvement (ACGME Outcome Project [http://www.acgme.org/outcome/e-learn/e_powerpoint.asp](http://www.acgme.org/outcome/e-learn/e_powerpoint.asp))
- Increase the amount of instruction in graduate and undergraduate health education and clinical training programs, as well as individualized follow-up for research, quality improvement, and other projects
- Provide access to a diversity of high-quality information resources that are accessible to learners and faculty no matter where they are physically
• Provide high-quality instructional services (in-person or virtual, synchronous or asynchronous) to make sure that our learners and faculty have the skills they need to incorporate evidence-based principles into their practices, to keep abreast of changes in clinical practice, and to maintain professional competence.
• Provide quality informational and interlibrary services to make sure that our learners and faculty have access to the information they need.

9. **We will enhance and expand our clinical and simulation center educational programs.**

The University Libraries will:
• Provide access to a diversity of high-quality information resources that are accessible to learners and faculty no matter where they are physically located.
• Provide high-quality instructional services (in-person or virtual, synchronous or asynchronous) to make sure that our learners and faculty have the skills they need to incorporate evidence-based principles into their practices, to keep abreast of changes in clinical practice, and to maintain professional competence.
• Increase the amount of course-related, course-integrated instruction in graduate and undergraduate health education and clinical training programs, as well as individualized follow-up for research, quality improvement, and other projects.
Goal VI. Outreach and Global Engagement

We will be distinguished for our community outreach and global engagement. We will be a key driver in the revitalization of the region’s economy and quality of life.

1. **We will create a culture that promotes and rewards community outreach and global engagement as a form of scholarship.**

The University Libraries will:

- Revise contract elaborations to recognize community outreach, engagement, and stewardship as tenure/promotion/merit activities;
- Encourage efforts by faculty and staff to promote the Libraries and engage the community;
- Develop service learning activities for students
  - *Example:* Service focused on improving literacy rates in the Toledo area through partnerships with the public libraries, k-12 public schools, and existing service organizations.

2. **We will provide a portal for all university outreach and engagement activities.**

The University Libraries will:

- Work with the Office of Outreach and Engagement to identify outreach and engagement activities, cost, and impact;
- Track outside access to University Libraries’ resources through web log analysis and other means.
  - *Example:* Track visitors to virtual exhibit sites developed by Canaday Center and Digital Initiatives, including geographical data to ascertain global impact of virtual exhibits compared to actual exhibits;
- Track published scholarship produced by scholars world-wide that use the research and scholarship created by our faculty or housed in our unique collections.

3. **We will provide opportunities for professional development and continuing education.**

The University Libraries will:

- Acquire, develop, create, maintain, organize, and preserve collections in all formats that support the research and information needs of the community at large. In particular, this includes unique collections documenting the history and culture of our region housed in the Ward M. Canaday Center.
- The Canaday Center will interpret such materials through public exhibitions accompanied by publications and programming that attract a wide spectrum of our community. Through these exhibits and programming, the Center will educate as well as make more accessible its rare and unique materials to a wider audience;
• The Canaday Center will continue to develop Toledo’s Attic as a unique resource for understanding local history that addresses all age groups and is accessible to the global community;
• Coordinate with the public library and Bowling Green State University in ways that allow for sharing resources and enlarging impact of its community resources;
• Provide formal continuing education opportunities to professionals in the community
  o Example: Offering information literacy workshops in the health professions for CE credit.
• Collaborate with University continuing education units to support innovative CE opportunities
  o Example: Internet PoC (Point-of-Care) Learning with the Continuing Medical Education Office

4. **We will partner with public and private entities to identify formal and informal educational opportunities.**

The University Libraries will
• Establish relationships with local schools to create a visiting student program to allow prospective UT students and their parents to learn more about the Libraries and the relationship between libraries and learning;
• Establish formal relationships with library sciences programs in the region to supervise practicum experiences, internships, and co-op learning opportunities that are beneficial to both students and libraries;
• Create web-based faculty development library programs/courses targeted at physicians, nurses, and other healthcare professionals to support continuing education requirements of these professions.

5. **We will be an economic catalyst for the region.**

The University Libraries will
• Promote access to cutting-edge library resources as a pivotal component of economic development of region.
• Work with faculty in the College of Business, university centers and incubators, and local economic development entities to assist local businesses in their information needs.

6. **We will improve the region’s quality of place and increase community access to UT.**

The University Libraries will
• Promote the library as a public place.
• Continue to acquire unique and rare materials documenting Toledo and northwest Ohio, make such materials accessible to the community and to a wider audience by digitizing unique materials, and interpret these materials and educate about them through exhibitions and public programming;
• Seek outside funding to support some of its resources and services;
• Identify reserved parking close to Carlson Library for visiting community members for special events and to allow for easier access to library resources;
• Develop collections in areas appropriate to UT’s community, particularly in the area of the history of medicine, technology (particularly solar and alternative energy), and engineering (including Toledo high-tech businesses). This includes acquiring manuscripts and realia materials within our special collections that promote the ties between the historical development of these industries and their future in the region. The Canaday Center will also seek to expand collecting of papers of local politicians who have shaped our region’s history.

7. **We will achieve recognition for attention to urban education and urban communities.**

The University Libraries will
• Encourage student service projects around the topic of literacy, will improve literacy rates in urban communities;
• Address “digital divide” issues through information literacy classes and enhanced access to technology;

8. **We will encourage global engagement.**

The University Libraries will
• Explore sister library relationships with global universities with whom we have formal relationships;

9. **We will align University research, workforce development, and engagement efforts with the community.**

The University Libraries will
• Continue to acquire, develop, create, maintain, organize, and preserve collections in areas related to Centers of Excellence;
• Promote information literacy as a key component of workforce development for the region;
• Promote open access to scholarly research as a component of economic development.