

# Digital Library & Information Technology Team (DLIST)

Vision				
DLIST provides and enhances a robust information technology and information access infrastructure as well as diverse products and services that enable the UA library to achieve its mission.				
Mission				
DLIST is valued for its library-related information technology services and products that enhance learning, research and the ability of customers to effectively use them. We maintain a stable, robust information technology infrastructure for the library which balances maintaining security and providing open access to and preservation of products and services. Our systems and services are designed and implemented to respect privacy and uphold the principles of fairness established by the library. The digital library and information technology products, tools, and services we acquire, develop, and integrate are created through strategic collaborations and based on customer expectations and needs.				
Customers				
Primary customers are University of Arizona (UA) librarians, faculty, staff, and students. Other important customers are those outside the UA who utilize our electronic services, consortia in which we participate, and external collaborators from organizations with similar goals. We work with these customers to advance the Libraries' mission and vision.				
Library Critical Processes	DLIST Work/Projects	DLIST 3-5 yr Quality Standards	Measure	Status Report (October 15, 2006)
<b>P3 Organizing</b>				
<b>Key Result Area: Information Services</b> <b>3-5 Year Goal: Library customers have seamless, on-demand access to information resources and services needed to accomplish their research, scholarship, teaching and learning.</b>				
Strategy 1: Deliver information resources and services through platforms, devices and/or external services in common use by customers.				
Strategy 5: Cultivate relationships with UA departments, campus services and external organizations as appropriate to meet customer needs				
<b>Key Result Area: Customizable Spaces</b> <b>3-5 Year Goal: The UA Libraries provide outside the classroom learning environments that give customers the capability to manage information and collaborative relationships in physical and virtual workspaces that are customizable to their requirements.</b>				
Strategy 2: Develop learning environments through comprehensive, customizable collections and tools that support learning and research in virtual workspaces in use by our customers.				
<b>Key Result Area: Technical Infrastructure</b> <b>3-5 Year Goal: The technical infrastructure for the UA Libraries seamlessly supports the delivery of information and services to customers and internal operational needs.</b>				
Strategy 2: Decrease barriers to seamless access both within the libraries and across campus.				

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P 3.3 Designing and managing digital resources from existing content	With other Teams review options for IR and determine appropriate systems to support user needs for access and presentation. Enhance Institutional Repository, i.e. § Full text search § Automated submittal process § Individual researcher pages § OAI compliant § (Unifying) User-friendly interface § 25 departments working with us § Supports multiple data formats § Expand capacity to support multiple types of datasets § Learning Objects  Designing customized digital interfaces for existing content, i.e. § Arizona-Sonora Desert Museum § UA departments (with other teams)	SLRP P3 QS 1: For the LibQual question "Making electronic resources accessible from my home or office", reduce the mean difference as measured in 2005 between desired and perceived service for all respondents by 20% by 2010. (Source: SLRP 2006-2007 draft)	After LibQual report is completed, DLIST will report on differences between old and new data.	LibQual not yet completed
		QS 3.3.1 Each year we will have four new departments participating in the IR.	Measurement of process (accuracy, cost, time) and of customers satisfaction or rating.	Not yet started
		QS 3.3.2 Each year one new customized feature will be added.	Count will be reported by end of year.	Not yet started
		QS 3.3.3 100% of DLIST projects will have a project plan developed prior to the start of the project.	Review projects plans (DLIST project folder)	<a href="#">Meeting</a>
P 3.5 Designing and Maintaining Library/CCP Web Presence	Enhance and improve the Library web presences based on customer input and needs, i.e. § Yearly ongoing usability tests § Implement changes from customer feedback § Adapt library external website to support new product and services § Improve intranet to facilitate better library-wide communication § Incorporate customized web portals into library Internet site (i.e. Rangelands West, Arizona Electronic Atlas, Tree of Life, etc.)	SLRP P3 QS 2: For the LibQual question "A library Web site enabling me to locate information on my own", reduce the mean difference as measured in 2005 between desired and perceived service for all respondents by 20% by 2010. (Source: SLRP 2006-2007 draft)	After LibQual report is completed, DLIST will report on differences between old and new data.	LibQual not yet completed
		QS 3.5.1 Each year DLIST will work with other teams to ensure usability assessments of the Library Internet site is completed.	At end of year, one assessment will be completed.	Not yet started

