



University of Massachusetts Dartmouth

Library Technology Plan

1997 - 2000

"In order to be successful and competitive, institutional infrastructures must be radically re-aligned and services upgraded to meet these information technology requirements. IT must become pervasive, easy to use and commonplace for all constituencies, regardless of economic resources. It must make transparent the geographical distances between the campuses so that students and taxpayers may enjoy access to institutional programs and resources regardless of where these programs originate."

Information Technology: A New University Paradigm
The Information Technology Council of the University of Massachusetts
<http://www.umassp.edu/html/itc/mission.html>

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UNIVERSITY OF MASSACHUSETTS DARTMOUTH

LIBRARY MISSION STATEMENT

As the largest information center in southeastern Massachusetts the library will support the academic programs, and cooperate with extracurricular activities and community organizations to the extent material and human resources allow, to carry out the University of Massachusetts mission to support access, excellence, innovation, economic development, public service and quality of life.

ACCESS: Providing affordable access to information within and beyond the library to enhance the research, study and teaching opportunities of a diverse community. Offering a quality environment for pursuing self-education and discovery as part of the social and intellectual experience of a UMass Dartmouth education.

EXCELLENCE: Offering breadth and depth of resources in all formats, personalized service in locating, evaluating, and effectively using library/media resources and distinguished instructional programs to teach library users to think critically about information

INNOVATION: Incorporating new technologies and services to help administration, faculty, students and community users discover, create and disseminate knowledge.

ECONOMIC DEVELOPMENT: Creating collaborative programs among the University Library staff, faculty and business, labor, and human services to educate the present and future workforce in the vital connections between appropriate and timely information and sound economic decision-making.

PUBLIC SERVICE: Maintaining and developing resource-sharing and library education efforts between the UMass Dartmouth and other libraries while continuing to strengthen service to the K-12 educational community, social service agencies, and the general public.

QUALITY OF LIFE: Stimulating the intellectual and cultural growth of the campus and region by providing excellent facilities, equipment, and technical expertise to create and support outstanding collections, programs, and exhibits.

“The public college and university system of Massachusetts exists to make accessible to the people of the Commonwealth programs of excellence in higher education, including instruction, student support services, research, public and professional services, cultural opportunities, and contributions to civic life, social progress and economic development.”

Mission Statement
Massachusetts System of Public Higher
Education

**INTRODUCTION:
a plan to act on**

The University Library strives to provide the most appropriate resources to meet people's information needs. To do so, the library offers a variety of print, audiovisual, multimedia, and electronic formats to thousands of students, faculty, staff, and community users. Underlying all our efforts is a desire to create an "information infrastructure" which is flexible enough to cope with today's wide array of technology and strong enough to handle the demands of tomorrow.

"Optimism is a strategy for making a better future."

Noam Chomsky

Creating an appropriate and flexible information infrastructure requires vision, planning, and action. It is hoped that this plan will serve as an evolving framework and action plan for integrating information technologies and library services. It is intended to serve as both a mechanism for setting direction for technology planning and a means of communicating concepts, priorities, and needs throughout the library and the university. Inherent throughout is a bias towards action. Given the current environment we need to both plan and act if we are to meet our constituents needs and accomplish our University Library mission.

To meet these requirements the Library Systems Division has undertaken the task of coordinating the creation of a plan for information technology for the University of Massachusetts Dartmouth Library. The library systems division reviewed other libraries' information technology plans, interviewed library staff and division heads, discussed ideas as appropriate within the standing library committees and informally engaged in ongoing discussions with Computing and Information Technology Services staff. A draft of the plan was thoroughly discussed and reviewed by library staff, committees, and administration. Every attempt was made to incorporate and coordinate the plan within the broader university library plan, various departmental plans, and the library budget planning process. There is still much to do to turn this plan into a blueprint for action. As we move from planning to action, the nature of technology requires that it continually be viewed as an evolving document destined to change, but essential for understanding the library's overall technological directions.

Charles A. McNeil
Systems Librarian
December 1997

**WHERE WE ARE NOW:
a snapshot**

A history of succesful collaborative efforts with CITS has enabled the library to quickly adopt technologies to provide a variety of new services in advance of many larger research libraries in the state.

