STATEGIC PLAN FOR LIBRARY SERVICES
FY 2011 ACTION PLAN

Library Mission

As the intellectual crossroads of a comprehensive, urban, commuter University, the faculty and staff of the Ronald Williams Library are committed to a threefold mission:

1. To enhance high quality teaching and learning by providing information resources, services and facilities shaped to support the NEIU curriculum.
2. To empower independent intellectual inquiry, research and service by facilitating anytime/anywhere access to local and global information resources.
3. To enable academic success and lifelong learning by teaching and promoting information fluency across the University Community.

Library Vision

The Library has adopted the following vision statement as a guide in the development of strategies and priorities to fulfill our mission:

*Extending our Reach Within and Beyond the Four Walls*

More than a building with a collection of books and services, the Library is a nexus of information professionals dedicated to advancing the University mission by proactively addressing the information needs of an urban, commuter campus. Through the responsive development of collections, the innovative use of information technology, and the creative application of knowledge management, the presence and reach of the Library continually expands in breadth and depth. Evidence of our success will be:

1. Access to high quality information resources is available wherever and whenever needed by members of the University Community.
2. Instruction in the use of information resources is strategically woven into the curriculum through partnerships with classroom faculty to attain learning outcomes.
3. Information services and collections evolve with a focus on meeting users at the point of need and fully support academic growth and success.
4. Library facilities are enhanced to serve as an intellectual and cultural oasis for the campus with programming and services to support engagement of the mind and spirit.

In all its many facets, the Library at Northeastern Illinois University is a dynamic and inviting learning environment where the interaction of people, ideas and information empowers discovery and inspires the life-long pursuit of knowledge.
Library Strategies

1. **Deliver access, services, and communication with users at point of need and through user preferred channels.**

Relation to vision: To deliver access, services and communication at the user’s point of need, we must think beyond the physical library and the library’s website wherever possible. This includes embedding access to library services (information literacy instruction, reference, reserves, information discovery and access) into courses, course websites and other campus-wide portals and points of service. This also includes supplementing library marketing efforts with more emphasis on placing messages where stakeholders are most likely to be impacted.

Projects and actions to advance this strategy in FY 2011:

a. Work with campus areas involved to improve print management solutions (including wireless printing, color printing and microform printing).
   - Implement the new University printing/photocopying system [Administration, Systems]
   - Provide adequate documentation and communication regarding printing and photocopying in the library [Administration, Information Services]

b. Streamline access to Library and to university systems through NEIUport, including single sign-on/identity management solutions, new web services, proxy access to databases, Voyager, ILLiad, etc.
   - Implement ILLiad LDAP authentication [Administration, Access Services]
   - Redesign Library tab in NEIUport with release of Luminis 4.0 [Administration, Web Services]

c. Refine the Library’s website to introduce new web services, participate in selection of new campus CMS. Formalize processes for continuous Web development and incorporate usability testing.
   - Implement changes to Web site, including chat window on homepage, resource highlights section, etc. [Administration, Web Services, Information Services]

d. Partner with the Center for Teaching and Learning staff in systematically working with all faculty members using Blackboard to
increase their awareness of library resources and services that can be delivered online through their course sites.

- Create a task force to hold four meetings with CTL and CAW [Information Services]

e. Provide access to relevant copyright resources related to fair use and further develop and promote related library policies.
  - Develop library policies related to copyright compliance for reserves and the MLRC [Administration, Access Services, MLRC]

f. Explore delivering library services beyond the Reference Desk.
  - Implement formal schedule for IM and chat support [Information Services]
  - Offer library training for student peer mentors in the Tutorial Center and CAW [Information Services]
  - Develop plans for librarian office hours in academic departments [Information Services, Collection Development]
  - Develop and implement plans for all library faculty and staff to wear name tags/badges in public areas [Administration, all library units]
  - Develop and implement plans for extending reference services to El Centro and University Center of Lake County (UCLC) [Information Services]
  - Participate in the CARLI/UIC Service Excellence Symposium to explore and develop new service models [Administration, Information Services]

g. Implement laptop sign-out program for students.
  - Evaluate need for a library-based laptop sign-out program [Administration, Systems]

h. Review existing library support and develop new services for library users at University Center, CCICS, CTC and El Centro.
  - Meet with UCLC librarian to coordinate library services to improve delivery and research support [Information Services, Access Services]
  - Develop documentation on library access policies and procedures to support students at off-campus sites, UCLC, etc. [Information Services, Administration, Access Services]
  - Staff the Library Resource Center at El Centro and develop processes for supporting services from main campus [Information Services, Administration, Access Services, Systems]
• Explore possible outreach efforts to CTC [Information Services]
• Develop comprehensive LibGuide sites for CCICS, El Centro, UCLC and CTC [Information Services]
• Implement local requesting for Library Resource Center at El Centro [Access Services]

i. Evaluate existing information resources such as instructional handouts, building signage, Help Web pages, etc. and make the necessary revisions.
• Create a task force to review and revise all print handouts and instructional materials [Information Services]
• Review and revise help pages on library web site [Information Services, Web Services]
• Purchase sign for media collection on 3rd floor and new book area on 1st floor [Administration]

2. Develop user-centric technology and service-based solutions to address the growing complexity and diffusion of access to print and electronic information resources whether they are owned or licensed by the library or whether they are borrowed or purchased on demand.

