

**2007-2008 Unit Action Plan
Division of Academic Affairs**

Ferris Library for Information, Technology and Education

Significant Areas of Success:

Pillar I: Learning-Centered University

- Continued expansion of important new digital resources (ejournals, ebooks and the beginning of an electronic reference collection). Use of FLITE's online resources is up over 22% from last year, almost every month last semester broke a record; more than 600,000 hits are expected in 2006/2007.
- Virtual reference assistance (via chat and email) usage increased 11% over the previous year (total of 1,008 transactions in FY2005-06).
- New service initiatives are popular; 1,327 faculty and students users have begun using RefWorks since its launch in summer 2006. In-building laptop computer lending began in Sept. 2006; the 5 units circulated 1,264 times by the end of February 2007.
- FLITE-wide noise policy designed to control, but not outlaw, conversation and cell phone use was rolled out in late 2006. Special signage signaling designated quiet zones and staff intervention seem to be helping.
- Strong library instruction support of FSUS program – worked with 93% of sections, up from 56% in Fall 2005; overall instruction sessions up 18%.

Pillar II: Work Together

- Partly due to the success of filling all vacant positions in FLITE in 2006, many teams, and committees are now actively working on major projects and/or addressing significant issues, including assessment, web and online catalog development, and promotion of services.
- Continued internal policy, procedure, and work process documentation effort; and posted the documents on FLITE's intranet.
- University Archives continued coordination of campus-wide records management program and development of FSU historical collections.
- Supporting the Academic Affairs grants office initiative, FLITE upgraded its license to give campus-wide access to the Foundation Directory Online.

Pillar III: Create an Engaged Campus

- Library faculty, staff, and administrators participated in and contributed to many university-wide engagement projects, e.g., American Democracy Project, Martin Luther King Jr. Week activities, FerrisConnect development, Web portal development, Banner Live!, Ferris Pride Committee. Five FLITE employees also worked as adjunct faculty in four colleges in 2006/2007.
- Refocused FLITE display program; enhanced quality and visual appeal of displays by engaging Media Production's design services.
- As a result of installing a new cable playback system in 2006, Ferris Cable broadcast hours nearly doubled to 20 hours per week, with no added staff.

Ongoing or Proposed Significant Activities:

- *Continue FLITE's goal to provide seamless, reliable access to information.*
 - Improve interlibrary loan and document delivery by completing ILLiad software implementation; upgrade current scanner (\$1,200–\$1,500).
 - Continue to work on the development of a library module in FerrisConnect and revise and update library-related content delivered via MyFSU portal.
 - Use FLITE's Web Development and Catalog Development teams to identify, diagnose, and resolve issues that inhibit full utilization of resources.
 - Implement Innovative's new Encore interface to expand utility of FLITE's online catalog (note: NGF funding already secured).
 - Work with IS&T to determine feasibility of Innovative's LDAP product for streamlining access to licensed databases for external patrons.
- *Improve FLITE communications and service cohesiveness.*
 - Create a reference desk blog to enhance internal communication efforts.
 - Complete IT support responsibilities documentation and plan for the co-location of help desk staff with reference desk staff (possible minor cap).
- *Augment FLITE's promotional and instructional efforts.*
 - Continue developing new Web content and launch a library news blog.
 - Using Captivate software, develop mini-tutorials tailored for placement in FerrisConnect, FLITE's website, and/or DVD.
 - With Media Production staff, begin developing instructional CDs or DVDs for distance ed. students. Hire an MP student dedicated for FLITE jobs.
 - Reprise Media Production's successful promotional activities in 2008.
- *Continue FLITE's assessment and evaluation of service efforts.*
 - Analyze 2007 LibQual customer service survey results; plan and offer drill-down focus group discussions on selected issues in Fall 2007.
 - Promote and offer the SAILS (Standardized Assessment of Information Literacy Skills) test in Spring 2008 (current cost: \$2,000).
 - Investigate available electronic resource management (ERM) systems for detailed tracking of licensed electronic resources use.
 - Review effectiveness of new book promotion activities begun in 2006.
- Expand the laptop lending program with the purchase of five new Dell laptop computers (approximate cost: \$1,500 each = \$7,500).
- Engage Public Services, Media Production, and the FCTL to develop a learning objects repository.
- Investigate streaming-video production and distribution options for FSU.
- Support current Presidential Task Force initiatives through purchases (materials on health and wellness); develop handouts and Web pages to highlight FLITE resources pertinent to task forces (health and wellness, scholarships); research and produce a brochure promoting health in FLITE (power walking on a designated path in FLITE, cardio-vascular workout for climbing stairs, etc.); stimulate interest in FSU (promote enrollment) among local K-12 students by expanding tours and presentations for local schools.