

University Libraries

Strategic Plan FY 2015-2017

Proposed FY2015 Actions

These goals are to be completed during the 2015-2017 time period. Each goal is assigned to the administrator responsible for overseeing the action.

Goal #1

Promote a superior user experience through the development of innovative services that support the educational, cultural, and research needs of the university and its community partners.

This goal supports the University's Strategic Planning Goals 3, 4, 5, and 6

Objectives

- Enhance existing services to focus on point of need and on-demand services
 1. Implement Rapid-Returnables, a resource sharing system. -Huisman
 2. Implement campus delivery of requested University Libraries print items to faculty. -Huisman
 3. Update computer availability program to work with Active Directory (AD).-Downes
 4. Implement PaperCut, new print management software. -Downes
- Capitalize on opportunities for the development of innovative library services
 1. Develop a "WSU Books" program in the SOAR repository -- will include records and potentially links to books/monographs authored or compiled/edited by Wichita State University authors. -Deyoe
 2. Develop a pilot project that explores implementing targeted micro-curation services. -Deyoe
 3. Implement OJS (Open Journal Systems) services.- Downes/Deyoe
 4. Explore use of cloud technology to support library services: SUMA (mobile space assessment toolkit), OJS, and DDM2 (Documents Data Miner 2). -Downes
- Enhance and coordinate marketing of library services and collections
 1. Implement approved recommendations resulting from MARKETING 607 study. – Gilstrap/Downes/Huisman/Deyoe
 2. Increase use of webpage and social media outlets to promote collections. -Huisman
 3. Explore new options for publicizing events in campus-wide media formats. – Huisman (potentially Deyoe for SOAR activities)
- Explore new opportunities for public programming
 1. Seek campus partners for joint programming opportunities -Huisman
 2. Explore opportunities that reach out to campus residents -Huisman
- Support research and publishing activities of students and faculty –Huisman/Deyoe

1. Negotiate articulation agreements and provide OJS service for locally developed faculty/student subscription based publications. –Deyoe/Gilstrap

Goal #2

Ensure support for research activities and interdisciplinary curricula across campus through the expansion and preservation of relevant, user-driven resources and collections.

This goal supports the University's Strategic Planning Goals 2, 3, 4, & 7

Objectives

- Expand access to high quality resources and collections that support the emerging curricular and research needs of departments, colleges, and other units
 1. Continue adding collections to support WSU programs. –Deyoe/Huisman
 2. Provide membership access to the Hathitrust Digital Library.- Gilstrap/Downes/Deyoe/ITS/
- Expand access to locally-developed digital collections
 3. Publish collections currently in the digitization phase.-Deyoe/Downes
 4. Continue digitization efforts in Technical Services and Special Collections. – Deyoe/Downes
 5. Enhance metadata of digitized collections through addition of controlled vocabulary.-Deyoe
- Foster innovation in the selection and acquisition of library resources
 1. Explore options for greater integration of interlibrary loan requests and rapid purchasing. Deyoe/Huisman
 2. Expand purchasing options for streaming media and media-on-demand items in support of online education. Deyoe/Huisman
- Enhance efforts to assess the relevance and use of library resources and collections
 1. Initiate and complete serials and database review project. Implement recommendations. Deyoe/Huisman
 2. Develop core set of Voyager database assessment queries focused on collections and their use. Deyoe/Huisman/Downes
 3. Evaluate use data available through major vendors. Deyoe/Downes
 4. Complete Map Collection inventory. -Huisman
 5. Deselect materials from targeted areas in the collection. Deyoe/Huisman
- Provide technology transfer support including patent and trademark resources, instruction, and services
 1. Sponsor United States Patent and Trademark Office (USPTO) workshop. – Gilstrap/Downes
 2. Enhance partnership with Office of Research and Technology Transfer.- Huisman
 3. Engage in online and face-to-face webinars, training, and workshops related to USPTO topics and issues. - Huisman

4. Promote patent and trademark workshops for faculty, students, and community members. -Huisman

Goal #3

Establish the University Libraries as a campus partner in teaching by providing interdisciplinary learning experiences throughout the curriculum that promote student success while creating opportunities for applied learning and research.

