



# UNIVERSITY LIBRARIES 2022/2023 BLUEPRINT



**University Libraries**  
UNIVERSITY OF SOUTH CAROLINA

## AY2022/23 GOAL 1

# Sustainably grow USC Libraries' world-class research collections.

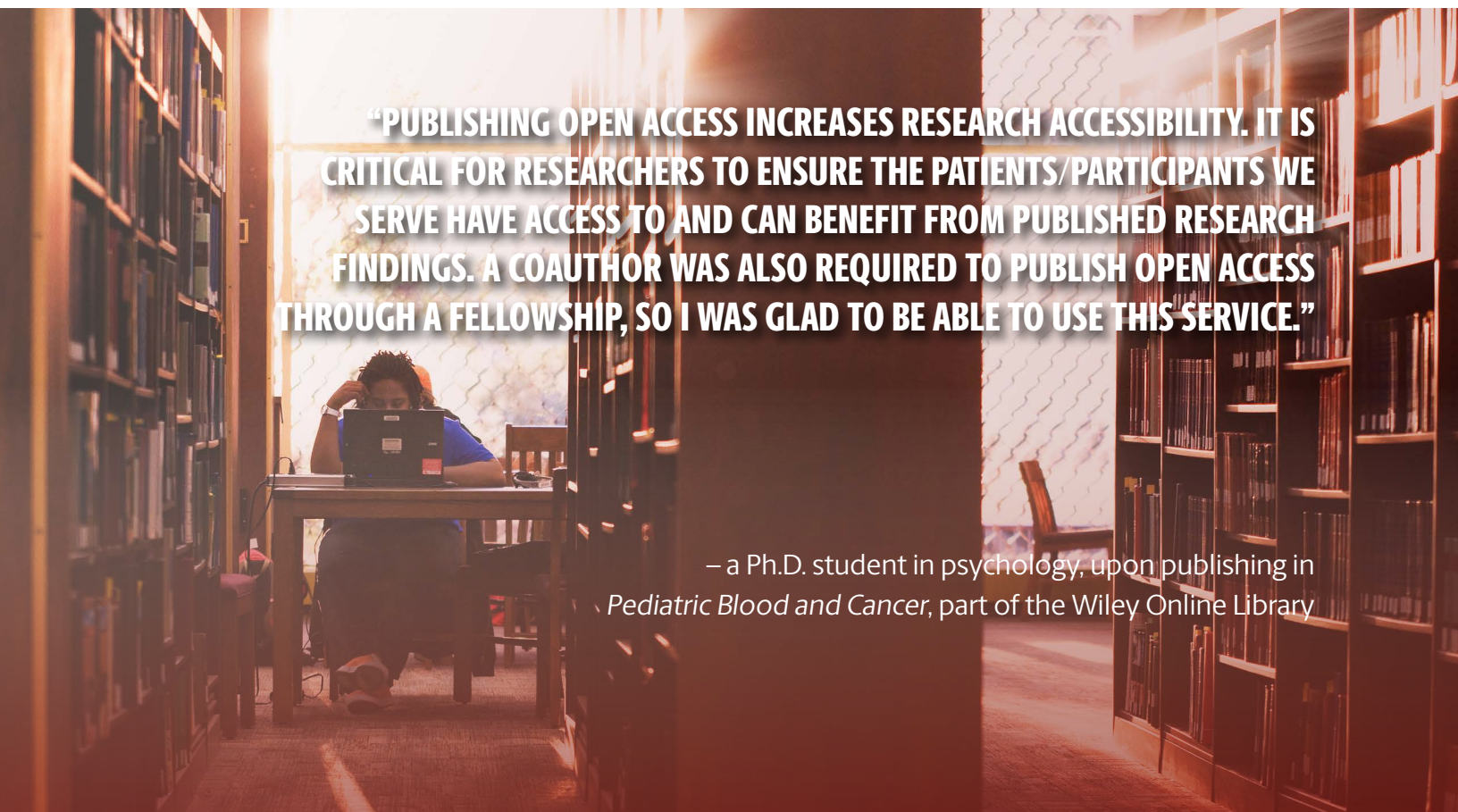
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While research collections have not expanded, this goal has been met through judicious cancellations to offset some inflationary pressures while maintaining as much unmediated access to content as possible. The recently completed audit of our collections expenditures confirmed that inflation pressures are real and that the University Libraries have been responsible stewards of the collections funding. Moreover, through transformative agreements with publishers such as Wiley, we have saved university researchers more than \$300,000 YTD in article processing charges for Open Access publication. Such agreements typically require a sustained level of spending with publishers but still result in net savings to the university. Breaking up such an agreement might lead to savings in the Libraries' budget but would incur equal or greater cost elsewhere across the campus.

