



December 4, 2025

Dr. Beth McNeil
Chair, ACRL Excellence in Academic Libraries Awards Committee
Association of College and Research Libraries
American Library Association
50 East Huron Street
Chicago, IL 60611-2795

Dear Dr. McNeil:

I am writing to enthusiastically support and endorse Clemson University's application for the ACRL Excellence in Academic Libraries Award. Clemson University Libraries have grown both in size and scope over the last seven years, becoming not only a strong undergraduate hub but a great support for faculty as the university works to increase the amount of money it brings in from research grants and its impact on the state and beyond, in pursuit of its goal of AAU status.

Clemson University Libraries are mission critical to the success of students at Clemson. I have appreciated the care taken over the years to renovate and redesign Cooper Library to make it more student-friendly. Visits continue to rise, and students tell me they love the support they get from librarians and the studious atmosphere there. In December 2023, Cooper Library experienced severe water damage due to a frozen pipe, and the library staff quickly went into action, working with campus facilities to clean up the mess and determining how to provide services while the building was closed. In addressing the situation, the library demonstrated a great balance of concern for employees and attention to the needs of students. While some floors had to remain closed, Cooper Library opened on time for the beginning of the semester so students could study and do their work. Overall, their response was noteworthy.

The library's long-term vision also aligns well with Clemson Elevate, the university's strategic plan. The staff do a great job of keeping their fingers on the pulse of things, developing innovative ways to help the university achieve its goals. For example, just recently the library became the home of a new hub for experiential learning. This directly aligns with our goal of providing every student with an experiential learning experience as part of their education. Librarians also noted a gap in education in artificial

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intelligence and, working with the Office of Teaching Effectiveness and Innovation (OTEI), developed web pages and classes which help students understand the complexity of AI generated responses, along with how and when AI should be used most appropriately.

The library has assisted faculty through its support of open access publishing. I charged an Open Access Task Force in 2022, chaired by Dean Cox and including faculty and staff across the university, to investigate what our open access needs were and how to address them. The task force produced a report with a well-crafted strategy we can implement in the coming years. The library also assists faculty with its open access fund and the negotiation of agreements with publishers, which save faculty money when it comes to paying for open access. Faculty have commented to me about how valuable this is. I like it because it makes Clemson research more visible and supports our research goals.

The library is also the new home for the campus' Historic Properties. When Dean Cox proposed the library manage them, I quickly agreed, knowing they needed more attention. Since joining the library, the properties have experienced needed improvements. A new Director and the University Historian's leadership have also made a big difference in improving the impact the properties have on campus and in the community.

Lastly, the library is known for its willingness to partner and collaborate with others on campus and outside of it. They work with offices in Student Affairs to support student wellness and provide career support. One interesting collaboration is Clemson's creation of a group of academic and public libraries in the region. The libraries share resources, and the group gives employees a chance to talk about their work with others like them.

I can't speak highly enough about the library recently being invited to join the Association of Research Libraries. This has been a Clemson goal for a long while. Dean Cox's leadership and the hard work of his team in expanding collections and adding staff in areas to better align the library with new learning and research technologies, has made a big difference on the campus.

Obviously I'm biased, but I can't think of another library that is more deserving of this award than is Clemson. Clemson University's library has changed significantly, listening to its stakeholders, meeting the needs of students and faculty, and supporting university strategic goals. Through initiative, innovation, and collaboration, the Clemson library has become an increasingly valuable asset to the university, and I thank them for their impactful and appreciated work.

Sincerely,

A handwritten signature in black ink that reads "Robert H. Jones". The signature is written in a cursive, slightly slanted style.

Robert H. Jones
Executive Vice President for
Academic Affairs & Provost



Dr. Beth McNeil, Chair

ACRL Excellence in Academic Libraries Awards Committee

Association of College and Research Libraries

American Library Association

50 East Huron Street

Chicago, IL 60611-2795

17 November 2025

Dear Dr. McNeil and Members of the Awards Committee,

I am writing to offer my strong support for Clemson University Libraries' nomination for the ACRL Excellence in Academic Libraries Award. As a senator on the Academic Affairs Committee of Clemson Undergraduate Student Senate and as the student liaison to the Libraries Advisory Committee, I have had the privilege of working closely with the Libraries and witnessing firsthand the meaningful difference their initiatives make in the lives of students.