In the effort to provide the best information services possible, the library has traditionally been one of the earliest users and adapters of information technologies. Working closely and collaboratively with Computing and Information Technology Services and other campus partners, the library has been able to plan and implement efficient and often innovative technology strategies. Given the rapidly changing nature of information technologies and the growing expectations of users and library staff alike this cannot change.

UMDLib, Library WEB Pages and the Library LAN (Local area network)

The Library provides access to its electronic information resources in several ways by UMDLib, the library Web pages or by entering the building and using the terminals and workstations on the library's local area network.

UMDLIB

UMDLib is a text based front end menu system for people accessing Library information via the campus network and the campus Alpha computer cluster. UMDLib enables users (even those with only terminal or terminal emulation access) to access virtually all electronic resources available on the library network and beyond. Users by choosing the Local CD-ROM network choice from the menu can search CD-ROMs on the Windows NT server through eight LogiCraft Omniware servers. They can access UMass Dartmouth collections through MultiLIS, search local libraries or any of the BLC (Boston Library Consortium) libraries' systems off the same menu.

Library LAN

The Library LAN allows CD-ROMs, the library Web pages and other Internet based resources to be directly searched on workstations located in the reference area of the library. The CD-ROMs and software are located on an MS Windows NT server in the Library System's office. Other standalone PCs offer access to single user licensed products. The library subscribes to over 40 commercially produced CD-ROM and Internet based databases. Many more are received or accessed through the U.S. Government's Document Depository Program.

Library WEB Pages

The library's Web pages, "a work in progress" for the last few years, are evolving daily. They are becoming THE interface through which users will access all library information. Here users can search Web based databases across the Internet or search local electronic resources. When required, users can send interlibrary loan requests, make appointments with librarians for assistance, or just check the library hours. Pages for reserve readings, lists of new books, videotapes, and other materials received and regularly updated journal holdings are "up" now or in near term development. The library provides campus-wide access to a growing array of Internet based

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databases acquired through negotiated licenses and consortial agreements. Suddenly, our hope of providing information in the format and location users desire seems almost within reach.

MultiLIS: the online public access catalog (OPAC)

MultiLIS is an integrated library system from DRA (Data Research Associates, Inc.) MultiLIS runs as a shared system with Bridgewater State College on a Digital Equipment Corporation's Alpha 2000 located at UMass Dartmouth. It was designed in a network environment to allow great flexibility in its configuration and operates in an Open VMS environment, although the system could be ported to a UNIX or MIPS platform. For example, UMass Dartmouth and Bridgewater State College share a common access point for their databases and authority files, yet circulation and local policy management is distinct. Users access the system through terminals and computers connected to the campus network, via a modem, or through the Internet.

There are 18 VT320 terminals located in the Reference Department and 3 others on floors three, four, and five. All staff personal computers can connect via telnet over the campus network.

OCLC

The University Library has been using OCLC (Online College Library Center) to catalog and process interlibrary loan materials since 1979. More recently it has adapted its procedures to edit and download MARC records from OCLC for inclusion in MultiLIS, and to order materials through MATSS. The OCLC network connects to OCLC in Ohio by a synchronous dedicated telephone line through two OCLC Communication Controller servers located on the second and third floors.

Online with OCLC since 1979, the library continues to make the best use of its services, like making efficient use of the WorldCat database with its 35,415,523 records as of June, 1997.*

* OCLC Annual Report 1996/97

MATSS: Midwest Automated Technical Services System

MATSS is a PC based acquisitions software package that enables the University Library to order books online. MARC (Machine-Readable Cataloging) records are uploaded or created from virtually any source and then sent electronically to our vendor for ordering. For example, a librarian searches OCLC or *Books in Print Plus* on CD-ROM for books she or he wishes to order, downloads the data, and sends it to the Acquisitions Department. These records are then checked against our holdings and on-order file, and then uploaded to our vendor. At the present time our Acquisitions Department is comparing MATSS features and functionality with the MultiLIS Acquisitions module.

Online Database Searching, ILL, Document Delivery and Fax Facilities

As part of the regular reference service, librarians help students, faculty and staff define their information needs and identify relevant resources. When the need exceeds what the local and Internet based resources can provide, librarians use their technical and subject expertise to make efficient use of commercial databases and docu-

ment delivery vendors.