### AT A GLANCE

[USC Libraries connects researchers with Wiley Read and Publish Deal](#)

[USC Libraries adds another "Read and Publish" opportunity for USC Researchers](#)



**“PUBLISHING OPEN ACCESS INCREASES RESEARCH ACCESSIBILITY. IT IS CRITICAL FOR RESEARCHERS TO ENSURE THE PATIENTS/PARTICIPANTS WE SERVE HAVE ACCESS TO AND CAN BENEFIT FROM PUBLISHED RESEARCH FINDINGS. A COAUTHOR WAS ALSO REQUIRED TO PUBLISH OPEN ACCESS THROUGH A FELLOWSHIP, SO I WAS GLAD TO BE ABLE TO USE THIS SERVICE.”**

– a Ph.D. student in psychology, upon publishing in *Pediatric Blood and Cancer*, part of the Wiley Online Library

## AY2022/23 GOAL 2

# Sustain anytime access to electronic resources and late-night access to physical resources and spaces.

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This goal has been met through judicious management of resources and use of one-time carryforward funds for collections. Modestly increased hours of operation began in spring semester 2023, but a return to 24/5 operation has not been possible due to vacancies and fiscal constraints.

*"I'm an online student but the level of access that I have to everything and the amount of resources offered are wonderful!!"*

-- FROM 2020 STUDENT SURVEY

## AY2022/23 GOAL 3

# Process special collections of high research value.

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This goal has been met through continued prioritizing and scheduling. Students, interns, temporary, and regular staff process special collections in a priority queue determined by the curators, in consultation with the Associate Dean for Special Collections.

### **Collections completed in 2022**

Edwin E. Gordon Archive (music education)  
LGBTQ Archive  
Jones Family Papers (1837-2005)  
Black Lives Matter Oral History Collection (digital)  
Cohen Family Home Movies Collections  
South Carolina Business Hall of Fame Collection



## AY2022/23 GOAL 4

# Help students and faculty explore, analyze, and communicate their data.

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The Libraries provide a wide variety of services in support of data stewardship and digital scholarship, solidly meeting the goal. Highlights include:

379 faculty and graduate students attended workshops on text analysis, the OpenScience Framework, research data management, data visualization, and bibliometrics for scholarly publishing.

The [SHARPGrads](#) collaboration between University Libraries, Research Computing, and the Graduate School, which had 64 students enrolled, with 15 completing all requirements for a certificate and digital badge.

Digital Research Services (DRS) held consultation sessions with 58 faculty and 36 graduate students across all programs on campus. DRS made presentations for numerous groups, including the Humanities Collaborative, Office of the Vice President for Research, the Colleges of Nursing and Public Health, NIH Visit to All Faculty, PROPEL Research Mentoring Program, and Center for Teaching Excellence.



**“INCREDIBLY HELPFUL. PROBLEM SOLVED. KNOWLEDGE DROPPED.”**

— Student after instruction session

**“WONDERFUL SESSION! ONE OF MY STUDENTS SAID, ‘IT WAS THE BEST HOUR OF THE SEMESTER.’ NOT SURE WHETHER THIS SHOULD HURT MY FEELINGS OR NOT . . .”**