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		QS 3.5.2 Each year DLIST will implement changes based on the usability data.	Number of changes per year must be >1 by May.	Not yet started
		QS 3.5.3 Response to user requests will be within the agreed upon timeframe.	Library wide survey of internal customer satisfaction with DLIST meeting agreed timeframe, completed each May.	Not yet started
<b>Key Result Area: Information Services</b> 3-5 Year Goal: Library customers have seamless, on-demand access to information resources and services needed to accomplish their research, scholarship, teaching and learning.				
Strategy 2: Employ the most-cost effective means of acquiring and providing quality information and information services.				
P3.6 Analyzing information systems	Evaluating and providing recommendations for different Library information management systems, i.e. § CCP Exposure project § Special Collections Foundations project § Course management systems and service integration (i.e. videos and Ereserves) § Central Search	QS 3.6 100% of information requests will be responded to within the agreed upon timeframe.	Library wide survey of internal customer satisfaction with DLIST meeting agreed timeframe, completed each May.	Not yet started
<b>Key Result Area: Technical Infrastructure</b> 3-5 Year Goal: The technical infrastructure for the UA Libraries seamlessly supports the delivery of information and services to customers and internal operational needs.				
Strategy 4: Ensure the component parts of the online catalog [descriptive metadata, holdings, patron, and circulation information] are efficiently accessible regardless of where customers begin				
P3.7 Managing and organizing access to information	(See also P3.3 and P3.5) Implement updates and refinements to ILL system and also resolver as needed to improve access. Continue to work toward exposing our data to external sources.	QS 3.7 DLIST will review and implement, as appropriate, software to improve access to Library resources on an annual basis.	Count of reviews and possible implementations > 1 by May.	Not yet started

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<b>P 9 Managing Human Resources</b>				
<b>Key Result Area: Operational Effectiveness</b> 3-5 Year Goal: The UA Libraries' organization, values and employee development align with its strategy, and staff take great pride in the aspirations, accomplishments and reputation of the Libraries enterprise - demonstrating commitment to organizational values, healthy debate and group cohesion that drive continuous improvement, risk-taking, and individual achievement.				
Strategy 1: Develop competencies throughout the Libraries as required to achieve goals in Key Result Areas. These competencies can be developed through activities such as, but not limited to: on the job learning and cross training, coaching, apprenticeship, etc.				
	Provide training opportunities in emerging technologies including implementing the Cool "IT" room for testing.	SLRP P9 QS 1: An Increase (compare to 05-06 baseline) in activities (OTJ learning and cross-training, coaching, apprenticeship, etc.) that support acquisition of competencies needed to sustain and develop key result areas. (Source: SLRP 2006-2007 draft)	Check yearly against baseline that there is an increase in competencies.	Not yet started
P 9.4 Conducting developmental and performance reviews		QS 9.4 All staff will have developmental and performance reviews on time.	Check that each review is on time.	Not yet started
<b>P 11 Managing Financial Resources</b>				
P 11.1 Assessing need (DLIST has to assess its budget needs, and those related to upgrades)		QS 11.1 Every year a 5-year plan for the Upgrades budget will be revised.	By April, one 5-year plan will be updated.	Not yet started
P11.3 Managing the Operational and the Information Resources budgets (all budgets DLIST spends from)		QS 11.3 The upgrades budget will not be over spent.	Every month will ensure budget is not overspent.	Meeting
P11.4 Monitoring the Operational and the Information Resources budgets (all Budgets DLIST spends from)		QS 11.4 100% of all purchases will be within budget limits.	For purchases with budget limits (one time funding, etc.) check to ensure within budget before purchase.	Meeting

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P 11.9 Measuring/evaluating ( <u>All teams have to do this to be cost-effective</u> )		QS 11.9 Every month our expenditures from all budgets will be reviewed with ABaC\$ and issues will be reconciled.	Every month review budget with ABaC\$.	Meeting
P 11.9.1 Evaluating the process		QS 11.9 Every year we will review the budget process with ABaC\$ for improvements.	By Aug. of the next year a review will be performed with ABaC\$.	Met with Edie and reviewed last years budget process and came up with ways to improve the process.
<b>P 12 Managing Information Technology</b>				
<b>Key Result Area: Technical Infrastructure</b>	<b>3-5 Year Goal: The technical infrastructure for the UA Libraries seamlessly supports the delivery of information and services to customers and internal operational needs.</b>			
Strategy 1: Assess, implement, and support the key technical systems and resources as identified in the other three Key Result Areas of this plan in alignment with developing national				
P 12.1 Assessing the environment/need	With other Library teams, continue to scan the environment and look at ways to meet our customers changing needs.			
P 12.2 Research and Development	Scan and test emerging technology (social networking, del.icio.us ,web 2.0, etc) to improve user services.	QS 12.2 One new technology will be tested each year (i.e. Cool IT room).	Count will be reported by end of year.	Not yet started
P 12.3 Selecting and acquiring hardware, software	Order appropriate equipment to support Library projects and staff, including such projects as the Student Fee projects: § MAT Laptop projects § SET Software in SEL § DDT Document Delivery § SET/UST Presentation Rooms SEL/IC § SET Multi-media computers in SEL	QS 12.3.1 100% of all orders will be purchased only after correct Library budget account is known.	Check that account is known before purchases.	Meeting
		QS 12.3.2 100% of all orders will be reconciled with ABaC\$ Atlas system.	Each month, reconcile all purchases with ABaC\$	Meeting
P 12.4 Maintaining network		QS 12.4 Backup processes will provide secure copies of 100% of our business files every 24 hours. There will be daily full (all files) or incremental (modified or new files) backups.	Check two times a year that all data is being backed up according to standards for the data.	Not yet started