The Interlibrary Loan Department depends primarily on OCLC to verify, request, and receive materials from other libraries. Items are shipped via U.S. mail, local courier and fax. In concert with the Boston Library Consortium and other libraries throughout the country, our ILL Department has participated in a project using the Ariel Document Transmission System to transmit scanned materials over the Internet. The department is now using Ariel to send and receive documents from our new Center for Marine Science and Technology (CMAST).

Audiovisual Services

The library is facing new technological challenges and increasing demands from the university community overall, but nowhere are these greater than in the provision of audiovisual services. To meet these demands and the loss of key staff positions the library has reorganized the way it administers audiovisual services and has begun to plan for and implement new technologies and equipment deployment strategies.

MultiLIS provides bibliographic access to films, cassettes, and other non-print materials. These materials may be checked-out at the Access Services Circulation desk or they can be scheduled for delivery or "playback." Video playbacks are broadcast over the library's cable network from the Resource Center in the library to classrooms all over campus. A microcomputer based scheduling system, developed in the library, helps track the location, times, and materials needed. The library is currently investigating the latest generation of scheduling and booking systems and is hoping to include such a module as part of any new integrated library system. Similarly, the PhotoGraphics department is examining its digital options by surveying an extensive array of technological choices.

Decreasing budgets and technological change provide the reason and opportunity to risk new ways of doing things... Past successes in partnering with campus CITS give us the knowledge and means to make the right choices.

**TRENDS :
information technology and libraries**

"Internet traffic is growing at 80 percent to 110 percent annually, with traffic coming from every imaginable access point...Many of these clients will be outside our comfortable and familiar PC world, as traffic will come from roving PDAs, watches, automobiles, and even appliances with auto-agents that send repair messages across the internet when they need help."

Vint Cerf,
Sr. VP of Internet Architecture and
Engineering, MCI
Winter, 1997

The number of CD-ROMs in print continues to grow even as access to Internet-based resources expands. DVD will prove to be a very interesting technology to watch....

CD - ROM		
Titles in Print		
Year	Titles	Growth
1985	2	-
1986	42	-
1987	96	2.29
1988	160	1.67
1989	397	2.48
1990	820	2.07
1991	1,561	1.90
1992	2,213	1.42
1993	3,597	1.63
1994	5,382	1.5
1995	7,075	1.32
1996	12,989	1.84
1997	19,024	1.47
1998	27,000	1.42

Ulla de Stricker
**New Information
Technologies**

- Internet hype has driven expectations of technology and services higher and higher.
- The growing use and acceptance of services such as the home shopping networks on TV, mail order catalogs, and business pages on the Internet have encouraged people to expect similar remote services from libraries.
- Simultaneously, the inefficient and unsophisticated capabilities of current Web based search tools are lowering user expectations of quality search results.
- Ownership of personal computers and portable computers is growing, especially among students and business people.
- E-mail has become and will continue to grow rapidly as an important form of communication and information sharing.
- Networking has become expected and ubiquitous on most college campuses and indirectly available at home through the growing number of Internet access providers.
- Full text electronic resources and databases are increasingly available; some are the same as print, some are the same product with different forms and functions. Some are totally new.
- Libraries are increasingly sharing or negotiating electronic resources jointly.
- Technology enables libraries to share traditional resources by providing easy searching of online catalogs and union lists with delivery complemented with electronic ILL ordering and network based fax deliveries.
- There is a growing availability of tools to make local provision of network resources possible (i.e. archives and special collections and other local specialties).
- Changing models for the provision of metadata and standards for interoperability are pointing towards greater access, management and authentication capabilities for documents and other media.
- New Web based resources and methods of access require higher end equipment and create even greater demands on local printing services.
- Training problems grow as public and staff struggle to keep up with ever changing and advancing products and services (Vendors often do not fully support their own systems well.)
- Libraries are increasingly concerned about increasing efficiency and the cost-and benefit of providing each of its services.

Internet2 will relieve some of the pressure of the current demands on the net, but as its development goes on, the monthly rates charged Internet service providers by GTE, MCI, Sprint and UUNET Technologies for T-3 circuits almost doubled (with a high end of \$76,000/month). How these costs will be passed down and how this will affect our students and faculty trying to connect to our electronic resources remains to be seen.

Library Systems Newsletter,
January, 1998

- There is growing acceptance of access vs. ownership especially for low use/high cost per use research materials accompanied by the growth of for-profit document delivery vendors (just in time service vs. just in case collecting).
- There is a growing dilemma of fee-for-service vs. free services in providing document delivery services, access to full text resources and printing facilities especially at public universities where many students have low incomes.
- As libraries are become more and more reliant on Internet-based information sources; the Internet is becoming overburdened, slow, and sometimes unreliable.

