

Syracuse University Library
Public Services Plan
2004

Syracuse University Library Public Services Principles

Public Services in the Syracuse University Library will foster a highly user-centered culture. The following principles guide the development and management of all Public Services offerings and support broader Library policies, procedures, and decisions:

- Deliver consistently excellent service in response to our users' changing needs.
- Educate and inform our users about the Library's resources, services, and policies.
- Provide services and supporting resources in a manner that is sensitive to the diversity of our users' abilities and needs.
- Collaborate with other library departments to acquire, manage, and make accessible the information resources needed by our users.
- Utilize current technology and resource sharing, and employ innovative strategies in the delivery of our services.
- Create a welcoming and comfortable University Center that fosters intellectual work, study, research, and cultural engagement.
- Continually assess our services and resources and welcome feedback from our users.

Revised April 25, 2003
Public Service Goals Drafting Team

Public Services Glossary

Goals, Common: Goals articulated by two or more departments that have significant overlap.

Information Literacy: The set of skills needed to find, retrieve, analyze, and use information (ACRL Introduction to Information Literacy
http://www.ala.org/Content/NavigationMenu/ACRL/Issues_and_Advocacy1/Information_Literacy1/Overview2/Intro_to_Info_Lit/Intro_to_Info_Lit.htm)

Instruction: A process by which learners are assisted in acquiring new skills, knowledge, and/or behaviors. Instruction can occur in a variety of face-to-face and virtual settings using a variety of media and methods. Instruction can be **formal**, whereby events are systematically planned to support the achievement of predefined, measurable goals and objectives, or **informal**, whereby information is shared to facilitate the learning of skills to accomplish a specific task.

Reference: Assists, advises and instructs library users in diverse knowledge formats and academic disciplines. Also, provides timely referral to library and academic services that most efficiently helps library users meet their research needs.
RUSA Guidelines, Jan. 26, 2003

Subject Specialists: Current title for **Selectors** (former term), those who manage funds for the acquisition of library resources.

Access and Digital Services Division Identity Statement

The Access and Digital Services Division (ADSD) furthers the University's academic and research mission by providing high-quality services that facilitate user access to library materials, including:

- access control (on-site and remote access authentication);
- circulation of SU-owned and borrowed materials;
- imaging, GIS, and numeric data services;
- interlibrary borrowing and lending;
- media, multimedia, and photocopy services;
- print and online course reserves;
- stack maintenance; and
- Web and OPAC development.

ADSD provides leadership in the development, implementation, continuous improvement, and innovation of access and digital services and programs, working in collaboration with other relevant areas of the Library.

ADSD consists of four departments and programs — Access Services, Digital Services, Interlibrary Loan, and Media Services. It is one of three public services divisions within Syracuse University Library.

Access Services Department Identity Statement

The Access Services Department provides access to E.S. Bird Library facilities and materials for members of the Syracuse University community and to visiting scholars and researchers. In collaboration with other public service departments, the Access Services Department establishes policies and procedures to ensure priority service for SU faculty, staff, and students while maintaining on-site access for the local community. Access Services encompasses the following public services:

- Circulation of materials (E.S. Bird stack items, reserves, and interlibrary loan)
- Course reserves
- Directional assistance
- Entrance and exit control
- Processing of circulation-related fines and fees
- Stacks maintenance

Access Services Department Goals

Goal 1: Assist with implementing the space planning initiative.	
REASON FOR GOAL	Solve the immediate problem of crowded stacks making it easier for students to find books. Plan for future growth of stacks.
MEASUREMENT	Stacks orderly with all books shelved vertically. Room for growth is added
ACCOUNTABILITY/AUTHORITY	Circulation Supervisor, Head of Access Services
TARGET DATE FOR COMPLETION	Dec. 2004
BENCHMARKS FOR SUCCESS	Books are in order in stacks, no books lying on top of existing stacks. Plan for future growth is established.
RELATIONSHIPS (COOPERATION NEEDED)	Heads of Public Services Collection Development, Facilities, and Office of Design and Construction
STAKEHOLDERS	Library users, Library staff
RESOURCES NEEDED	Budget for additional shelving and labor fees for installers
COMMUNICATION/REPORTING MECHANISMS	Library Cabinet, newsletter, web page

Goal 2: Standardize public service department circulation policies and procedures.	
REASON FOR GOAL	Document circulation policies and procedures across departments in order to avoid conflicting or inconsistent policies that confuse users.
MEASUREMENT	Published circulation policies and procedures adopted by PSDH
ACCOUNTABILITY/AUTHORITY	Public Service Dept. Heads
TARGET DATE FOR COMPLETION	June 2004
BENCHMARKS FOR SUCCESS	Standardized policies are established and communicated
RELATIONSHIPS (COOPERATION NEEDED)	Public Service Departments. Circulation policy action team
STAKEHOLDERS	Library patrons and staff
RESOURCES NEEDED	Staff time
COMMUNICATION/REPORTING MECHANISMS	Cabinet, newsletter

Goal 3: Fine-tune and assess campus delivery program and expand content to include additional format materials and digital delivery of articles.	
REASON FOR GOAL	Expand delivery program to provide various types of materials in a useful digital format
MEASUREMENT	Faculty use electronic document delivery system frequently
ACCOUNTABILITY/AUTHORITY	Head of Digital Division, Head of Access Services, Circulation and Reserves Supervisors
TARGET DATE FOR COMPLETION	June 2004
BENCHMARKS FOR SUCCESS	Documents successfully delivered to faculty computer desktops
RELATIONSHIPS (COOPERATION NEEDED)	Digital Services Department
STAKEHOLDERS	University faculty, Public Services staff
RESOURCES NEEDED	Staff trained in scanning and digital delivery.
COMMUNICATION/REPORTING MECHANISMS	Library web page, The Record, newsletter

Goal 4: Work with Library Management System Administrator to take advantage of circulation-related features available in Voyager such as self-check, automated connection to the bursar's office, and improved reporting.	
REASON FOR GOAL	Self-check meets patrons need to be independent while saving staff time. Automated bursar connection expedites student registration and release of transcripts and diplomas. Improved reports are useful tools for decision making in both Public Services and Collection Development.
MEASUREMENT	Self check running smoothly, reports successfully produced, connection to bursar's office working correctly
ACCOUNTABILITY/AUTHORITY	Library Management Systems Administrator, Head of Access Services
TARGET DATE FOR COMPLETION	December 2004
BENCHMARKS FOR SUCCESS	Self-check and automated bursar connection established.
RELATIONSHIPS (COOPERATION NEEDED)	Bursar's office, Library Management Systems Administrator.
STAKEHOLDERS	Library patrons and staff
RESOURCES NEEDED	Budget for self-check machine, staff time
COMMUNICATION/REPORTING MECHANISMS	Library newsletter

Goal 5: Develop a communication plan to improve communication both within Access Services and with other Library departments.	
REASON FOR GOAL	Well-informed staff who apply policies and procedures consistently are helpful to patrons.
MEASUREMENT	Listserv and other methods of communication established
ACCOUNTABILITY/AUTHORITY	Head of Access Services
TARGET DATE FOR COMPLETION	March 2004
BENCHMARKS FOR SUCCESS	Communication plan and process of communication established.
RELATIONSHIPS (COOPERATION NEEDED)	Access Services staff
STAKEHOLDERS	Library patrons and staff
RESOURCES NEEDED	Human Resources Department, staff time and commitment.
COMMUNICATION/REPORTING MECHANISMS	Meetings, email, listserv, newsletter

