

I.B.1. Infrastructure: Remote access to e-collections: With key campus stakeholders, review alternative methods for providing off-campus access to licensed content; make recommendations and implement solution	81	71.68%
I.B.7. Infrastructure: Virtual space redesign: Redesign the ULS web site, employing user-centered design techniques, to both enhance visibility and usability of resources and services and better accommodate public relations needs.	69	61.06%
IV.A.9. Organizational Agility: Determine required ULS staff competencies and skills, including technology skills; identify gaps; carry out a staff development program to align competencies and skills with ULS requirements. Investigate and implement a cross-training program	62	54.87%
I.A.6. Services: Conduct a study of content delivery services including Get It, EZ Borrow, and ILL etc. to identify and implement mechanisms to streamline these services and improve their visibility, usability, and convenience.	59	52.21%
I.A.1. Services: Building on the FY12 reorganization, further develop best practices for the liaison librarian and "one point" service models for outreach and user services; further refine the user services staffing model (IM/chat/text/F2F/phone)	56	49.56%
I.B.5. Infrastructure: Space redesign, Hillman ground floor: Propose requirements for redesign. Facilities for unified service desk, consultation service, group study, flexible teaching spaces, media and Learning Commons service, and campus partners (e.g., the Writing Center) should be considered (see full USTF Strategic Options document)	47	41.59%
IV.A.7. Organizational Agility: Identify responsibilities and mechanisms for consistently distributing internal and external communications	47	41.59%
II.B.5. Scholarly Communication: Develop and implement improved web presence and other documentation for the university community on key issues including copyright, fair use, open access licensing, author rights and responsibilities, and impact assessment.	45	39.82%
I.A.5. Services: Investigate the feasibility of an e-commerce payment gateway via ULS webpages in order to enable secure payments for publications and services to international and remote users. (Q3-4, FY13)	41	36.28%
I.A.4. Services: Devote sufficient skilled staffing to social media efforts in order to manage and fully implement a robust ULS social media presence.	40	35.40%

I.B.2. Infrastructure: Space redesign, Hillman ground floor: Create open renovation space by developing alternatives for housing and access of the collections now shelved there	39	34.51%
II.A.7. Collections: Transition use of the Fedora Commons infrastructure from pilot to operational status; create internal communication and knowledge-sharing plans for Fedora-based service and stewardship capabilities.	38	33.63%
I.A.3. Services: Introduce a Knowledge Commons "concierge" service offering selected technology to help students complete projects from start to finish	37	32.74%
I.C.1 Communication and Awareness: For each new service or significant upgrade, create and implement marketing and external communications plans for segments of the university community (undergraduates, graduates, instructors and T.A.s, faculty, researchers, staff). Build on the ULS communications planning tools already in place.	37	32.74%
I.C.2. Communication and Awareness: Develop and implement a targeted promotions strategy that includes but is not limited to lectures, workshops, programs, and open houses to highlight specific collections, instruction services, and other initiatives	37	32.74%
IV.A.1b. Organizational Agility: Evaluate the roles and responsibilities of ULS committees, councils, and work groups and submit recommendations for improving the impact of group work on advancing ULS goals and strategic activities	36	31.86%
I.B.6. Infrastructure: Space redesign, Hillman: Redesign study areas to create many more group study areas, with at least 6 group study spaces by the end of FY13. Investigate and implement an online, mobile-accessible group study reservation system.	35	30.97%
I.B.4. Infrastructure: Space redesign, Hillman ground floor: Conduct user studies to gather input and test space redesign concepts.	34	30.09%
II.A.3. Collections: Assess the patron-driven acquisitions (PDA) pilot program and make recommendations how to implement the service. Monitor and adjust the service as needed. Increase percentage of e-content available through PDA.	33	29.20%
II.A.10. Collections: Develop, staff, and carry out an initiative to assess and strategically manage the ULS legacy print collections in light of the growing availability of mass-digitized library collections and other digital content.	33	29.20%
I.A.7. Services: Investigate offering limited, on-site community access to ULS online resources to serve the surrounding community.	32	28.32%

II.A.8. Collections: Create processes by which ULS liaison librarians and/or Pitt faculty can recommend content from ULS archives and special collections to be digitized.	32	28.32%
IV.A.1a. Organizational Agility: Investigate and recommend a system of ULS “collaboratives” to replace or supplement current ULS user services groups and advance collaboration with campus partners	32	28.32%
IV.A.11. Organizational Agility: Facilitate training and development within the context of the professional development program. Design “toolkits” that liaison librarians and service desk staff can use in the performance of their duties	32	28.32%
I.C.7. Communication and Awareness: Utilize liaison librarians as a primary communications channel to promote and raise awareness of collections and services, including special collections and digital library services.	31	27.43%
II.B.1. Scholarly Communication: Design and introduce professional development programs for ULS colleagues to inform external communications on open access and scholarly communication.	31	27.43%
II.B.3. Scholarly Communication: Advance open access policy with the university administration and other key influencers at Pitt, resulting in adoption of open access by at least 3 schools or responsibility centers.	30	26.55%
II.B.6. Scholarly Communication: Continue to expand the ULS e-journal publishing program with emphasis on incentivizing open access; add at least 5 new titles.	29	25.66%
I.A.9. Services: Instruction: With campus partners investigate greater integration of ULS information literacy expertise and ULS resources into the CourseWeb system	28	24.78%
I.C.8. Communication and Awareness: Develop systematic processes and practices for including faculty and students as advisors for specific initiatives or projects. Seek representation from users and non-users, on and off-campus, undergraduate and graduate, faculty and researchers, T.A.s and adjunct faculty.	28	24.78%
II.A.1. Collections: Integrate social media and mobile apps to raise awareness and usage of collections including special or digitized collections.	28	24.78%
I.A.13. Services: Instruction: With key campus stakeholders, review alternatives for an information literacy credit-bearing course that is adaptable across multiple disciplines.	27	23.89%