THE PLAN: AN OUTLINE FOR ACTION

A PLAN FOR LIBRARY TECHNOLOGY:
create, implement and evolve

"We will find a way, or make one."

Hannibal
Carthaginian General
& Statesman
BC 247-182

"The advent of digital network technology, particularly the explosion of the Internet, has raised new questions about the rights of intellectual property owners and users, heightening that inherent legal tension both here and abroad. Controversial legislation proposed in the 104th Congress and recent international treaty negotiations in December 1996 sponsored by the United Nations' World Intellectual Property Organization (WIPO) in Geneva, have attempted to redefine intellectual property rights for owners and users."

Intellectual Property and Technology
Office for Information Technology Policy,
American Library Association

<http://www.ala.org/oitp/copyright.html>

- Move library technology plan toward completion by presenting draft plan for review by library staff, committees, and administration
 - Actively promote plan's concepts and goals for consideration and inclusion within the broader University Library plan and the individual divisional and committee plans
 - Develop guidelines for evolving the plan and ensuring compatibility with changing needs
- Assess means for ensuring adequate funding for implementing library technology plans in coordination with library budget preparation process, grant, and other external funding possibilities
- Create a "rolling" acquisition of technology plan
- Devise an evolving public workstation development plan taking into account changing interfaces, protocols, information resource formats, security, statistical needs, and public access demands
- Create an emergency plan for information technology within the library
- Coordinate the creation of information technology based training plan and strategy for the library in coordination with library staff and CITS
 - Create distributed software support plan whereby staff members are recruited to become expert software support staff for other members of library staff
- Develop and implement Extended Library Services plan(s) to support remote users of all types including those on satellite campuses, participants in distant education and CyberED courses
- Help to ensure library and campus-wide understanding of copyright and licensing issues as applied to library technology and related electronic resources
- Work with appropriate partners both inside and outside the library to promote and advertise library technology accomplishments

**GROWING THE NETWORK:
infrastructure and access**

Plan and maintain Library network

- Develop a service based architecture that will provide a consistent and logical view of the network and its resources
- Maintain awareness of changing directions of library services that will directly affect network performance and reliability and plan accordingly
- Review and collaborate with CITS on all library network installations and upgrades working closely to establish and maintain appropriate network protocols (i.e.. TCP/IP, IPX, Appletalk)
- Work with CITS to develop a secure authentication service component to control access to network based resources (e.g. licensed databases, software and services) and connections for the various forms of portable computers and personal digital assistants
- Coordinate in cooperation with CITS all Bridgewater State College Library connectivity and networking related issues relating to the shared ILS

Expand access to workstations and terminals

- According to public workstation development plan, acquire and install more workstations and terminals to meet growing demands for access to library information resources
 - Design and acquire workstations for disabled user access
 - Acquire and install training and demo workstations/laptops as needed
- According to public workstation development plan, upgrade and maintain existing public workstations and terminals as new resources and formats require higher end workstations and terminals
- Acquire and install more workstations to meet library staff needs for work and access to library information resources
 - Design and install specially configured workstations for Cataloging and Reference areas
- Work collaboratively with CITS to plan for, design, and acquire public information kiosks
- With other library committees, plan graduate student and faculty carrels and small group study areas with appropriate access to the network and related library services
- Work with the Campus Center staff to provide computer related supplies (disks, etc.) in vending machines located near or in library

Information Interfaces for Library Public Network and Library Intranet

- Explore and design public and staff interface options (interfaces currently in use in the library include Web pages, SaberLAN menus, basic Windows and MAC OS, and DCL menus, etc.) for delivering library information
- Investigate multi-user application server software (such as Citrix Systems' WinFrame), network computers, and other "thin client" options for potential library use
- Consider local use of "push" technology to library workstations and Web pages to inform public and staff of new library services and information resources
- Continue development of library Web pages

"The average cost of ownership of a PC has finally made the headlines. Recently, Fortune Magazine quoted the annual cost of PC ownership at more than \$9,000, The Economist at \$6,400, The New York Times at \$13,000 and Business Week at \$8,000. The most frequent source of these numbers is Gartner Group, Inc., which will oblige with estimates that range from \$7,138 to \$13,000."