Goal 6: Training: develop a regular departmental training program to ensure skilled staff, e.g., customer service, teambuilding training. Participate in Library cross-training activities, e.g. new staff orientation sessions.	
REASON FOR GOAL	Provide accurate and friendly service to Library users.
MEASUREMENT	Accurate and friendly assistance to the public is the norm.
ACCOUNTABILITY/AUTHORITY	Head of Access Services, all Access Services staff
TARGET DATE FOR COMPLETION	June 2004
BENCHMARKS FOR SUCCESS	Regular training program is established.
RELATIONSHIPS (COOPERATION NEEDED)	Trainers including Library Staff Development Specialist, Access Services staff
STAKEHOLDERS	Library patrons and staff
RESOURCES NEEDED	Possible budget for outside trainers
COMMUNICATION/REPORTING MECHANISMS	Library newsletter

Digital Services Program Identity Statement

The Syracuse University Library Digital Services Program encompasses those services that provide consultation in the creation, manipulation, and re-purposing of information in digital format for teaching and research needs. The program encompasses the following:

- Digital Imaging Services Center
- Numeric Data Services
- Geographic Information Services

Digital Services Program Goals

Goal 1: Work with Numeric Data Services Librarian, GIS Librarian, and Digital Imaging Librarian to develop goals for program development.	
REASON FOR GOAL	The Digital Imaging Center and Numeric Data Services programs are new and will need clearly defined goals.
MEASUREMENT	Goal statements will be submitted.
ACCOUNTABILITY/AUTHORITY	Numeric Data Services Librarian, GIS Librarian, Digital Imaging Librarian, Digital Services Coordinator
TARGET DATE FOR COMPLETION	March 2004
BENCHMARK (S) FOR SUCCESS	Goals will be submitted.
RELATIONSHIPS (COOPERATION NEEDED)	Head of Maps and Government Information
STAKEHOLDERS	Digital Services Coordinator, Head of Maps and Government Information Digital Imaging Librarian, GIS Librarian, Numeric Data Services Librarian
RESOURCES NEEDED	Time
COMMUNICATION/REPORTING MECHANISMS	ADSD, PSDH

Goal 2: Meet regularly with Digital Services staff to discuss issues and share information regarding the development and provision of services	
REASON FOR GOAL	To build collaborative professional relationships with the Digital Imaging Librarian, Geographic Information Systems Librarian, and Numeric Data Services Librarian.
MEASUREMENT	Meetings will be held regularly.
ACCOUNTABILITY/AUTHORITY	Digital Services Coordinator, Head of Maps and Government Information
TARGET DATE FOR COMPLETION	Early Spring 2004
BENCHMARK(S) FOR SUCCESS	Program units will consult with colleagues regularly regarding decisions that may affect Digital Services operations.
RELATIONSHIPS (COOPERATION NEEDED)	Digital Services Coordinator, Head of Maps and Government Information, Digital Imaging Librarian, Numeric Data Services Librarian, GIS Librarian.
STAKEHOLDERS	Digital Services Coordinator, Head of Maps and Government Information, Digital Imaging Librarian, Numeric Data Services Librarian, GIS Librarian.
RESOURCES NEEDED	Time
COMMUNICATION/REPORTING MECHANISMS	News and updates will be reported via the communication channels described in Goal #4 below.

Goal 3: Document and disseminate information regarding the development of the Digital Services program, and work with the Communications Coordinator to develop and effective marketing and promotion strategy.	
REASON FOR GOAL	Digital Services program is new and needs to be promoted.
MEASUREMENT	Marketing and promotion strategy will be in place.
ACCOUNTABILITY/AUTHORITY	Digital Services Coordinator, Communications Coordinator
TARGET DATE FOR COMPLETION	Early spring 2004
BENCHMARK(S) FOR SUCCESS	Digital Services news and publications are regularly distributed through new and existing channels.
RELATIONSHIPS (COOPERATION NEEDED)	Communications Coordinator
STAKEHOLDERS	Digital Services Program units, users
RESOURCES NEEDED	Time and materials for print publications
COMMUNICATION/REPORTING MECHANISMS	Regular communication to Library staff and the University community through new and existing channels.

Goal 4: Build and maintain a web presence for the Digital Services program.	
REASON FOR GOAL	The Digital Services program does not have a single, physical location and therefore must establish itself as a significant virtual "place" on the Library's web site.
MEASUREMENT	A Digital Services web site will be in place.
ACCOUNTABILITY/AUTHORITY	Digital Services Coordinator, NDS Librarian, GIS Librarian, Digital Imaging Librarian
TARGET DATE FOR COMPLETION	Spring 2004
BENCHMARK(S) FOR SUCCESS	Patrons and staff will use and make referrals to the Digital Services web pages for program -related news, events, and information.
RELATIONSHIPS (COOPERATION NEEDED)	Web Development Team
STAKEHOLDERS	Digital Services Program units, users
RESOURCES NEEDED	Time
COMMUNICATION/REPORTING MECHANISMS	Regular communication to Library staff and the University community through new and existing channels.

Fine Arts Department Identity Statement

The Fine Arts Department (FAD) of Syracuse University Library includes visual and audio resources, the Limited Access Collection, the Architectural Reading Room in the School of Architecture and is part of the Research and Information Services Division. FAD provides informed guidance in the subject fields of art, design, film, photography, architecture, music and dance according to the latest scholarship and technological developments for teaching and research purposes. Our mandate is to encourage intellectual and creative competency by providing the best available resources in our fields of expertise.

- FAD provides reference and research assistance, instruction and consultation for the students, faculty and the greater academic community in the various arts
- FAD supports collection development and processing of materials related to the arts
- FAD collaborates with Computing and Media Services at Syracuse University and Library departments such as Information Management Services, the Digital Services Program, Media Services and other public service departments to provide visual and audio resources for teaching and research purposes

**Fine Arts Department (FAD)
Goals**

Goal 1: Automate Slide Processing, Create and Catalog Digital Images as per MDID Project with CMS and BSD	
REASON FOR GOAL	<ul style="list-style-type: none"> • To meet the changing pedagogical needs of faculty and continue the FAD's tradition of supplying images for teaching and research • To automate slide processing and cataloging of images in a searchable database • To initiate and develop a collaborative relationship with FCMS, faculty and internal SUL departments in preparation for long term technological changes
MEASUREMENT	<ul style="list-style-type: none"> • Employment of a database to hold image records which can be searched by Library users • Ability to distribute images into MDID with FCMS for faculty and student access
ACCOUNTABILITY/AUTHORITY	FAD staff and Head; Bibliographical Services in SUL; FCMS
TARGET DATE FOR COMPLETION	See below
BENCHMARKS FOR SUCCESS	<ul style="list-style-type: none"> • Pilot Project with FCMS projected completion date for August 2004. A review of pilot projects at that point will determine the next steps in this collaboration. • Test MARC for cataloging image records (winter 2004) • Faculty access to MDID and cataloged images for one survey course (Art and Ideas) is projected for fall 2004.
RELATIONSHIPS (COOPERATION NEEDED)	FCMS, faculty, BSD, FAD staff, Media Services
STAKEHOLDERS	Faculty, FAD staff, FCMS, BSD, DISC
RESOURCES NEEDED	Testing of programs (ACCESS, MARC, MDID); digital resources at FCMS for the digitization and storage of images; server space at Newhouse (to be replaced by FCMS for this project when needed).
COMMUNICATION/REPORTING MECHANISMS	Faculty committee, BSD, staff of the FAD, Library Cabinet, regular on-going meetings with Team Leaders of MDID H. Sonne de Torrens and Stephen Sartori.