IV.A.5. Organizational Agility: Identify and conduct relevant user, usage, and usability studies to inform FY13 priority initiatives	27	23.89%
IV.A.12. Organizational Agility: Design, document, implement and train selected staff in a project management framework to develop leadership and ensure strategic focus	27	23.89%
I.A.2. Services: Facilitate “reputation management” and increase awareness of ULS librarians’ expertise and availability by publishing ULS staff subject specializations, photos, and contact information	26	23.01%
I.A.10. Services: Instruction: Support liaisons in efforts to deliver course and discipline-specific information literacy instruction	26	23.01%
IV.A.13. Organizational Agility: Devote sufficient staffing to improve ULS’ ability to write grants and attract funding for ULS initiatives in compliance with Office of Research policy and practice.	26	23.01%
<b>I.C.5. Communication and Awareness: ULS mobile app inclusion of Ask-a-Librarian service</b>	25	22.12%
II.A.4. Collections: Develop and implement pilot program to make available ULS-created digital content for re-use or remixing.	25	22.12%
II.A.9. Collections: Conduct a review of ULS partnerships with digital library implications (e.g., Hathi Trust). Identify a liaison for each partnership. Cross-check partnership benefits and services against ULS digital library strategic priorities.	25	22.12%
II.B.2. Scholarly Communication: Directly engage faculty and students on scholarly communication issues through at least 10 group events including onsite visits with individual schools and academic departments.	25	22.12%
II.B.8. Scholarly Communication: Develop efficient processes for ingesting university research into D-Scholarship@Pitt on a large scale; add at least 3,000 new records.	24	21.24%
IV.A.2. Organizational Agility: Review the organizational structure of the ULS digital library with a focus on efficiency and support of strategic priorities and make recommendations.	24	21.24%
I.A.12. Services: Instruction: Devote sufficient skilled staffing to Instructional Design to design and implement ULS online instruction program.	23	20.35%
II.A.6. Collections: Investigate potential models to adopt pertaining to the curation of digital objects created/managed by the ULS.	23	20.35%
<b>I.C.4. Communication and Awareness: Deploy social media tools to reach out to target user communities</b>	22	19.47%
IV.A.4. Organizational Agility: Continue to pursue new collaborations to further develop our digital collections.	22	19.47%

IV.A.8. Organizational Agility: Introduce a redesigned annual cycle of inclusive and cross-unit strategic planning, prioritization, implementation, and evaluation	22	19.47%
II.A.2. Collections: Utilize the liaison librarian structure to promote and raise awareness of collections and determine which collection initiatives are desired by users	21	18.58%
II.B.4. Scholarly Communication: Promote awareness of open access issues through open access web site (openaccess.pitt.edu) and other programmatic activities during Open Access Week October 22-28, 2012.	21	18.58%
I.B.3. Infrastructure: Space redesign, Hillman ground floor: Visit selected Knowledge Commons sites to inform recommendations for redesign.	20	17.70%
II.A.5. Collections: Conduct environmental scan of how peer institutions are acquiring, preserving and accessing electronic records donated to archives and special collections.	20	17.70%
I.A.8. Services: Evaluate information literacy skills of students and available tools for doing so. (Carry forward from FY12 plan initiatives related to SAILS)	19	16.81%
I.C.6. Communication and Awareness: Provide mobile devices to selected staff with significant outreach duties	19	16.81%
I.C.3. Communication and Awareness: Develop and carry out promotional campaigns to reintroduce the ULS web site following its redesign.	17	15.04%
II.B.11. Scholarly Communication Partnerships: Develop library programs (lectures, etc.) to attract a diverse population and highlight our area studies and other diverse collections.	17	15.04%
IV.A.3. Organizational Agility: Informed by appropriate user research, review current ULS digital library services and partnerships and develop a written plan and roadmap for the next 3 years.	17	15.04%
IV.A.6. Organizational Agility: Add current and ongoing user assessment and feedback data to the Assessment SharePoint site	17	15.04%
I.A.11. Services: Instruction: Leverage webinar and web 2.0 technology to customize and deliver course- specific information literacy instruction including learning objects, tools and services to faculty, instructors and students	16	14.16%
II.B.9. Scholarly Communication: In partnership with CSSD, assess the role of the ULS for E-Science initiatives at Pitt, for example, by providing data curation, writing grant proposals, or other support services.	16	14.16%

IV.A.10. Organizational Agility: In the context of the training program, evaluate the benefits of cross training efforts and remedy gaps.	14	12.39%
II.B.10. Scholarly Communication Partnerships: Continue to work with publishing partners worldwide, including partners in Turkey, India, Indonesia, Brazil, Peru, Bolivia, UK, France, and others	13	11.50%
II.B.12. Scholarly Communication Partnerships: Consulting with our stakeholders, explore the establishment of new international collection exchange programs to support our area studies programs and to provide University publications to overseas constituencies.	13	11.50%
IV.A.14. Organizational Agility: Expand focus of current diversity programming and career awareness for library professionals in the ULS, beyond basic diversity workshops geared only towards new ULS employees. In addition, continue and expand partnerships with various arms within the university to increase student diversity within the ULS.	11	9.73%
I.A.14. Services: Instruction: Design and deliver information literacy instruction including learning objects, tools and services to target users.	10	8.85%
II.B.7. Scholarly Communication: Comply with terms of development partnership agreement with the Public Knowledge Project (PKP) to enhance OJS and other publishing software in ways that benefit the University of Pittsburgh and our publishing partners.	10	8.85%