Library Critical Processes	DLIST Work/Projects	DLIST 3-5 yr Quality Standards	Measure	Status Report (October 15, 2006)
P 12.5 Maintaining and refreshing hardware, software	Maintain and improve the Information Commons and all other Library public computing (lookup terminals, laptops, IC compatible computers, etc.). Do the same for staff computers as well as servers and software.	SLRP P12 QS1: For the LibQual question "Modern equipment that lets me easily access needed information", reduce the mean difference as measured in 2005 between desired and perceived service for all respondents by 20% by 2010. (Source: SLRP 2006-2007 draft)	After LibQual report is completed, DLIST will report on differences between old and new data.	LibQual not yet completed
		QS 12.5.1 90% of staff have computing resources adequate for their user profile.	Library wide survey of internal customer satisfaction with DLIST meeting agreed timeframe, completed each May.	Not yet started
P 12.6 Consulting	(See also P 3.7) Support Library projects that require assessment, programming, purchasing and maintaining hardware, etc.	QS 12 80% of project requests will be completed on time.	Quarterly check helpline call completion data.	Not yet started
P 12.7 Measuring/evaluating	Measure how we are meeting our customers' needs by using the Helpline system to capture requests for service as well as record how we are resolving the calls in a timely manner.	QS 12.7.1. For 85% of all Helpline calls users will receive a response within an hour.	Quarterly check helpline call completion data.	Not yet started
		QS12.7.2. 85% of Critical Helpline calls will be resolved by a team member within 4 hours of entry into the database.	Quarterly check helpline call completion data.	Not yet started

Library Critical Processes	DLIST Work/Projects	DLIST 3-5 yr Quality Standards	Measure	Status Report (October 15, 2006)
		QS 12.7.3. 85% of Priority Helpline calls will be resolved by a team member within 24 hours of entry into the database.	Quarterly check helpline call completion data.	Not yet started
		QS 12.7.4. 85% of ASAP Helpline calls will be resolved by a team member within 3 days of entry into the database.	Quarterly check helpline call completion data.	Not yet started
P 12.8 Training	Provide training opportunities in technology enhancements and optimization.	QS 12.8. 85% of all XWING processes will have at least two people trained in the process.	By May, do review of process to ensure two people trained.	Not yet started
<b>P16 Managing External Activities</b>				
<b>Key Result Area: Operational Effectiveness</b> 3-5 Year Goal: The UA Libraries' organization, values and employee development align with its strategy, and staff take great pride in the aspirations, accomplishments and reputation of the Libraries enterprise - demonstrating commitment to organizational values, healthy debate and group cohesion that drive continuous improvement, risk-taking, and individual achievement.				
Strategy 3: Build on reputation, collaborative partnerships with and image among research libraries and related information agencies to lead in and achieve goals in key result areas.				
P 16.8 Developing customer relationships	(see also P 12.6 and P 16.9)			
P 16.9 Developing and managing collaborative efforts	Collaborate with others at the University as well as nationally to help meet the Library's and University's goals, as well as those of ARL and ALA, i.e. § Arizona Sonora Desert Museum § Tree of Life § Afghanistan Digital Libraries § Greater Western Library Alliance § Arizona State Museum § OCLC – Online Computer Library Center § UA Bookstore § UA Departments § Rangelands West (Western Rangelands Partnership)	SLRP P16 QS 4: Increase the number of services or resources extended to the non-UA community in partnership with UA faculty or special University programs. (Source: SLRP 2005-2006)	Number of new services or resources per year must be >1 by May.	Not yet started
		QS 16.9 Increase by one per year, the number of services or resources extended to the UA community in partnership with UA faculty or other partners.	Number of new services per year must be >1 by May.	Not yet started