Goal 2: Work with SUL departments to prepare for the digitization of digital music files	
Reason for Goal	<ul style="list-style-type: none"> To meet the changing pedagogical needs of the faculty and fulfill current requests for digital music files To provide greater and easier access to audio recordings as required for the SU music programs from any SUL connection on the web
Measurement	<ul style="list-style-type: none"> The establishment of an Action Team to assess how and when SUL will undertake this project The formulation of a plan to commence digitization of music files for teaching purposes
Accountability/Authority	Fine Arts Department staff (Bill, Carole and Harriet) and other SUL departments (to be determined); CMS (?)
Target Date for Completion	See below
Benchmarks for Success	<ul style="list-style-type: none"> Formalize a plan (2004) Commence digitization (fall 2004 or winter 2005)
Relationships (cooperation needed)	CFMS (?), DISC (?), Reserves (?), Media Services (?), Faculty of Music, staff in Fine Arts Department
Stakeholders	Faculty, Fine Arts Department staff and other SUL departments
Resources needed	To be determined
Communication/Reporting Mechanisms	To be determined

Goal 3: Staff Development	
Reason for Goal	<ul style="list-style-type: none"> To improve staff technological skills to keep up with changes and goals in the Fine Arts Department To ensure flexibility and future departmental needs will be met by current staff
Measurement	<ul style="list-style-type: none"> Overall awareness and increased skill levels Increased comfort zones with technology and digitization Staff confidence in taking responsibility for new assignments
Accountability/Authority	Fine Arts Department staff; SUL
Target Date for Completion	See below
Benchmarks for Success	<ul style="list-style-type: none"> Training Sessions (ongoing upgrading of skills) Assignment of specific training as needed
Relationships (cooperation needed)	Trainers; staff
Stakeholders	All SUL staff; faculty and patrons
Resources needed	Staff time and effort; BSD, Media Services, CMS.
Communication/Reporting Mechanisms	Meeting minutes; e-mail; newsletter

Goal 4: Improve Public Spaces and Work Environments in FAD	
Reason for Goal	<ul style="list-style-type: none"> To create a more aesthetically pleasing and user friendly environment for patrons To provide an attractive and organized setting appropriate for work To reduce the three service points in FAD
Measurement	<ul style="list-style-type: none"> Increased productivity and harmonious environment through observation and feedback Staff time and resources will be available to be rededicated to other projects
Accountability/Authority	Staff of the Fine Arts Department, SUL
Target Date for Completion	Summer 2004
Benchmarks for Success	
Relationships (cooperation needed)	RISD, SUL, ODC.
Stakeholders	SUL patrons and staff
Resources needed	Staff; possibly consultants and/or professionals to redesign the spaces; movers; administration
Communication/Reporting Mechanisms	RISD, SUL administration, ODC and other SUL dept.

Goal 5: Market and Promote Resources of FAD and SUL	
Reason for Goal	<ul style="list-style-type: none"> To improve the outward perception of the FAD and SUL To demonstrate SUL commitments to the faculties and the schools the department serves
Measurement	<ul style="list-style-type: none"> Increased use of facilities statistics Attendance at special events
Accountability/Authority	FAD staff, Media Services, SUL communications and development officers, and other SUL departments
Target Date for Completion	<ul style="list-style-type: none"> Special Events Series (Architecture and Music events held in the Fall 2003 and Spring 2004) 2-day symposium <i>News as Art</i> in Fall 2004
Benchmarks for Success	
Relationships (cooperation needed)	University and greater academic community
Stakeholders	FAD Staff; students; University Lecture Series (paying for keynote speaker Susan Sontag); Newhouse School of Communication, arts and architecture faculties, greater academic community; SU Development Office.
Resources needed	Funding through the development office for <i>News as Art</i> (Tom Walsh); speakers; developmental and organizational time
Communication/Reporting Mechanisms	Web pages; promotional flyers; <i>SU Record</i> and other promotional venues.

Instructional Programs Identity Statement

Syracuse University Library's Instruction Program is responsible for defining the direction of information literacy instruction for the Library and facilitating Library staff in providing instruction. The Instruction Program provides services to ensure that students, faculty, and other users learn information literacy skills (i.e., locating, assessing, and using information for academic and personal research). The Instruction Program supports the University's mission as a student-centered research university and is dedicated to promoting lifelong learning.

The Instruction Program collaborates with other Public Services staff to provide the following services to users:

- Formal discipline and course-related instruction in the use of the Library and information resources using a variety of methods and formats;
- Consultation with faculty in designing course instruction to integrate information literacy skills into the curriculum;
- Faculty training in information resources and information literacy instruction;
- Orientation activities aimed at first-year and transfer students (e.g., tours, introductory sessions, etc.);
- Electronic and print-based instructional materials to aid students and others in using information resources and developing research skills.

Instructional Program Goals

Goal 1: Lead initiative to integrate information literacy across the curriculum using ACRL standards.	
REASON FOR GOAL	To assist students in achieving information literacy skills within the context of their academic disciplines.
MEASUREMENT	<ul style="list-style-type: none"> • A written plan outlining long-term goals for the Instruction Program. • Opportunities to ensure that all SUL librarians and other appropriate staff will understand goals and objectives of the Instruction Program and will be able to communicate them effectively to the SU community. • Web and print-based materials to promote services and resources.
ACCOUNTABILITY/AUTHORITY	Head of Instructional Programs; Instructional Programs Specialist; Division Head; AUL for Public Services
TARGET DATE FOR COMPLETION	December 2004
BENCHMARKS FOR SUCCESS	<ul style="list-style-type: none"> • Written plan outlining information literacy integration in at least two disciplines/academic programs. • All SUL librarians and identified staff attend training sessions on Instruction Program goals and objectives and communicate effectively program goals and objectives. • Updated web page outlining current services and resources. • Print handout/brochure outlining current services and resources.
RELATIONSHIPS (COOPERATION NEEDED)	All librarians (including subject specialists); other staff with instruction duties; Library Administration; Instruction Advisory Group; Communications Coordinator
STAKEHOLDERS	Head of Instructional Programs; all librarians (including subject selectors); other staff with instruction duties; Library Administration; faculty
RESOURCES NEEDED	Staff time, energy, training facilities, materials
COMMUNICATION/REPORTING MECHANISMS	Plans and results to Division Head and AUL for Public Services

Goal 2: Collaborate on the design of an additional electronic classroom/lab	
REASON FOR GOAL	To provide the space needed to accommodate a growing number of instructional activities within the Library.
MEASUREMENT	Proposal accepted for space and target date set for construction/design.
ACCOUNTABILITY/AUTHORITY	Head of Instructional Programs; Staff Development Specialist; Division Head; AUL for Public Services
TARGET DATE FOR COMPLETION	December 2004
BENCHMARKS FOR SUCCESS	A plan for instructional space that accommodates both Library instruction and staff development activities.
RELATIONSHIPS (COOPERATION NEEDED)	Office of Design and Construction; Director of Development (SUL); Media Department
STAKEHOLDERS	Head of Instructional Programs; Staff Development Specialist; Division Head; Library Administration; Media Department; Office of Design and Construction; faculty; students
RESOURCES NEEDED	Time; space; funding for equipment and furniture
COMMUNICATION/REPORTING MECHANISMS	Final proposal to Division Head