This goal supports the University's Strategic Planning Goals 1, 2, 3, 4, and 5

Objectives

- Develop learning objects to support lifelong learning skills
 - Develop or update at least 20 general and specific learning objects developed to work with mobile devices. -Huisman
- Identify opportunities for integrating information literacy concepts into existing and emerging curricular plans
 1. Participate in Living Learning Communities initiative through collaborative activities and programming. -Huisman
 2. Participate in the Honors College curriculum through information literacy assessment activities, Library Instruction, and collaboration.-Huisman
 3. Offer expansion of information literacy topics to faculty and students to include data visualization, data management, digital and meta literacy, and e-portfolios. Huisman (potentially Downes& Deyoe for selected areas)
- Create opportunities to support campus online learning initiatives
 1. Embed information literacy assessment module in Honors College courses. - Huisman
- Identify and support the applied learning needs of academic departments
 1. Participate as a client for the fall Marketing 607 class. -Huisman/ Downes/ Deyoe/ Gilstrap
 2. Survey new faculty hires for their instructional support and research needs.- Huisman

Goal #4

Develop, enhance, and sustain a flexible digital and physical library infrastructure, informed by advances in higher education and technology, and seamlessly integrated into the learning environment to promote and support effective learning, teaching, and research.

This goal supports the University's Strategic Planning Goals 1, 3, 4, and 5

Objectives

- Engage in functional space analysis to align library space for services and collections that best reflect evolving user needs and promote full use of the facility
 1. Complete space analysis of public spaces located on the first floor of Ablah Library in the north end.- Downes/ Huisman
 2. Complete space analysis of Compact Shelving. Develop plan for remaining space. Downes/ Huisman
 3. Complete analysis of faculty carrel use. Use analysis to inform review of faculty carrel policies.-Huisman
 4. Develop and Implement new signage plan. Wayfinding, service points, events, and emergency signs to be included in plan.-Huisman
- Promote and implement innovation and experimentation within the University Libraries to introduce next generation technologies to the University in support of its mission
 1. Begin exploration of BIBFRAME (Bibliographic Framework Initiative) - the future of bibliographic description, both on the web, and in the broader networked world. Timing depends on when the professional standard become available- Deyoe
 2. Implement SUMA (Mobile Space Assessment Toolkit).- Downes
- Improve the ongoing maintenance and upgrading of the University Libraries physical and virtual facilities
 1. Complete remodeling of restrooms and install chilled water bottle filler on first floor. -Downes/Physical Plant
 2. Complete upgrading of Room 217.-Downes/Huisman
 3. Use results from space analysis to explore redesigning space to create a technology-rich media environment.-Downes/Huisman
 4. Continue table and chair replacement program.-Downes
 5. Complete upgrade of DSPACE, WSU's Institutional Repository.-Downes/Deyoe
 6. Complete update of LibGuides with the CMS (content management) component.- Huisman/Downes
 7. Add AD (Active Directory) to public workstations.-Downes
 8. Update Joomla site.-Downes/Huisman/Deyoe
 9. Update Voyager to next release.-Downes/Deyoe/Huisman
 10. Upgrade storage capacity for CONTENTdm collections. -Downes/Deyoe
 11. Redesign DDM2 (Documents Data Miner 2, a library management system for U. S. government documents.)-Gilstrap/Downes
- Provide the quality and quantity of technology necessary to meet the evolving needs of library users
 1. Continue technology replacement program. -Downes
 2. As funding permits, add, update or replace software on public workstations to match what is being assigned in the classrooms.-Downes
 3. Work with Information Technology Services (ITS) to improve/restore wireless coverage and general networking in Ablah Library.-Downes
 4. Explore expansion of check-out of iPads, Go-Pro camera, and other accessories to include checking out items for use outside of the University Libraries.- Huisman/Downes

5. Explore strategic use of electronic signage as part of overall signage plan.-
Huisman/Downes

Goal #5

Develop, enhance, and sustain a skilled and engaged workforce that can succeed in a dynamic environment and provide the library user an exemplary library experience.

