3.1 Libraries

Major Issue: In the information age, the relationship between libraries and IT is indistinguishable to many. Campus libraries rely on a robust IT infrastructure and campus IT relies on libraries to provide access to a wide variety of electronic content. This committee will consider the various intersections between libraries and IT including provision of a broad range of content as well as services and spaces. The committee will define a strategic vision for future campus collaborations to meet the needs of students, faculty, and staff.

A. Background/Rationale

Across higher education, close relationships between libraries and IT units make possible the provision of one of the most critical and fundamental services on any campus: access to library content by faculty, students, and staff. While most university libraries, including CU-Boulder’s, manage much of their own technology internally, including online catalogues, data storage, and the like, partnerships between libraries and central IT units will become increasingly important over the next several years. In understanding needs that neither libraries nor IT can provide separately, campuses will need to address how best to facilitate partnerships between those two units.

Current issues facing CU-Boulder’s University Libraries and ITS:
- How to collaborate to ameliorate space crunches, in party by assessing and programming space in concert;
- How to collaborate on middleware solutions to make access to content easier, more secure, and more proactive (e.g., by pushing relevant content based on roles and affiliations);
- How to jointly provide and provide support for use of IT tools to access the Libraries’ resources; and
- Determining respective roles of the Libraries and IT in data curation and management, including infrastructure development, service, and support.

This chapter focuses on three main areas that require joint Libraries-IT work to support the academic mission of the University: spaces, services and support, and infrastructure.

Accomplishments to Date

The University Libraries, which runs an internal information technology unit, and ITS have enjoyed a fruitful strategic partnership over the past several years. Monthly meetings at the director and assistant director level have ensured consistent communication about joint projects (e.g., the Norlin Learning Commons, the Alliance for Digital Repositories, iTunes U) and ITS projects with significant Libraries’ impact (e.g., campus Exchange, password requirements). Although communications and relationships at the strategic level are strong, because the number of joint projects will increase during the next few years and because solid communications and relationships at the operational level are only recently formed through cooperative work on the Norlin Commons the continued strengthening of communications and relationships at all levels is imperative.

Action Plan
Explicit Assumptions

Spaces
The draft campus master plan makes several recommendations about the Libraries. Recommendation #3 is to "Establish more multi-use areas, commons spaces, interactive connections, and study spaces within libraries." Goal one under "Client-Centered Focus" of the draft updated Libraries' Strategic Plan calls for the Libraries to "base collections, services, programs, and policies on best research practices and leading technologies." Goal two under "Library as Destination" calls for the Libraries to "enhance our physical spaces to support campus teaching, learning, and research and to facilitate both individual and collaborative learning and research." IT is both a necessary and natural partner in any activities designed to meet these goals. Any joint activities should work in concert with the draft master plan and the Libraries’ Strategic Plan.

Services and Support
The campus must invest in resources to support the training of students and faculty that use jointly provided spaces (e.g., Learning Commons) and services (e.g., iTunes U, streaming services, ADR, etc.), as well as joint communications about those services, with the goal of enabling a culture that supports open access to all University resources.

Infrastructure
To facilitate access to University resources, the campus must facilitate collaborative work in the area of identity management, VPN, storage, and delivery.

Accessibility Issues: All joint services and support must meet minimum 508 guidelines to ensure that all faculty, students, and staff have access to University Libraries resources.

Sustainability Issues: The creation of new, jointly designed learning spaces will need to be guided by sustainability goals that limit the power and resources needed for desktops, laptops, and other technologies.

D. Specific Recommendations

Spaces
- The Libraries and IT should partner appropriately on the Norlin Renaissance plan.
- We should use space efficiently, taking every opportunity to look at available space and use it wisely. This should factor into any upgrades/remodels affecting current facilities in Norlin and the branches.
- The Libraries and IT have a shared interest in a robust infrastructure (e.g., networking, Libraries’ IT, IdM, Lab Management, etc.) that enables us to manage space wisely.
- We need to understand how both undergraduate and graduate students use and want to use space and align our categorization of spaces with those needs. This is especially critical as open lab environments are converted to other purposes. Although students still need access to specialized applications, space for labs is shrinking. With the main campus fully built-out, student voices may not be adequately represented in the discussions around this issue. One possible tool is to survey students about their needs and thoroughly analyze any data we have about use of IT resources and use of spaces within the Libraries. Again, goals under client-centered focus and the library as destination are relevant to this discussion.
We need to understand how faculty and other patrons use and want to use space and technology resources and align our space planning with those needs.