Goal 3: Launch online information literacy tutorial	
REASON FOR GOAL	To assist students in learning research skills and in using Library resources and services and to assist librarians in providing instruction.
MEASUREMENT	Tutorial in accessible area on Library web site and used by SU students to improve research skills.
ACCOUNTABILITY/AUTHORITY	Head of Instructional Programs; intern; Division Head
TARGET DATE FOR COMPLETION	1. Pilot: January 2004 2. Final version: May 2004
BENCHMARKS FOR SUCCESS	1. Students (sample) indicate satisfaction with tutorial and improvement of research skills. 2. Instruction librarians indicate satisfaction with using tutorial as instructional aid.
RELATIONSHIPS (COOPERATION NEEDED)	Instruction librarians; faculty; students
STAKEHOLDERS	Instruction librarians; faculty; students
RESOURCES NEEDED	Time for intern and Head of Instructional Programs; web space
COMMUNICATION/REPORTING MECHANISMS	Inform Library staff, students and faculty of availability of tutorial through e-mail, web site, staff newsletter, Daily Orange, etc.

Goal 4: Develop assessment plan for Instruction Program	
REASON FOR GOAL	To systematically measure the need for and effectiveness of Instruction Program services.
MEASUREMENT	A detailed plan outlining assessment activities.
ACCOUNTABILITY/AUTHORITY	Head of Instructional Programs; Instruction Advisory Group; Division Head; AUL for Public Services; Assessment Team
TARGET DATE FOR COMPLETION	May 2004
BENCHMARKS FOR SUCCESS	Plan includes assessment activities to determine effectiveness of past and current services; student and alumni information literacy skills; need for new services
RELATIONSHIPS (COOPERATION NEEDED)	SUL Assessment Team; Collection Development Assembly; Center for Support of Teaching and Learning
STAKEHOLDERS	SUL Assessment team; Instruction librarians; faculty; students
RESOURCES NEEDED	Time
COMMUNICATION/REPORTING MECHANISMS	Plan shared with Division Head and then AUL for Public Services and Assessment Team

Interlibrary Loan Identity Statement

Syracuse University Library (SUL) Interlibrary Loan assists in meeting the information needs of its users, developing processes and adapting the technology necessary to deliver material in an efficient and timely manner. Interlibrary loan is the process by which a library requests materials from or supplies material to another library. Interlibrary Loan provides the link to materials throughout the world in support of scholarly research. This service:

- Supplements the SUL collections by locating and obtaining resources that are available from other libraries
- Uses commercial document delivery services to obtain resources not available from libraries.
- Supplies SUL materials to libraries and other organizations throughout the United States and abroad.

Interlibrary Loan Goals

Goal 1: Reduce turn around time, process borrowing requests within 48 hours or less.	
REASON FOR GOAL	To improve turnaround time, utilize staff efficiently, and control backlog.
MEASUREMENT	Borrowing requests will be processed within 48 hours or less. Borrowing backlog will be no more than three days.
ACCOUNTABILITY/AUTHORITY	Unit Head
TARGET DATE FOR COMPLETION	May 2004
BENCHMARKS FOR SUCCESS	Desired turnaround time achieved; backlog of three days or less accomplished.
RELATIONSHIPS (COOPERATION NEEDED)	ILL Staff, Access Services Staff, Copy Services Staff
STAKEHOLDERS	Students, faculty and staff of SUL and other borrowing libraries. ILL
RESOURCES NEEDED	ILL Staff, Access Services Staff, Copy Services Staff, ILL Student Assistants
COMMUNICATION/REPORTING MECHANISMS	Unit Head, ILL Supervisor

Goal 2: Explore relevant technology of interest to SUL, i.e. Peer-to-Peer Protocol (ILL with other consortium members using ISO ILL).	
REASON FOR GOAL	To develop knowledge of best practices, continuously develop ILL service, and facilitate needed changes . Unit Head will share relevant knowledge with ILL Staff, ADSD Division Head and PSDH.
MEASUREMENT	Updated technology and workflows when needed.
ACCOUNTABILITY/AUTHORITY	LISD, Unit Head, ILL Supervisor
TARGET DATE FOR COMPLETION	Ongoing process
BENCHMARKS FOR SUCCESS	ILL technology updates will be performed when needed. Staff will be trained and their skills will be updated when necessary.
RELATIONSHIPS (COOPERATION NEEDED)	LISD, ALA ILL colleagues, CLRC colleagues, CLRC Ad Hoc Committee on Peer to Peer Interlibrary Loan
STAKEHOLDERS	ILL staff, S.U. students, faculty, and staff; borrowing partner libraries.
RESOURCES NEEDED	Software and system upgrades (\$) and expertise, e.g., an . additional ARIEL workstation.
COMMUNICATION/REPORTING MECHANISMS	LISD, ILL Unit Head, ILL Supervisor, ADSD Division Head

Goal 3: Develop strategy for better communication with ILL staff, Access Services staff, RISD staff and Library staff	
REASON FOR GOAL	Improve service quality and eliminate errors; inform library staff of ILL procedures and policies; inform the library of events in the ILL community.
MEASUREMENT	Conduct monthly ILL staff meetings. Schedule meetings with the Access Services staff during semester breaks. Use the staff newsletter to communicate ILL news to the library staff.
ACCOUNTABILITY/AUTHORITY	ILL Unit Head, ILL Supervisor, Access Services Department Head, ADSD Division Head
TARGET DATE FOR COMPLETION	Ongoing process, starting in Spring Semester 2004
BENCHMARKS FOR SUCCESS	Informed ILL and Access Services Staff.
RELATIONSHIPS (COOPERATION NEEDED)	Access Services, RISD
STAKEHOLDERS	ILL Staff, Access Services Staff, Library Staff
RESOURCES NEEDED	ILL and Access Services Staff support
COMMUNICATION/REPORTING MECHANISMS	Meetings, email, library newsletter

Goal 4: Analyze and adjust the Empire Express Service.	
REASON FOR GOAL	To improve the Empire Express (EE) Service and to achieve goals set in the EE partnership agreement.
MEASUREMENT	Achieve the 48-hour turn around time for supplying material to EE partners. Borrowed material should also be received within the 48-hour target time.
ACCOUNTABILITY/AUTHORITY	ILL Unit Head, ILL Supervisor, EE Supervisors
TARGET DATE FOR COMPLETION	Spring Semester 2004
BENCHMARKS FOR SUCCESS	Material is received and sent out in required time period. EE requests are given a priority for processing.
RELATIONSHIPS (COOPERATION NEEDED)	EE partners, ILL Staff
STAKEHOLDERS	SUL students, faculty, and staff. EE library users.
RESOURCES NEEDED	ILL staff and student assistants. Copy Services staff. EE partners.
COMMUNICATION/REPORTING MECHANISMS	Email to EE partners (listserv). ILL staff meetings to communicate necessary changes.