This goal supports the University's Strategic Planning Goals 1, 3, 6, and 7

Objectives

- Assess organizational structure, staffing levels, and skill sets needed to provide the university community with services and collections that promote a successful learning and research environment
 1. Rewrite University Support Staff (USS) position descriptions to better articulate the contemporary and leading edge skills needed of University Libraries support personnel and to participate in the Human Resources Department's assessment project of the USS personnel.-Deyoe/Downes/Huisman
 2. Evaluate vacant positions to determine whether to fill and how each position can best be used to meet the University Libraries needs. Develop and complete a hiring plan for each position to be filled that identifies skill sets needed and supports University's diversity process. Hire appropriate individuals.-
Downes/Huisman/Deyoe
 3. Develop customized orientation and training plans for each new hire.-
Deyoe/Downes/Huisman
- Increase and improve the skill sets of the University Libraries' workforce necessary to support current and future learning, research, and scholarly communication needs of the university community
 1. Complete training on metadata for Technical Services staff working on the Special Collections digitization project.-Deyoe
 2. Continue training Research Services Group librarians on advanced teaching and assessment techniques. -Huisman
 3. Improve assistance to faculty and students using UL reserve services by providing advanced training to Access Services staff on copyright and fair use policies and procedures.-Huisman
- Promote strong positive internal communications and relations
 1. Increase opportunities for inter-unit activities.-Deyoe/Downes/Huisman
 2. Use University Libraries internal communication channels to share information.
Gilstrap/Deyoe/Downes/Huisman
- Maintain, enhance, and increase collaborations with strategic partners outside of University Libraries
 1. Participate in state-wide cooperative activities.-Gilstrap/Deyoe/Huisman

2. Explore opportunities new campus partner opportunities created by campus reorganization. Gilstrap/Deyoe/Downes/Huisman
- Explore options for increasing resources available to support the services and collections of the University Libraries
 1. Explore expansion of fee-based reproduction services for digital objects. – Downes/Huisman
 2. Develop a fee-based subscription component to DDM2.-Gilstrap/Downes

Goal #6

Engage in assessments that provide for continuous improvement of library operations and assist the University Libraries in meeting the evolving needs of library users.

This goal supports the University's Strategic Planning Goals 1, 3, 4, 5, and 7

Objectives

- Develop formal structure focused on assessing outcomes of library services
 1. Use the Association of College & Research Libraries statistical service (ACRLMetrics and IPEDS) to compare WSU Libraries to aspirational and other peers. – Downes/Huisman
 2. Collect and analyze digital and information literacy assessment activities. -Huisman
 3. Centralize and update each unit's activity statistics on a monthly basis where possible. Identify key metrics needed for assessment activities and national and local reporting. –Downes/Deyoe/Huisman
 4. Complete and update equipment inventory program.-Downes
- Develop formal structure focused on assessing impact of library curricular and research materials
 1. Use current serial and database review project as a model to develop annual collection review projects targeting selected areas.-Deyoe/Huisman
 2. Develop ongoing project to review effectiveness of legacy print collections. Deyoe/Huisman
 3. Analyze statistics on the use of reserve print materials.-Huisman/Downes
- Implement ongoing program to determine professional development needs of University Libraries personnel
 1. Analyze data of professional development activities that were gathered last year.- Downes
 2. Create a first year development plan for all new hires. –Deyoe/Downes/Huisman
- Engage in continuous review of library policies and procedures to ensure that they remain efficient and effective
 1. Review USS evaluation procedures to align with changes in University procedures.- Deyoe/Downes/Huisman
 2. Complete review process for Faculty Handbook.-Gilstrap

- Participate in campus and professional assessment activities
 1. Participate in campus HLC planning activities.-Deyoe/Downes/Huisman
 2. Participate in any University review process addressing University Strategic Plan Goal #7.
 3. Provide information in support of departmental accreditation activities.
Deyoe/Downes/Huisman
 4. Develop campus partnerships to support assessment activities.
Deyoe/Downes/Huisman