University Libraries
UNIVERSITY OF SOUTH CAROLINA
2024-2025 Blueprint

I.   Complete reorganization and realignment of services with campus priorities

SMART Goal	Results
A. Complete reorganization of technical services, public services, and special collections to focus on maximizing use of existing staff resources.	Reorganization is complete. Several faculty and staff have been moved to new roles. Assessment and refinement are ongoing.
B. Successfully recruit new faculty and staff positions for AI specialist, research and instruction, archives processing, electronic resources management, and others.	We made the following personnel moves: • AI Specialist hired, August 2024. • Two Research and Instruction faculty librarians hired (July 2024 and January 2025). • Archives processing team established. • Electronic resource management on hold pending other upcoming personnel changes. • Total hiring for the period: 4 faculty hires and 9 staff hires, including grant-funded positions.
C. Continually tweak as opportunities and needs arise. Assess organizational effectiveness, provide training for supervisors and new/reassigned faculty and staff.	This work is ongoing.

II.   Begin space planning for Thomas Cooper Library and other facilities; complete smaller-scale upgrades where possible.

SMART Goal	Results
A. Working with the University Architect and Quackenbush Architects and Planners, inventory spaces and develop plans for renovation of library spaces.	Work on renovation planning will begin in Q3 of AY24/25.
B. Work with Clemson colleagues to de- duplicate shared holdings of low-use material to save space on and off-site.	Clemson never responded to follow up inquiries. We will continue to collaborate where possible but will concentrate on other partnerships.
C. Raise funds to replace furniture throughout facilities for improved service to users.	Give4Garnet will once again focus on furniture replacement. Furniture in Scholar's Corner on the main level of TCL was replaced in summer 2024. Focus for 2025 will be additional spaces on the main level and graduate student space on level 5. User fees for the Hollings Program Room and other spaces were increased for 2024/2025 and will increase again, modestly, in 2025/2026. Revenues support maintenance of the space.
D. In collaboration with the Graduate School, identify space for added services for master's, professional, and PhD students, including writing support and improved quiet or collaborative space.	This project will be wrapped into renovation planning in the second half of AY24/25 and first half of AY 25/26.
E. Improve public safety with installation of turnstile system in TCL. Work with Student Government, Student Affairs, and USCPD on further enhancing safety and security in library facilities.	Work completed in Q2 of AY 24/25.

F. Create a new all-gender restroom on level 1 of TCL.	Work completed in Q2 of AY 24/25.

III.   ***Pilot, assess, and deploy innovative information and outreach services for the USC community.***

SMART Goal	Results
A. Expand workshops and consultancy services for faculty to understand their publishing options and research impact.	• Three members of the University Libraries faculty are affiliated with the University's new Carolina Grants and Innovation Hub (CGI Hub) to offer research insights to the university community and prepare the libraries for the incoming metrics librarian (PHI). • The Libraries is hiring an Impact Librarian to support assessment of research impact. • Workshops and outreach on publishing platforms that the Libraries support, such as Reclaim Hostings' CreateDigital product, Manifold, and Scholar Commons, the University's institutional repository, continue to draw strong interest.
B. Grow existing data services and support with increased hours and in partnership with the Graduate School and others.	• With assistance from the Grad School, we hired a graduate student in Statistics for 20 hours a week to assist students and faculty with statistical and data analysis questions. • The Libraries are working closely with the VPR's CGI Hub to increase visibility of our data-related support and training. • Two librarians co-chaired a university-wide committee to prepare USC for upcoming federal requirements for research data.
C. Deploy AI to help users in information- seeking behaviors, scaling services in sustainable ways.	• We hired an AI/ Data Science Specialist to assist with AI consultations and applications (see above). • Digital Research Services is setting up an NLP Chatbot as a pilot AI project. Two student employees have been hired. • We are exploring possible uses of Research Computing's AI-Hub.
D. Explore novel programming with outreach and liaison librarians to reach students in residence halls, labs, or other events to increase use and awareness of library resources.	• Hosted events in collaboration with Student Success Center, increasing library participation in student fairs and orientation. • Organized book club and author talks. • Planning reception for new graduate students in fall, 2025. • Held outreach event for USC Ambassadors (student tour guides). • Launched new student newsletter. • Have started promoting services through residence hall advisors. • Link clicks in communications up 116% YOY. Social • media followers have increased 36% YOY.

IV.   ***Increase efforts to improve staff and faculty skills/professional development.***

SMART Goal	Results
A. Implement the Skilltype software platform for staff and faculty professional development.	Skilltype is fully implemented and in use. We are among the top institutions for engagement with the tool.
B. Add training programs for supervisors, faculty, and staff in response to Insight survey data.	Offered workshop on introverts supervising introverts and introverts communicating with each other. (The library field is mostly composed of introverts).