Goal 5: Collaborate with the Collection Development Committee to establish a process to share Interlibrary Loan use statistics with subject specialists.	
REASON FOR GOAL	To determine whether ILL usage statistics are a useful tool for selectors.
MEASUREMENT	Process is established to disseminate necessary statistics and needed information to selectors.
ACCOUNTABILITY/AUTHORITY	ILL Unit Head, AUL for Collection Development
TARGET DATE FOR COMPLETION	Spring 2004 to initiate program. Ongoing
BENCHMARKS FOR SUCCESS	Procedure established and relevant information made available for selectors. Selectors are able to utilize information provided.
RELATIONSHIPS (COOPERATION NEEDED)	Collection Development Committee
STAKEHOLDERS	SUL Students, Faculty and Staff
RESOURCES NEEDED	ILLiad Statistics, LISD, ILL Unit Head, Atlas Technical Support Staff (ILLiad developers)
COMMUNICATION/REPORTING MECHANISMS	Email, meetings

Library Information Systems Division (LISD) Identity Statement

The Library Information Systems Division develops and implements information technology solutions to meet library goals and maintains the library's computing infrastructure. To support library staff and users' IT needs, LISD

- Provides reliable network service, stable servers, and a comprehensive desktop computing environment for library staff and users. Enhances the security of the computing environment through virus scanning, patch management, regular backups of critical data, and other security-related efforts
- Monitors new trends in the information systems industry and develops and implements new information technologies that are tailored to meet SUL needs and goals.
- Provides system-level consultation and technical advice to library departments for their various digital initiatives. Troubleshoots hardware and software problems. Upgrades software to improve the functionality and stability of applications.
- Coordinates the Technology Associates Program to provide hands-on technical support to library staff from within their department.
- Works with the library's training specialist to improve computing skills across the library.
- Collaborates with Computing & Media Services to ensure compliance with the University's IT standards and guidelines.
- Partners with CMS and the BSD's system group to support the Summit (Voyager) system and provide network and client level assistance for that system.

**Library Information Systems Division (LISD)
Goals**

Goal 1: Review the current LAN structure (physical network, server configuration, service delivery methods, etc.) and make improvements	
REASON FOR GOAL	Ensure a robust network capable of handling the information needs of the Library; eliminate any bottlenecks that impact network speed and performance
MEASUREMENT	fewer problems, reduce help-desk tickets in network problem category
ACCOUNTABILITY/AUTHORITY	LISD staff, AUL/PS
TARGET DATE FOR COMPLETION	Through out 2004
BENCHMARKS FOR SUCCESS	Stable performance; reduction of downtime; Analysis report on network capacity.
RELATIONSHIPS (COOPERATION NEEDED)	CMS NSS group
STAKEHOLDERS	Users (library staff, users); LISD/CMS staff
RESOURCES NEEDED	New software; expertise; time; new or upgraded switching equipment; wiring upgrades
COMMUNICATION/REPORTING MECHANISMS	Documented report will be submitted; AUL/PS

Goal 2: Improve the communication between LISD and other SUL staff. Keep staff informed about new projects and IT activities. Use meetings, newsletters, and other communication vehicles to educate library staff about the current IT infrastructure/happenings in SUL	
REASON FOR GOAL	Encourage dialogue between LISD and other professional staff on the broader technical trends that impact us all.
MEASUREMENT	Number of communication pieces; feedback and reactions from staff
ACCOUNTABILITY/AUTHORITY	LISD staff; AUL/PS
TARGET DATE FOR COMPLETION	Through out 2004
BENCHMARKS FOR SUCCESS	The communication pieces themselves – the number of them, how accurate and informative they are, and whether they reach the people who need the information. Work with Peer-to-Peer committee to give at least one presentation about emerging information technologies and their potential impact on the library
RELATIONSHIPS (COOPERATION NEEDED)	Other departments in SUL
STAKEHOLDERS	LISD staff; Terry Belzak; Cabinet; P2P committee; Admin; AUL/PS
RESOURCES NEEDED	Energy, time
COMMUNICATION/REPORTING MECHANISMS	Emails, SULA meeting; newsletters, cabinet, AUL/PS

Goal 3: Participate in library-wide IT planning and provide accurate data to reflect the current IT status and to support SUL IT decision making process	
REASON FOR GOAL	Provide data and advice to administration for SUL-wide IT planning
MEASUREMENT	Activities; relevant projects; data gathering
ACCOUNTABILITY/AUTHORITY	LISD staff; AUL/PS
TARGET DATE FOR COMPLETION	June 2004
BENCHMARKS FOR SUCCESS	Detailed reports; proposals
RELATIONSHIPS (COOPERATION NEEDED)	CMS, SUL Admin, AUL/PS; AUL/IMS
STAKEHOLDERS	LISD staff, SUL staff, CMS participates
RESOURCES NEEDED	Energy, time, and knowledge
COMMUNICATION/REPORTING MECHANISMS	Various reports requested, Cabinet, AUL/PS, AdCom

Maps and Government Information (MGI) Identity Statement

The Syracuse University Library Maps and Government Information Department (MGI) provides comprehensive public and technical services for federal, international, and state government information and for maps, atlases, and aerial photographs.

- MGI provides reference, formal instruction, circulation, and location assistance for those collections as well as cataloging and processing of items received on deposit.
- The department provides support and a physical location for GIS (Geographic Information Systems) and Numeric Data services and maintains many numeric and geospatial datasets.
- MGI is unique because it is the only department in the Library with a legal mandate to provide service to the general public.
- MGI receives and processes government depository material and complies with all requirements of federal and state programs and of the New York State Data Center.
- MGI works closely with cataloging and processing units of the Bibliographic Services Division, the Library's Digital Services Program, and other departments in RISD.

Maps and Government Information Department Goals

Goal 1: Identify collections and plan digitization	
REASON FOR GOAL	To make collections of interest to researchers and students accessible via Internet (increasing access); save on wear & tear of popular/heavily used items; increase useability/searchability
MEASUREMENT	<ul style="list-style-type: none"> • Materials available to patrons via Internet, and searchable in ways they need and want • Materials digitized in appropriate formats according to professional standards • Appropriate metadata available and useable; also shared as appropriate (clearinghouses, networks)
ACCOUNTABILITY/AUTHORITY	Government Publications Librarian; GIS/Maps Librarian; Metadata Cataloger(s)
TARGET DATE FOR COMPLETION	May 2004/ongoing
BENCHMARKS FOR SUCCESS	<ul style="list-style-type: none"> • Communication with all appropriate parties has taken place and is ongoing, as necessary • Promotion to patrons and SUL: advertising, links from OPAC and Library website, other PR venues, etc.
RELATIONSHIPS (COOPERATION NEEDED)	University and community researchers; Library Digital Services; LISD; BSD (metadata); ARL; GPO; Library Preservation; Library Subject Specialists
STAKEHOLDERS	MGI and Digital Services librarians; students, faculty, and staff of SU; Library; ARL; GPO
RESOURCES NEEDED	Personnel, time, materials/collections; standards; hardware, storage, software
COMMUNICATION/REPORTING MECHANISMS	<ul style="list-style-type: none"> • Meetings and presentations with researchers; Library team meetings/email; test pages; continuing improvement on live pages • Work within evolving framework of SUL Digital Library

