

Goal 1 Education and Service

Provide user-centered services and instruction that enrich the curriculum and facilitate the research endeavors of faculty, staff and students. Prepare students for lifelong learning by promoting critical inquiry and information literacy.

Strategy A

Use emerging and existing technologies to advance library instruction, information literacy programs, and library services.

Action for 2009-2010: Encourage and support the pedagogically effective use of “clickers” in library instruction and beyond.
Measure of progress: Use statistics for “clicker” set. Attendance at workshops. Student response and demonstration of concept understanding.

Strategy B

Use collaboration with teaching faculty and staff to situate the development of information literacy skills and knowledge within the disciplines and to integrate it throughout the curriculum and co-curricular activities.

Action for 2009-2010: Engage in a rich collaboration with at least two faculty from different departments to create effective research assignments that further the development of both information literacy and subject content knowledge.
Measure of progress: At least two assignments designed in collaboration with faculty.

Action for 2009-2010: Pilot a Library Research Award to recognize effective and sophisticated use of information sources by a student. Establish a committee of faculty, staff and students to develop Award criteria and to judge submissions.
Budget implication for 2009-2010: Funds needed for Award prize and recognition ceremony (\$325)
Measure of progress: Award established, publicized and awarded.

Strategy C

Provide library services in a variety of formats that facilitate use by a diverse student and faculty community.

Action for 2009-2010: Implement the delivery of overdue notices via e-mail.
Measure of progress: Integrated Library System feature configured to deliver overdue notices via e-mail.

Action for 2009-2010: Survey or conduct focus groups with various user groups (students, faculty, staff) to determine need and interest in regard to a variety of potential services (office delivery/ pickup of print materials, reference help via IM or text messaging, workshops on information literacy topics, etc.).
Measure of progress: Results from surveys or conversations with at least two user groups will be compiled and analyzed prior to budget decisions for 2010-2011 so that the Library can plan to respond to the prioritization of need.

Goal 2 Collections

Develop and manage a collection of resources in appropriate and effective formats which supports and strengthens the curricular, informational, research and personal pursuits of the College community.

Strategy A

Continually strengthen our resource base for all formats (books, electronic journals, subject databases, books, DVDs, etc.)

Action for 2009-2010: Increase the database and serials acquisitions budgets by at least 9 percent in order to make new purchases and to keep up with inflation.

Budget implication for 2009-2010: \$10,000 plus \$20,000 to correct historical underpayment of UALC share

Measure of progress: College makes payments to honor commitment to UALC. Library selects and deselects items based on use statistics and consultation with faculty, staff and students to ensure a strong collection.

Strategy B

Develop policies and processes regarding the digitization and access to unique library and college resources.

Action for 2009-2010: Form a committee consisting of library staff, faculty, staff, and students to recommend a digitization policy.

Measure of progress: Representative committee explores best practices and develops policy for the Giovale Library.

Strategy C

Develop a thorough library liaison program that will allow librarians to work more extensively with faculty members to develop and access library collections in all formats.

Action for 2009-2010: Gather input from faculty on ideal liaison program model.

Measure of progress: Most appropriate liaison program model is identified and adopted.

Strategy D

Maintain an up-to-date- and well balanced collection.

Action for 2009-2010: Revise and update our collection development policy to insure it reflects our acquisition, retention, and replacement needs for all formats.

Measure of progress: Completely updated policy adopted and shared with stakeholders.

Goal 3 Access

Identify, employ, and fully support innovations and applications from both current and emerging approaches and technologies that will facilitate discovery and allow for simple and seamless access to the Library's information resources and services.

Strategy A

Provide anytime/ anywhere access to the Library's resources as is possible and appropriate.

Action for 2009-2010: Benchmark current electronic holdings and investigate additional resources which may be more suited to be available in electronic format.

Measure of progress: Identify baseline percentage of collection in e-format. Select appropriate goal for percentage increase over the following three to five years.

Strategy B

Continue to support and develop best practices in resource sharing.

Strategy C

Maintain a user centered integrated library system geared toward information discovery, which meets the changing needs of our library staff and processes.

Action for 2009-2010: Recommend a new integrated library system to replace our legacy system.

Measure of progress: Costs associated with migration will be identified before budget call for 2010-2011. New system will be selected based on functionality, cost efficiency, and ability to interface with UALC partners.

Goal 4 Staff

Build and continually develop a skilled staff equipped to meet the constantly changing needs of the Library and the campus community.

Strategy A

Provide staff opportunities for training, cross training, networking and other important professional development.

Action for 2009-2010: Send Kerri Carter to the Institute for Information Literacy's Immersion program

Budget implications for 2009-2010: Travel/ lodging= \$1000, Registration= \$1750

Measure of progress: Required reporting following professional development engagement on the "take-aways" and usefulness for the Giovale Library.

Action for 2009-2010: Expand involvement in UALC or ULA committees and events to more staff

Budget implications for 2009-2010: Travel fund increase.

Measure of progress: Required reporting following professional development engagement on the “take-aways” and usefulness for the Giovale Library.