Since the Main Campus is at capacity, it seems natural to assume that East Campus will take on a larger role in the life of the Boulder Campus. How this will play out remains unclear. A case in point: while a small space in the biotechnology building currently under construction has been designated as a drop-in spot for consultation with the Libraries and/or IT, how staff use this space has not been worked out.

As the campus moves forward with the East Campus, the Libraries and IT need to understand both the short and long-term directions and plan accordingly. The Libraries and IT should have ongoing conversations on this issue.

Services and Support

Many IT-related projects that are pending must be concluded, including iTunes U (public and private instances) and the Alliance Digital Repository (ADR). There is a need for improved communication between the Libraries and ITS on large projects such as these. This could include a central point of contact that could communicate updates, take ownership of the project, and ensure that the project is moving along at an appropriate speed.

We must actively assess user needs and expectations, as well as changing patterns of scholarly communication (what is the target of this research?) in order to continually improve library services. Methods might include observations, interviews, and focus groups targeting students and/or faculty.

Continued research on other institutions

Observations, interviews, and focus groups targeting students and/or faculty

Faculty and students need to be more informed of copyright and fair use policies, as well as open access and scholarly communications and dissemination. Find, create, and implement easy and effective ways to push information about these and other library resources out to faculty and students.

The Libraries' website and its relationship to CU's website requires continuous improvement, including the addition of video tutorials to help users understand what the Libraries have to offer, and how to use library resources. The Libraries' website and all interfaces also need to be compatible with mobile devices, most importantly the search tool.

Infrastructure

One card for photocopying, printing, and scanning that can be replenished using credit cards (one for CU affiliates, one for non-CU users).

Host a conversation about the future of reserves.

Consider one-stop shopping, single sign-on for course-specific content, and collaboration around that content, e.g.:** A portal at which students can get their course-specific Library reserve information. See http://www.lib.rochester.edu/index.cfm?page=courses

A way for students to access course-specific reserve information from within CULearn courses.

Online group data and document collaboration for students

Long-term access to institutional assets (retirees, graduates, etc.)

Advanced Videoconferencing Technologies/electronic collaborative environments, such as Access Grid, to facilitate at-a-distance collaboration that is as easy as picking up the phone (http://www.accessgrid.org)
• Discipline-specific portals of information made available to students, based on their major,
courseload, or by choosing areas/keywords; tailored “My Libraries” function in CUConnect
or CULearn.
• The Libraries and ITS need to collaborate on future faculty and student research on
technology, such as hyper-text media, archaeological media, gaming, etc.
• Content management system to maintain and enhance the Libraries’ web presence
• Campus-wide support for research-related productivity tools, e.g. bibliographic management
software.
• User education or training integrating both ITS-supplied and Libraries-supplied tools to
enhance student learning

Long & Short-Term Objectives/Timeline

Short Term: Libraries and IT to continue collaborations on issues with pressing deadlines such
as iTunes U replacement, campus audio/video streaming services, and the ADR (or other)
digital repository platform. Now through Fall 2011.

Long Term: Build on established collaborations by enhancing services to include features such
as single-sign-on or dynamically including information about library resources into courses in the
new learning management system platform. Design and build future phases of the Norlin
Renaissance Plan as well as work together on other campus facilities projects where the library
and IT intersect. Fall 2011 onward.
• Development of a performance and usage metrics program to monitor and evaluate existing
and proposed library and IT integrated services.
• Review of other related ITSP initiatives, including “Offering Teaching and Learning Tools”,
“Providing Teaching and Learning Spaces”, “Developing Rich Collaboration Tools”, and
“Improving the IT Service Model,” which have varying levels of overlap and common
objectives and potential shared resource pools. This will allow for integration and
coordination of plans and objectives.

Possible Risk

It is possible that future campus funding levels could compromise our ability to complete these
projects in a timely fashion.

Resource Allocation

As appropriate, the Libraries and ITS should collaborate on seeking funding for ongoing and
special projects from Academic Affairs and Campus Administration.

Responsible Parties

The Dean of Libraries along with the associate deans and the Associate Vice Chancellor for
Information Technology and Chief Information Officer along with the assistant directors are
responsible for delegating sections of this plan.