Goal 2: Work with BSD to identify and plan appropriate cataloging projects	
REASON FOR GOAL	Many uncataloged items in MGI: need to prioritize and use staff resources wisely and efficiently
MEASUREMENT	Accurate and descriptive records for all targeted items are in the Library catalog
ACCOUNTABILITY/AUTHORITY	MGI, BSD, Voyager specialists
TARGET DATE FOR COMPLETION	Initial meeting: mid-December 2003
BENCHMARKS FOR SUCCESS	<ul style="list-style-type: none"> • Accurate and descriptive records for all targeted items in the Library catalog • Effective partnership and use of resources between MGI and BSD • Patron independence in finding materials in OPAC and locating them on our shelves or via Internet
RELATIONSHIPS (COOPERATION NEEDED)	MGI, BSD
STAKEHOLDERS	MGI, BSD; SU Library patrons
RESOURCES NEEDED	Personnel, time, materials/collections
COMMUNICATION/REPORTING MECHANISMS	Direct email or in person meetings; MGI weekly meetings; MGI dept listserv list; BSD Policies & Procedures group

Goal 3: Begin inventory of print and virtual collection classed in SuDoc	
REASON FOR GOAL	Collection contains materials without records and records without materials
MEASUREMENT	<ul style="list-style-type: none"> • Complete, accurate Voyager reports are created by location/call number sequence • Each piece (physical or virtual) is checked for a record • Each record is checked for corresponding physical or virtual material • Records for materials we do not have are deleted (or the materials obtained) • Materials without records are either withdrawn or are given accurate records
ACCOUNTABILITY/AUTHORITY	MGI Department Head; MGI Office Supervisor; MGI Dept.; Voyager Specialists
TARGET DATE FOR COMPLETION	Start inventory spring semester 2004
BENCHMARKS FOR SUCCESS	No more records without holdings or items without records
RELATIONSHIPS (COOPERATION NEEDED)	BSD, Voyager specialists
STAKEHOLDERS	MGI; BSD; SU students, faculty, and staff.
RESOURCES NEEDED	Personnel, time, materials/collections
COMMUNICATION/REPORTING MECHANISMS	Direct email or in person meetings; MGI weekly meetings; MGI dept listserv list; BSD Policies & Procedures group

Goal 4. Cataloging/shifting/signage for MGI microfiche collections	
REASON FOR GOAL	Alleviate patron and staff confusion; connect finding aids with collection; increase use of collections
MEASUREMENT	<ul style="list-style-type: none"> • Descriptive guidelines in place for staff training and reference desk use • Greater use of fiche collections (as measured by number of times we help people locate fiche; number of fiche we re-file after use)
ACCOUNTABILITY/AUTHORITY	MGI Office Supervisor, Dept Head, MGI staff, MGI student assistants
TARGET DATE FOR COMPLETION	March 30, 2004
BENCHMARKS FOR SUCCESS	<ul style="list-style-type: none"> • Greater use of these valuable fiche collections • Avoid duplication of resources: if selectors know material is already held by Library they will not accidentally purchase materials again • Greater staff confidence and success with fiche questions at MGI Reference Desk;
RELATIONSHIPS (COOPERATION NEEDED)	MGI Office Supervisor, Dept Head, MGI staff, MGI student assistants, BSD
STAKEHOLDERS	MGI; Students, faculty, and staff of SU; Library
RESOURCES NEEDED	Personnel, time, materials/collections
COMMUNICATION/REPORTING MECHANISMS	MGI weekly meetings; MGI dept listserv list; BSD Policies & Procedures group

Media Services Department Identity Statement

The Media Services Department of SUL supports creative learning and the teaching/learning experience by facilitating effective user access to collections of video, audio, film, microform, and multimedia materials in analog and digital formats and the equipment to utilize them.

Media provides expert assistance and up-to-date technology tools to enable users to draw on these resources

- in the capture, creation, manipulation and completion of multimedia projects;
- in the delivery of hardcopy (including photocopy); and
- in the digital output of print, audio, video and digital resources.

Media provides support and resources for users with special needs to enable their most effective use of adaptive technologies in accessing and using information resources.

Media collaborates with other Library and University departments to provide leadership in informing and assisting librarians, faculty and staff in the use and integration of multimedia resources in support of teaching, learning and research. We also provide resources and support for the presentation of instructional sessions and programs to increase the awareness of the Library and its services to the university community.

Media Services Department Goals

Goal 1: Undertake a review of the continued usage/relevance, organization, access (cataloging), conditions, and storage of items in its collections.	
REASON FOR GOAL	To improve access (intellectual and physical); to improve use of space by eliminating or relocating collections; to preserve and protect resources, reformatting collections as appropriate.
MEASUREMENT	Number of items withdrawn, transferred, identified for cataloging, in need of reformatting or preservation treatment.
ACCOUNTABILITY/AUTHORITY	Media Services Department Head, AUL-CD, AUL-IMS
TARGET DATE FOR COMPLETION	Initial target date of June 30, 2004 for the 16mm films and vinyl recordings and December 31, 2004 for the audiocassettes and microfilms.
BENCHMARKS FOR SUCCESS	Reports and lists of actions recommended and taken including continued need for the item(s), need for access information (including intellectual property rights) and need to care for physical condition.
RELATIONSHIPS (COOPERATION NEEDED)	BSD, AUL-CD, Preservation Administrator
STAKEHOLDERS	Media Services; Students, faculty, and staff.
RESOURCES NEEDED	Staff time, appropriate shelving/storage, preservation funds, and usage data.
COMMUNICATION/REPORTING MECHANISMS	Reports to Division Head, AUL-CD, Cabinet

Goal 2: Review all departmental procedures for clarity, documentation, comprehensiveness and measures of compliance.	
REASON FOR GOAL	The review will result in a more unified and comprehensive departmental procedures and information manual and improve the staff's ability to serve the needs of users.
MEASUREMENT	Completed manual
ACCOUNTABILITY/AUTHORITY	Media Services Department Head, Media Supervisor, Multimedia Coordinator
TARGET DATE FOR COMPLETION	Working draft – August 15, 2004 Working document – December 31, 2004
BENCHMARKS FOR SUCCESS	Compilation of sections of the manual. Identification of gaps and plan for addressing.
RELATIONSHIPS (COOPERATION NEEDED)	PSDH, Division Head, AUL-PS, Director of Administrative Services.
STAKEHOLDERS	Media staff; students, faculty, and staff.
RESOURCES NEEDED	Staff time
COMMUNICATION/REPORTING MECHANISMS	Media staff meetings; copies of the completed manual will be provided to PS departments and in other relevant locations.

Goal 3: Survey existing technologies in the department and in presentation rooms and determine any limitations due to technological advancements that may hinder their use for the effective communication of information.	
REASON FOR GOAL	To maintain the ability to provide support for current accepted standards of presentation; to maintain current hardware, software and software versions.
MEASUREMENT	High quality presentations in Library meeting rooms. Up to date software and hardware to support academic needs of Library users.
ACCOUNTABILITY/AUTHORITY	Media Services Department Head; Multimedia Coordinator.
TARGET DATE FOR COMPLETION	Target date for completion of the review is July 31 with further implementation based on available resources and priorities.
BENCHMARKS FOR SUCCESS	Record limitations and lists suggestions for adapting or eliminating them. Relocation, replace, upgrading with newer technology or elimination of specific equipment and or services.
RELATIONSHIPS (COOPERATION NEEDED)	Instructional Programs, LISD, CMS, Library Administration, Staff Development Specialist
STAKEHOLDERS	Library staff; students, faculty, and staff.
RESOURCES NEEDED	Staff time, budget
COMMUNICATION/REPORTING MECHANISMS	Library staff web, Library newsletter.