— Faculty member after instruction session

## AY2022/23 GOAL 5

# Continuously assess our services to the USC community.

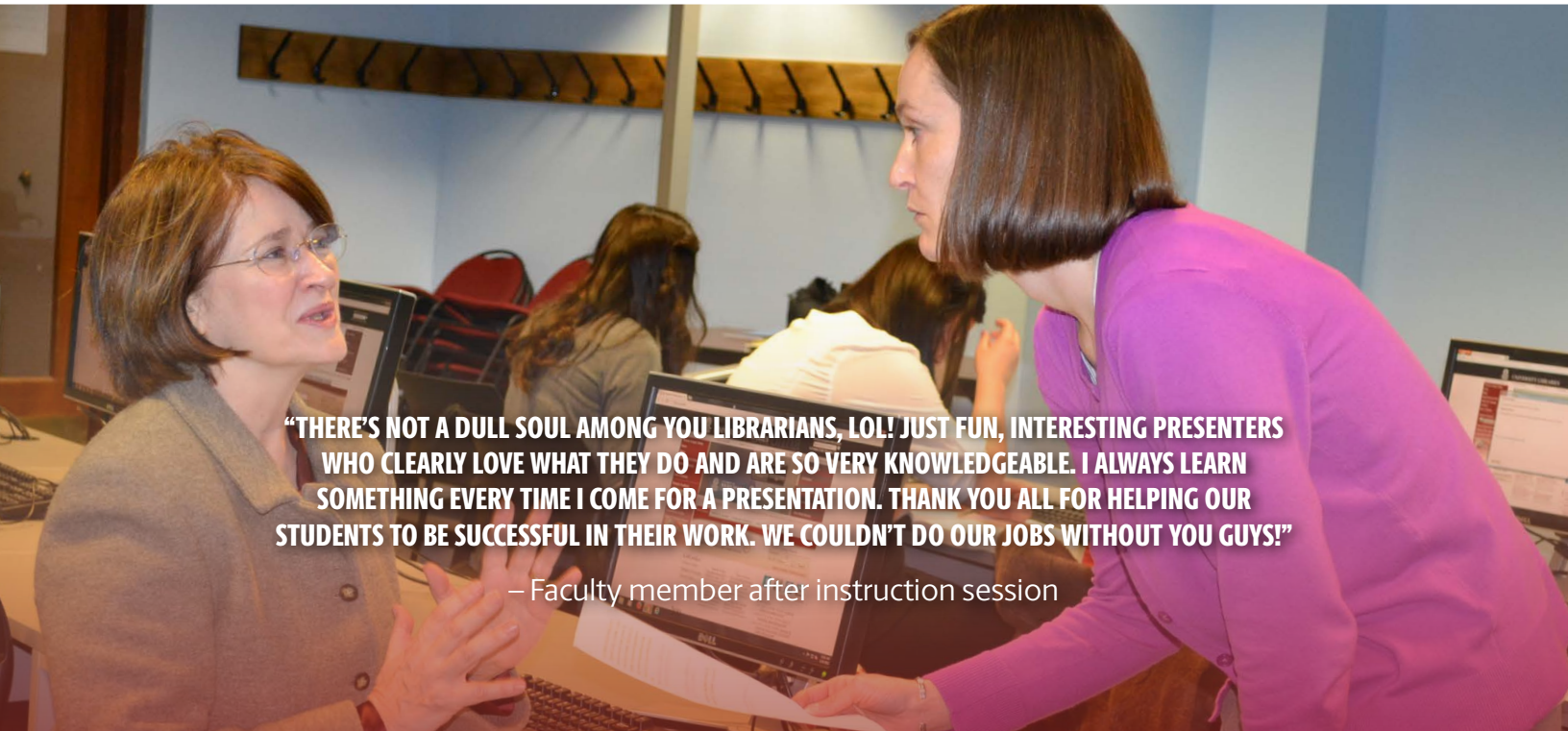
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Measuring our impact is always a top-of-mind goal for the Libraries, and we have met the goal. With the arrival of a new Dean of Libraries in November 2022, the Libraries are now undertaking a multi-faceted approach to determining priorities. This work will continue through the remainder of AY 23 and, as an iterative process, extend past that point. We are actively recruiting for a new assessment librarian to help gather, analyze, and synthesize data for more informed decisions. As of this writing, we are in a data-gathering phase with stakeholders about priorities, needs, and goals for the next five years. The data gathered, along with university priorities, will drive our planning for the next three to five years.