Paul Strassman
"The real costs of PCs"
Computerworld
Jan 13, 1997

New standards and technologies continue to improve on HTML. Some just enhance presentation by defining how a browser will display a document, while others take the approach of actually defining underlying document structures. Both will enable us to make better organized and more interesting Web sites.

"I think people will use more and more paper. There is every indication that as electronic communication increases the use of paper increases too. The advantages of paper are very clear-cut. It's portable, it's cheap, it's stable, it's archivable. It's recyclable. It's also very easy to navigate - you can see what page you're on and how many you have left."

Kevin Kelly
Exec. Editor
Wired

- Work with other staff to investigate and make the most appropriate use of PDF (Portable Document Format), XML (Extensible Markup Language), SGML (Standard Generalized Markup Language), cascading style sheets (CSS), and Dynamic HTML (DHTML) formats in the creation and distribution of library digital resources.
- Build and enhance Web based forms
- Incorporate databases for ILL ordering and copyright record keeping, library acquisitions, recently-received titles and journals with possible linkages to library online catalog
- Inform public of library policies and programs through Web pages
- Consider Web based interaction with other searching protocols and search engines
 - Implement Web based Z39.50 client
 - Explore various server based search engines such as Excite and Alta Vista
- Plan for and implement means for providing such varied services as:
 - Creation, storage, access, and backup of library staff databases and files
 - LAN based access to:
 - Outside services like OCLC
 - Fax machines/services for staff and public
 - Video conferencing for reference and library staff needs
 - Downloading of microfilm/fiche files for later printing or e mailing
 - Establish a system for connecting UMass Dartmouth library holdings to ever-growing array of electronic resources
 - Expand access (and/or ease of access) to electronic government information
 - Gateway and metadata service to databases and/or data sets
 - Investigate access options to geographic and numeric data
- Institute strategies for maintaining network and server security, tracking software and database licensing agreements and keeping statistics of use
- Maintain access to all electronic information resources by Macintoshes, terminals and dial-in terminal emulation access throughout the campus Alpha systems
- Collaborate with CITS and other campus partners in planning and implementing a campus-wide information system

Printing Resources

- Investigate technological solutions and implement printing resource strategy for public access areas
 - Review integrating fee/cost based printing with UMass Pass and copier vendor's cards
 - According to printing resource plan acquire or negotiate with vendors for new and/or replacement printers for public workstation access
 - Help Information Services staff develop public printing related policies and procedures
- Design and administer staff printing resource plan

**SERVING IT ALL UP:
developing platforms for delivering information**

Distributed Servers

- Continue expansion of MS Windows NT server platform
 - Gradually migrate resources from other platforms
 - Move development to MS Windows 95/NT software platforms
- Acquire new and upgrade old server hardware
 - Maintain multiple servers to provide for redundancy and ensure for continued operations of library information delivery should one server go down
 - Expand information storage capabilities to meet growing needs
- Assess and acquire appropriate hardware and software for backup of servers (tape, optical disk, etc.)
- Acquire appropriate hardware and software for power protection
- Research ramifications of migrating electronic databases from existing CD-ROM technology to client server technology utilizing local servers, remote servers at other libraries, or Internet based commercial resources
 - Review technical and collection development considerations the local storage aspects of electronic resources such as digital journals, reference materials and locally developed faculty publications
 - Continue looking for opportunities to share or negotiate access to electronic resources with other libraries and consortia
 - Explore use of new optical technologies such as DVD and HD-R O M
- Investigate and plan for imaging databases and servers for use in such areas as Access/AV Services, the PhotoGraphics department, and Archives and Special Collections

The library, in partnership with other UMass libraries, is in the midst of a search for a new integrated library system that will allow it bring exciting new services right to our student and faculties' desktops...