Action for 2009-2010: Support Jennifer Foy’s training and Red Hat certification.

Budget implications for 2009-2010: Course cost= \$2600

Measure of progress: Required reporting following professional development engagement on the “take-aways” and usefulness for the Giovale Library

Strategy B

Maintain staff in sufficient numbers and with appropriate work assignments in order to adapt to changing needs and opportunities.

Action for 2009-2010: Recruit and hire an Instruction/ Reference Librarian to fill a vacancy.

Budget implications for 2009-2010: Entry level salary for the region is \$45,000 - \$50,000. This is not a new position, however it was not included in last year’s budget.

Measure of progress: A new Instruction/ Reference Librarian will start early in the fiscal year.

Action for 2009-2010: Complete job title change over for Amelia Davis from Library Assistant to Library Specialist to better reflect the nature of the position.

Budget implications for 2009-2010: \$1580

Measure of progress: Job title, job description and pay for the position are accurate.

Action for 2009-2010: Recruit and hire a Collections Librarian following the retirement of David Hales.

Budget implications for 2009-2010: Entry level salary for the region is \$45,000 - \$50,000. There will be a salary savings as we will recruit at entry level to refill a position that will be vacated at a higher level.

Measure of progress: Position will be filled during FY 09-10.

Action for 2009-2010: Maintain appropriate staffing levels of work study students. Broaden the nature of tasks for student assistants.

Budget implications for 2009-2010:

Measure of progress: Student assistant management tasks are clearly articulated and developed. Students are hired, trained, tracked and evaluated based on new procedures and standards.

Action for 2009-2010: Explore the possibility of faculty status for librarians.

Measure of progress: Clear justifications of appropriateness of change articulated. Plan for transition developed including a defined methodology for evaluation and advancement of librarians within the faculty model.

Goal 5 Outreach

Enhance visibility of the Giovale Library's services, resources and contributions.

Strategy A

Librarians and library staff will provide a unique perspective on campus by serving on committees and being active in campus-wide decision

Action for 2009-2010: Maintain library representation on key committees, task forces and other groups while identifying strategic opportunities to expand involvement.

Measure of progress: Increased numbers of Library staff will be involved with campus groups. The Library will come to the minds of those forming new groups as an important player.

Strategy B

The Library will be pro-active in sharing information about our services, resources and programming.

Action for 2009-2010: Produce and disseminate Library e-newsletter at least once a semester to promote library services, programming, and events.

Measure of progress: Newsletter is produced each semester.

Action for 2009-2010: Ensure library presence at student and faculty orientations and at recruitment open houses.

Measure of progress: Library staff member attends at least 80% of all orientations and open houses.

Action for 2010-2011: Library liaisons will hold office hours within departments- bringing services to faculty, staff and students where they teach, work and study.

Strategy C

Contribute to campus culture by providing programming that takes advantage of the Library's facility, resources and staff talents.

Action for 2009-2010: Curate a student art show and opening.

Budget implications: Small amount of funding for a reception for the opening.

Measure of progress: Library sponsors first annual art show in the Giovale building. Students submit art for show and sale.

Goal 6 Environment

Provide safe, sustainable and accessible physical and virtual environments that encourage exploration, innovation and information exchange.

Strategy A

Continue to offer and enhance a variety of physical and virtual spaces that are flexible, functional and respond to the changing needs of users (i.e. group and solo study, quiet and social areas, technology enhanced and traditional seating.)

Action for 2009-2010: Conduct an audit of currently available seating and study conditions.

Measure of progress: Library will have documentation of total numbers of seats and will be able to calculate the percentage of group study seats, technology enhanced seats, etc.

Action for 2009-2010: Conduct an online survey of satisfaction with current physical environment.

Measure of progress: Survey will be crafted and deployed so that the Library might consider changes/ improvements for 2010-11.

Action for 2009-2010: Explore the feasibility of replacing bulky study tables in café area with bistro style seating better suited to small-attendance programming being scheduled in the space.

Budget implications for 2009-2010: Request to identify appropriate tables and costs will be sent to Al Johansen

Measure of progress: More flexible seating configurations are available for café space.

Action for 2009-2010: Install a diaper changer in the unisex restroom, main floor in order to be responsive to students, faculty and staff patrons with children.

Budget implications for 2009-2010: Less than \$300, can be purchased from Supplies line.

Measure of progress: Patrons with children will have a dedicated space/tool to meet a need.

Strategy B

Ensure the continued quality and upkeep of the Library. Respond to the aging of the facility.

Action for 2009-2010: Use deep cleaning of upholstery and carpets as a way to forestall future replacement costs.

Budget implications for 2009-2010: Request to determine costs will be sent to Al Johansen

Measure of progress: Carpets and upholstered chairs are renewed through deep cleaning.

Action for 2010-2011: Begin the staged replacement of worn upholstered furniture.

Strategy C

Commit to reducing energy costs, waste and the footprint of the Library.

Action for 2009-2010: Perform a sustainability audit of the Library facility and work processes.

Measure of progress: Kerry Case works with Library to complete audit.