Clemson Libraries has consistently demonstrated a commitment to responding to student needs and fostering cooperative solutions. In collaboration with student government, the Libraries expanded weekend hours to accommodate growing student demand, ensuring that thousands of students now have access to critical academic resources when they need them most. This initiative reflects not only their attentiveness to student feedback but also their willingness to take action in ways that have a direct and lasting effect on the campus community.

In addition, the Libraries have partnered with students on the development and growth of the textbook lending program and annual textbook drives. These programs allow students with financial constraints to borrow textbooks for commonly required courses, significantly reducing barriers to learning. Over several years, the expansion of these programs has



touched the academic lives of thousands of students, demonstrating the Libraries' ability to implement practical solutions with wide-reaching benefits.

Equally notable is the Libraries' dedication to including students in institutional decision-making. Their support for maintaining a student liaison on the Libraries Advisory Committee has provided a platform for student perspectives to meaningfully shape library policies and programming. Through this ongoing dialogue, the Libraries have cultivated a strong partnership with students, ensuring that their initiatives are informed by those they serve and reinforcing a culture of collaboration that benefits the entire campus community.

Through their proactive responsiveness, creative problem-solving, and sustained partnership with students, Clemson University Libraries have had a profound and measurable impact on student success. Thousands of students benefit directly from their efforts each year, whether through improved access to resources, responsive scheduling of hours, or programs that alleviate financial obstacles. Their work exemplifies how thoughtful collaboration and attention to student needs can create lasting, tangible results in the academic environment.

I wholeheartedly endorse Clemson University Libraries for this prestigious recognition. Their dedication, initiative, and ability to translate collaboration into meaningful outcomes make them an exemplary candidate for the ACRL Excellence in Academic Libraries Award.

Sincerely,

Caroline M. Koska

A handwritten signature in black ink that reads 'Caroline M. Koska'.

Student Senator, Academic Affairs Committee

CUSG Student Liaison, Libraries Advisory Committee



December 1, 2025

Dr. Beth McNeil,
Chair, ACRL Excellence in Academic Libraries Awards Committee,
Association of College and Research Libraries, American Library Association,
50 East Huron Street,
Chicago, IL 60611-2795.

Dear Dr. McNeil,

As Executive Director of PASCAL, I am pleased to offer my strong endorsement of Clemson University Libraries for the ACRL Excellence in Academic Libraries Award. PASCAL, or the Partnership Among South Carolina Academic Libraries, is a 56-library consortium housed within our Commission on Higher Education. We provide a variety of services to libraries and receive both member and state funding. South Carolina higher education leans heavily towards smaller and under-resourced institutions. It is vitally important for our large institutions to play a leading role in support of the system as a whole.

Clemson is a pivotal collaborator and leader within our statewide consortium, exemplifying teamwork advancing institutional missions and delivering to students. Several examples will serve to illustrate this:

- Clemson was instrumental in PASCAL's 2020 migration of 55 libraries to the Ex Libris Alma/Primo VE platform. Clemson librarians helped deliver a unified discovery interface, union catalog, and robust resource sharing—tools that underpin equitable access across South Carolina.
- Clemson's ongoing leadership in shared system development and management, coupled with active service across our committees and working groups (e.g., Board of Directors Chair; Systems WG, chair; Ebook Collection Committee, chair; Consortial Purchasing Committee, chair-elect; E-resources/Acquisitions, past chair), has ensured continuous improvement and strong governance in both collection management and systems work.
- Innovative experimentation has improved our rapid delivery and expanded digital access services. For example, a routing pilot Clemson helped shape, cut average print delivery by nearly a day and lifted digital fulfillment during peak terms—improvements reflected in higher user satisfaction with discovery and delivery.
- Participation in the Eastern Academic Scholars' Trust (EAST) has provided an important basis for managing our state's collective print collections and significantly broadened access to research materials available to faculty and students. Clemson librarians played a major leadership role in the effort in this collection analysis and shared print retention collaboration.
- Importantly, Clemson provides substantial financial support for our collaborative consortial enterprise.

Clemson University Libraries are a consistent incubator for practical innovation. Their work benefits the entire consortium and strengthens the statewide research infrastructure. The Libraries exemplify the collaborative excellence this award seeks to recognize. I strongly support Clemson for this award.

Sincerely,

Richard H. Moul
PASCAL Executive Director