Feedback was collected from 523 instruction session participants using Project Outcome for Academic Libraries' Immediate Survey for Instruction, a tool created by the Association of College and Research Libraries

Responses from 239 faculty members representing every college within the University to a survey administered to faculty in Fall 2022 to gauge their use and satisfaction with the collections, services, and spaces

Gate counts are used to guide changes to Libraries hours and service desk staffing



**“THERE’S NOT A DULL SOUL AMONG YOU LIBRARIANS, LOL! JUST FUN, INTERESTING PRESENTERS WHO CLEARLY LOVE WHAT THEY DO AND ARE SO VERY KNOWLEDGEABLE. I ALWAYS LEARN SOMETHING EVERY TIME I COME FOR A PRESENTATION. THANK YOU ALL FOR HELPING OUR STUDENTS TO BE SUCCESSFUL IN THEIR WORK. WE COULDN’T DO OUR JOBS WITHOUT YOU GUYS!”**

– Faculty member after instruction session

## AY2022/23 UNIVERSITY LIBRARIES DASHBOARD

Gate counts	626,922
Instruction sessions/participants	379 instruction sessions with 7,360 students
Online instructional videos created/total views	116 videos with 54,843 views
Events and attendance	16 events with 1,602 attendees
E-resource uses/downloads	2,188,745
Database searches	4,644,910
Digital collections use	1,829,150 views
Initial circulation and ILL (print and physical resource borrowing)	30,888
E-book use	176,317
Licensed streaming video views	51,185
Scan and Deliver (electronic document delivery for faculty and graduate students)	1,358 articles delivered
Article Processing Charges (APC) savings from library-negotiated publishing agreements	>\$300,000 saved from department, school, and college budgets
Money saved by students from University Libraries' SCoer Award to support OER (FY22 winners)	\$277,900
Estimated ROI of collections	\$38,656,550 on expenditures of ca. \$8,000,000 (477% based on use of print and electronic resources)
Scholar Commons Institutional Repository: publications added/items downloaded	2,001/1,136,957

### NEW/NOTEWORTHY ELECTRONIC OR DISTINCTIVE COLLECTIONS OR RESOURCES

#### Collections

[Panoramic Photographs of South Carolina](#)  
[Political Campaign Memorabilia Collection](#)  
[Equal Rights Amendment](#)

*The Libraries' digital collections had 1,829,150 views during the year.*

#### Purchases

[Social Explorer](#)  
[Baltimore Afro-American Archive](#)  
[Lord's Jazz Discography Online](#)

#### Distinctive collections

Rainbow Radio Collection  
 Skateboarding's Journey to the Olympics  
 Oral History Collection  
 Justice for All Oral History Collection

# AY2023/24 GOALS FOR UNIVERSITY LIBRARIES

## GOAL 1

Complete review of budgets, structures, and operations begun in AY 22/23. Outline strategic pillars. Restructure operations. Develop staffing plan and begin recruiting.

### Details

Listening sessions, surveys, and other data review will carry into Q1 of AY 23/24. Development of pillars and restructuring will begin no later than Q2. Recruiting will be ongoing throughout the year, with the bulk of anticipated hires beginning in Q3 and Q4.

### Metrics

Restructuring will be completed and most, if not all, positions targeted for filling will be in place. Pillars and other outcomes will be shared with constituents and made available to the public.

## GOAL 2

Implement organizational changes based on Insight Survey results. Repeat survey and assess progress.

### Details

Several training initiatives have begun in AY 22/23 and will continue into AY 23/24. Primary focus is on bias response, communications, and supervisor skills at all levels. Repeating survey at the end of Q3 will allow for a year-over-year examination of progress. Outcome of next survey will determine future corrective measures.

### Metrics

Progress will be measured by repeating the Insight Survey and other intermediate assessments.

## GOAL 3

Improve communications about library activities, services, and collections.

### Details

Following up on the results of the collections audit and our stakeholder sessions, create a public dashboard of various library metrics. Document inflationary increases for materials. With campus partners, improve visibility of library events and services through enhanced communication and outreach. Measure impact via assessment.

### Metrics

Attendance at workshops and events will increase. Use of asynchronous tutorials will increase. Awareness of services as measured by surveys will rise.

## GOAL 4

Increase support for open scholarship and Open Educational Resources (OER).

### Details

Negotiate additional read and publish agreements with publishers to allow USC faculty and graduate students to publish work OA and without APC charges. Continue work with USC Press to promote Open Carolina initiative, expanding OA monograph publishing, with financial support. With the CTE and others, increase support for open textbook/OER creation and utilization to reduce costs for students.

### Metrics

Creation and adaptation will increase, saving students demonstrably over commercial alternatives. More agreements with publishers will result in seamless OA publishing, saving additional APC costs from researchers' budgets. Open Carolina will launch with some initial subvention funding.