Goal 4: Explore and develop mechanisms for increasing the use of Library resources by creating a greater awareness of the resources and services available through the Media department and how they may be used in teaching, learning and research.	
REASON FOR GOAL	Improve the teaching/learning process. Maximize the return on investment of Library expenditures.
MEASUREMENT	Evaluation of success will be based both on numbers reached and the demographics.
ACCOUNTABILITY/AUTHORITY	Media Services, Division Head, AUL-PS.
TARGET DATE FOR COMPLETION	Outline for awareness activities for 04-05 academic year in place by August 1. Ongoing.
BENCHMARKS FOR SUCCESS	Increased use of Media resources. Increased appearance of information on Media resources through campus outlets.
RELATIONSHIPS (COOPERATION NEEDED)	Communications Manager, University communication and PR offices; Development Officer, Instruction and staff training programs, CDC, CSTL.
STAKEHOLDERS	Students, faculty, and staff.
RESOURCES NEEDED	Staff design and presentation skills, materials for handouts, brochures and posters.
COMMUNICATION/REPORTING MECHANISMS	Library staff, emails, web pages.

E.S Bird Library Reference Department Identity Statement

The E.S. Bird Library Reference Department:

Provides information in the humanities and social sciences, as well as in other academic disciplines to support the research needs of Syracuse University students, faculty, staff, as well as the larger Syracuse community. To do this, the Department:

- Provides leadership in the implementation of innovative reference services utilizing current technologies and methodologies.
- Provides accurate reference, research, and referral service to users at the appropriate times and points of need.
- Delivers instruction to users in various formats including individual and group consultation, and classroom instruction in collaboration with Syracuse University Library's Instruction Program.
- Collaborates with other library and university departments to support the "student centered research university".

bcr

12/11/03

E.S. Bird Library Reference Department Goals

Goal 1: Successfully hire a permanent Head of Reference	
REASON FOR GOAL	Vacant position; need of a full time leader for a critical dept
MEASUREMENT	Evaluate and rewrite if necessary the job description for the Head of Reference position.
ACCOUNTABILITY/AUTHORITY	Search committee; Dept; Division Head; AUL for Public Services; University Librarian
TARGET DATE FOR COMPLETION	November 2004
BENCHMARKS FOR SUCCESS	Successfully filled position
RELATIONSHIPS (COOPERATION NEEDED)	Good pool of applicants; "good fit" candidate; Library and HR personnel, Head of RISD, AUL for Public Services
STAKEHOLDERS	Reference department; Students, faculty, and staff of SU; Library;
RESOURCES NEEDED	Search Committee; budget; competitive compensation;
COMMUNICATION/REPORTING MECHANISMS	Library personnel department and University HR; Search committee; Administration

Goal 2: Enhance the comfort, physical attractiveness, and functionality of the Reference Area.	
REASON FOR GOAL	Improve services to students, faculty, and staff; support independent use of library
MEASUREMENT	<ul style="list-style-type: none"> • create signage • re-arrange furniture • draft a proposal for improvements to the reference area of Bird Library
ACCOUNTABILITY/AUTHORITY	Proposal Team; Department Heads
TARGET DATE FOR COMPLETION	<ul style="list-style-type: none"> • create signage (March 2004) • re-arrange furniture (Summer 2004) • proposal (December 2004)
BENCHMARKS FOR SUCCESS	Increased # of reference transactions; positive user feedback; observed independent use of facilities/resources.
RELATIONSHIPS (COOPERATION NEEDED)	Facilities; Admin; Systems; MGI; DISC
STAKEHOLDERS	Patrons, department, Library, esp. other first floor service points
RESOURCES NEEDED	Energy, time, personnel, equipment, budget
COMMUNICATION/REPORTING MECHANISMS	Minutes, staff newsletter, administrative reports (e.g., PSDH, RISD, Cabinet)

Goal 3: Provide members of the E.S. Bird Library Reference Department with brief demonstrations of databases or other significant resources.	
REASON FOR GOAL	To ensure informed reference service, in addition to the formal staff development program.
MEASUREMENT	Number of sessions delivered annually
ACCOUNTABILITY/AUTHORITY	Reference Department
TARGET DATE FOR COMPLETION	Ongoing
BENCHMARKS FOR SUCCESS	Minimum 12 sessions delivered annually
RELATIONSHIPS (COOPERATION NEEDED)	Reference Department
STAKEHOLDERS	Reference Department, patrons
RESOURCES NEEDED	Time, laptop and projector, listserv, volunteers
COMMUNICATION/REPORTING MECHANISMS	Department minutes, listserv

Goal 4: Examine the need for offsite reference service.	
REASON FOR GOAL	Patron outreach; Strategic Plan recommendation; Reference at time and place of need
MEASUREMENT	Develop a survey to measure the need for off-site reference (i.e. an environmental scan)
ACCOUNTABILITY/AUTHORITY	Reference department
TARGET DATE FOR COMPLETION	December 2004
BENCHMARKS FOR SUCCESS	Survey completed.
RELATIONSHIPS (COOPERATION NEEDED)	University community
STAKEHOLDERS	Reference Department, SU Library including the Assessment Action Team, University community
RESOURCES NEEDED	Staff Time, Expert assistance external to the Reference department, Stakeholder input
COMMUNICATION/REPORTING MECHANISMS	Reference Department, PSDH, RISD, Cabinet Minutes

Research and Information Services Division (RISD) Identity Statement

The SU Library's purpose is to "build and organize enduring accessible collections and to provide expert services that promote scholarship, learning, and discovery." Toward that end, the Research and Information Services Division (RISD)

- provides information, reference, research assistance, and instructional services in all disciplines and subjects
- partners with other Library and University agents to provide access to and assistance in using several specialized collections in a variety of formats including image collections; music recordings; maps and aerial photographs; state, federal, and international government publications; geographic information systems, and numeric data
- provides leadership in the development, implementation, and continuous improvement of reference and instructional programs and services.

RISD consists of five departments and programs—Fine Arts, Instructional Programs, Maps and Government Information, Reference, and Science and Technology Libraries. It is one of three public services divisions within Syracuse University Library.

L. Moeckel
12/2/03 rev.

Science and Technology Libraries Identity Statement

The Science and Technology Library, and its satellite information centers in the Geology, Physics and Math Libraries, provides a full complement of public services and research collections to support the information needs of students, faculty, staff and other researchers from the community.

- The Science and Technology (Sci-Tech) Libraries aspire to meet the requirements of a demanding and technologically sophisticated clientele by taking advantage of new technologies to improve user access to scientific and technical information in the following subjects: Biology, Chemistry, Computer Science, Engineering, General Science, Geology and Earth Sciences, Health Sciences, Mathematics, Neuroscience, Nursing, Nutrition, Physical Geography, Physics and the History and Philosophy of Science.
- The Science and Technology Library staff provides and seeks to enhance consistent, quality service and access across all Sci-Tech Library units, in partnership with other Syracuse University Library departments and in collaboration with the SUNY College of Environmental Science and Forestry Library.