Integrated Library System (ILS)

- Investigate, plan and develop RFP for replacement of existing ILS (DRA/MultiLIS)
- Work closely with library staff and partners from other UMass libraries to select, acquire and implement new ILS
 - Plan and oversee installation, data conversion and training for new ILS
- Continue to work with CITS staff and Bridgewater State College Library staff in planning for hardware and software needs for ILS
- Continue exploring options and implementation plans for importing of U.S. Government records into ILS
- Work with library staff, ILS staff and OCLC to implement a regular update process (exporting and importing records) for authorities updating into ILS
- Support cataloging staffs efforts to include various campus collections into library system
- Complete installation and configuration of Z39.50 server providing alternative access capabilities to the ILS
- Invest in training and development for ILS report programming
- Send representative to ILS user group meetings and take part in group resource sharing and training efforts

**SUPPORTING THE SERVICE PROVIDERS:
library administrative and departmental support**

Office Automation

- Institute a program for the ongoing evaluation, acquisition and installation of:
 - General library use software such as word-processing, spreadsheet software
 - Groupware such as Meeting Maker, etc.
- Work in consultation with CITS to support library administration information technology needs

ILL/Document Delivery

- Provide ongoing support for ILL management software and ILL OCLC access
- Continue support of networked Ariel interlibrary loan fax service
 - Plan and integrate Ariel type workstations in satellite campus areas to provide access to local collections and ILL services
- Work with appropriate library staff and committees to explore options for meeting distance learning and other remote users document delivery needs
- Support the ILL departments exploration (and future implementation) of document delivery options including those with SMCL(Southeastern Massachusetts Cooperating Libraries), the BLC (Boston Library Consortium), the UMass Libraries system and those directly supplied through for-profit vendors

Journal inflation costs, support for distant learning and access to new technologies require that the library continually reassess its ILL/document delivery options.

Audiovisual, Multimedia, Distant Learning and Television Services

- Plan for, acquire and implement Booking and Scheduling system to replace locally developed system (e.g. MediaNet or module as part of ILS)
- Provide software and general support for locally developed AV booking and scheduling system and AV equipment database until new system is in place
- Work with Access Services, the library administration and other staff as appropriate to help support the evolving AV reorganization process
- Work with Access Services to select new media carrels design and location
- Examine current campus Channel 17 programming and support agreements
 - Consider revising support agreements and capabilities
 - Research options of switching from Amiga to MS Windows based system
- Investigate and acquire cable video "switching system" to replace aging unit installed during the setup of the original configuration
- Review satellite equipment and plan for upgrades and expansion of services
- Work with CITS on the planning and development of "smart classrooms" and other forms of classroom technological support
- Review video tape editing support policies and plan accordingly (including equipment upgrades)
- Consider the development of special workstations and servers to enable:
 - On demand access to digital video and multimedia
 - Use of media enclosed with books and other materials

"Smart classrooms" and new developments in digital video will give the library new means of meeting campus video needs.

- In consultation and collaboration with CITS explore support options for video conferencing, distance learning, and television services
- Lead planning and support development for extended library services and remote library users of all types

PhotoGraphics & Television Services

- Explore digital camera and related printing options
- Investigate and acquire graphics workstation and peripherals for use by graphics artist
- Work with PhotoGraphics and the library archivist to plan and develop a graphics database that would inventory graphics, photographs and other such images
 - Consider possible integration of graphics database into the library Web pages with possible inclusion of forms for ordering copies in requested formats (after due consideration of copy-right aspects)
- Work with appropriate staff to study technological needs of television services
- Determine, in consultation with other library and campus units, library support requirements for video taping, video conferencing and distant learning

With work on a photographics database begun, plans for other Archival projects are being explored.

Acquisitions

- Support MATSS acquisition system until acquisition module within new ILS is in place
- Investigate EDI (Electronic Data Interchange) options for electronic ordering, billing and claiming with current library vendors
- Plan and support access to future offsite library collection storage facilities
- Work with appropriate library staff to coordinate and create policy and procedures regarding licensing and contracts for electronic resources and software

Offsite storage and jointly acquired electronic library collections are among the various ideas under discussion as members of the Boston Library Consortium.

Serials

- Support transition to MultiLIS serials module or new ILS serials module
- Support online EBSCO claiming system
- Support Serial department's use of Bridgewater National Bindary's automated binding request and claiming program

Archives & Electronic Publishing

- Consider, with appropriate library and university staff, the mechanism for migrating selected university content into the library's digital collections
 - Work with other on establishing policy and procedures for archiving electronic content
 - Collaborate on investigating the possibility of supporting university electronic publishing

Library Classroom

- Continue to work with appropriate library committees and CITS to enhance or revise classroom reservation and usage guidelines as needed
- Team with Information Services and CITS staff to explore jointly designed and taught instruction sessions