SSB. Last rev. 3/26/2004

Science and Technology Library Goals

Goal 1: Redesign and improve space and facilities.	
REASON FOR GOAL	Improve traffic flow and efficiency of staffing at Reference and Circulation desk(s). Provide a more attractive and welcoming appearance. Contribute to library-wide planning to conveniently locate multiple public services in a more consolidated manner. Create space for instruction, meetings, events, etc. Improve user safety and the use of space located in Carnegie; improve access to and increase use of print library collections. Improved library-wide signage will help users locate the Sci-Tech Library within Carnegie building; indoor signage will more effectively direct users to services throughout the building.
MEASUREMENT	Work on area behind circulation desk is completed. Wheelchair lift is installed or plans are underway. New signs are in view. Ergonomic staff workstations installed. Instruction/group meeting/consultation space is in planning phase.
ACCOUNTABILITY/AUTHORITY	Head of Facilities and Security, Library Administration, RISD Head, Department Head, Sci-Tech staff
TARGET DATE FOR COMPLETION	<ul style="list-style-type: none"> • July 2004: plan for reorganization of Circulation & Reference Services. • August 2004: plan for reorganizing space, including Librarians' office, instruction, group study. • December 2004: provide wheelchair access to the Pit and signage.
BENCHMARKS FOR SUCCESS	Reorganize Reference and Circulation areas. Develop a plan to reorganize reference area and Librarians' office space to provide space for group instruction, meetings, events, group study and a consulting area separate from active study areas and the librarians' cramped office. Conduct a feasibility study to create handicap and wheelchair access to the Carnegie group study area ("Pit"). Participate in planning for reorganization and improved signage if these projects begin during 2004.
RELATIONSHIPS (COOPERATION NEEDED)	Head of Facilities, West Zone Physical Plant, Office of Design and Construction, Office of Disability Services, Math Department Chair, Sign Czar, Head of Instruction
STAKEHOLDERS	Library staff, library users, campus groups (meeting/event space)
RESOURCES NEEDED	Office landscaping, labor costs associated with installing wiring, and moving furniture. Budget to outfit instruction/meeting room with wireless access, laptop ports, permanent workstation and projection equipment. Campus funding and support for wheelchair lift. Budget for installation of ADA compliant access to Pit. Budget for signage. Ergonomic evaluations and budget to update staff workstations.
COMMUNICATION/REPORTING MECHANISMS	Library newsletter, Hotnews, Library connection, DO, Record, committees

Goal 2: Increase the visibility of the Science and Technology Libraries.	
REASON FOR GOAL	Increase public awareness of resources, services and collections available via Sci-Tech Library. Upgrade the physical presence from the outside of the Carnegie building. Establish presence within campus activities and academic departments served by Sci-Tech Library. Establish a public departmental identity via web presence relative to presentation of resources and services. Staff web pages provide one-stop for departmental and library information required for timely completion of work-related activities and tasks.
MEASUREMENT	Department Head, librarians, staff
ACCOUNTABILITY/AUTHORITY	Fall 2004
TARGET DATE FOR COMPLETION	Improve outside signage and signage within Sci-Tech Libraries. Establish a public relations/marketing strategy. Develop and improve web-based resources and services (e.g. virtual tour). Secure administrative endorsement that the words "Science and Technology Libraries" are relevant information published/disseminated by the SU Library.
BENCHMARKS FOR SUCCESS	Increase in walk-in users, library instruction, faculty consultations and use of print collections and web-based library resources and services. Improved communication with campus relative to quality, frequency and effectiveness. Public web pages for Sci-tech Library are re-designed with focus on primary users. Evolve staff web pages to include relevant information that is frequently consulted; this resource is the "best" tool for information about and accomplishment of routine tasks.
RELATIONSHIPS (COOPERATION NEEDED)	Library staff, Department Head, LISD, CMS, Communication Officer
STAKEHOLDERS	Library staff, Department Head, users
RESOURCES NEEDED	Staff time, Web space
COMMUNICATION/REPORTING MECHANISMS	Newsletter, departmental minutes, annual report

Goal 3: Broaden and strengthen the lines of communication and connection with Bird Library.	
REASON FOR GOAL	Well-informed staff who apply policies and procedures consistently are helpful to users. Communication with and participation on existing and future committees, working groups and policy makers. Improve communication between and among personnel from Science and Technology Libraries and other Library departments.
MEASUREMENT	Fewer problems related to communication breakdowns. Inclusion of more Sci-Tech library staff on library-wide committees and working groups. Library-wide policies and procedures that are written and Web-accessible. Transparency when decisions are made that involve or effect staff, procedures, policies, etc. Obtain administrative approval (including library-wide announcement) for permanent backup coverage for SciTech staff so staff can attend training and meetings. Sci-Tech receives advance notice when changes occur with policies, procedures, circulation system/Voyager, etc.
ACCOUNTABILITY/AUTHORITY	Department Head, librarians, staff
TARGET DATE FOR COMPLETION	Dec. 2004
BENCHMARKS FOR SUCCESS	Conduct a survey to determine Sci-Tech representation on and means of communication with existing committees, working groups. Increase participation on these groups, so all Sci-Tech staff are involved at some level.
RELATIONSHIPS (COOPERATION NEEDED)	Public Services Department Heads, Access Services staff, RISD staff, Library Administration
STAKEHOLDERS	Library users and staff
RESOURCES NEEDED	Staff time and commitment. Improved communication among and between policy-making groups and implementing groups.
COMMUNICATION/REPORTING MECHANISMS	Meetings, email, listserv, newsletter, policy

Goal 4: Improve staff skills in providing reference service to evolve a more broad-based, knowledgeable reference service through staff training and team building.	
REASON FOR GOAL	Ensure informed reference service. Make reference staff aware of existing/new reference tools/resources, library services. Evolve 2005 goals in a more focused manner with assistance from professional facilitator. Celebrate achievement of goals and extend collegiality beyond the routine of work-related activities.
MEASUREMENT	Minimum of 6 in-house training sessions delivered annually. Reference training (when appropriate) for new staff initiated within 6 months after hire. Staff awareness of resources, comfort level in providing reference service. 2005 goals fully developed by 1 November 2004. Celebrate achievement of goals as they occur. In-house training is reported to Staff Training Coordinator.
ACCOUNTABILITY/AUTHORITY	Sci-Tech Librarians and Department Head
TARGET DATE FOR COMPLETION	December 2004 /Ongoing
BENCHMARKS FOR SUCCESS	Develop regular "in-house" departmental training program to supplement staff skills, e.g. customer service, reference proficiency, teambuilding training. Participate in Library cross-training activities, e.g. new staff orientation sessions. Have an "all staff" departmental retreat in 2004 to evolve goals for 2005. Plan for departmental social events.
RELATIONSHIPS (COOPERATION NEEDED)	Sci-Tech Librarians, Department Head and staff, presenters from other library departments or outside the library, HR (retreat facilitator), Staff Training Coordinator.
STAKEHOLDERS	Sci-Tech Librarians, Department Head, users and staff. HR (retreat facilitator)
RESOURCES NEEDED	Time, laptop and projector, volunteers, expertise. Budget for outside trainers. Library-wide implementation of cross-training. Secure commitment for staffing from Bird so Sci-Tech staff can attend career/staff training. Volunteer(s) from within department to coordinate social event(s).
COMMUNICATION/REPORTING MECHANISMS	Departmental minutes, departmental quarterly reports, annual reports, handouts, library newsletter