Relation to vision: For the Library to deliver anytime-anywhere access to information resources in a truly user-centric manner, we must eliminate barriers and simplify the processes through which we enable user discovery and access to the full range of information resources.

Projects and actions to advance this strategy in FY 2011:

a. Evaluate long-term interface options, such as WorldCat Local and VuFind, for providing access to the library catalog and to other electronic resources and services.
   • Evaluate evolving discovery tools and options, including WCL [Administration, Information Services]

b. Evaluate electronic resource management services to enhance and to simplify access to library print and electronic books and serials.
   • Complete implementation of Serials Solutions 360 Resource Manager, including workflows related to life cycle of e-resource management [Web Services, Technical Services, Administration]

c. Implement projects to enhance delivery, including document delivery
options to supplement and to replace some journal subscriptions.
  - Complete implementation of document delivery [Administration, Access Services,]

d. Expand efforts to systematically withdraw dated and unnecessary titles/volumes from the library collection to keep the quality of the collections high and relevant to our user needs and to address overcrowding in the stacks.
  - Withdraw print journals included in new JSTOR and other online archival collections [Technical Services, Collection Development]
  - Review print continuations and migrate to electronic versions where possible. Withdraw corresponding print backfiles [Technical Services, Collection Development]

e. Improve strategies to inform patrons of existing collections, new titles, and electronic resources, and to make selected collections more visible.
  - Implement and manage resource highlight section on library homepage [Web Services]
  - Develop additional strategies to promote library collections [Collection Development]

3. Develop a culture of assessment and planning to optimize the delivery of information resources and services and to support our ability to allocate staff and budgetary resources to respond quickly to user needs and stakeholder priorities.

Relation to vision: Effective planning and assessment practices must drive strategic reallocation of resources to respond to changes in the environment and user needs. This includes the evaluation and utilization of consortial services and outsourcing when appropriate to support our mission and vision more effectively.

Projects and actions to advance this strategy in FY 2011:

a. Analyze LibQual+ and ethnographic study data to develop related action plans. Organize focus groups to provide additional clarification of specific data.
   - Develop action plans based on item list developed by the library’s ERIAL research team and anthropologist [all library units]
   - Present ERIAL findings at campus wide forum [ERIAL research
b. Evaluate our strategic planning process, define specific criteria, and develop a new strategic plan for FY 2012 – FY 2015
   • Develop a plan and timeline to complete a revision of the strategic plan, including identification of a consultant to assist with the planning process [Administration]

c. Continue work with FYE and expand assessment tools for other library instruction programs and information literacy initiatives.
   • Provide library instruction for all FYE classes [Information Services]
   • Develop library instruction for 2nd Year Experience classes [Information Services]
   • Participate in the revision of the general education program as possible to incorporate library instruction and information literacy [Information Services]

d. Explore the creation of a student Library Advisory Board
   • Develop plans for and initiate a student Library Advisory Board [Administration]

e. Standardize statistical data collection for our electronic resources, Library Web site, and other collections.
   • Expand use of Google Analytics [Administration, Web Services]
   • Develop statistical reports from Serials Solution 360 Resource Manager [Administration, Web Services, Technical Services]

f. Evaluate and implement solutions related to service points and public service needs, including 2nd floor services, library hours, computer areas, classrooms, and space allocation.
   • Replace public computers on 1st and 2nd floor [Administration, Systems]
   • Replace and add additional computers to MLRC [Administration, Systems, MLRC]
   • Add MS Office to 2nd floor public computers and additional MLRC computers [Administration, Systems, MLRC]
   • Review service points for photocopiers [Administration, Information Services]
4. **Empower library faculty and staff to build a responsive, creative learning community by making greater use of cross-functional teams, distributing responsibility with authority, encouraging pursuit of grants and enhancing professional development opportunities.**

*Relation to vision:* The quality of library services is impacted most directly by the library faculty and staff providing those services. New models for engaging faculty and staff in addressing priorities through new organizational structures should be explored. In creating an environment and a culture where faculty and staff can excel and are encouraged to innovate, the Library must invest in staff professional development.

*Projects and actions to advance this strategy in FY 2011:*

a. Begin succession planning in the Library to address upcoming retirements of library faculty, administrators and staff. Define new positions based on most critical operational and management needs.
   - *Hire permanent, full time Information Technology Support Associate in the MLRC [Administration, MLRC]*
   - *Create new staff position in Circulation for additional night and weekend support [Administration, Access Services]*

b. Enhance efforts of documenting work processes, knowledge transfer and cross-training to insure ongoing effectiveness of operations and to minimize risks of lost expertise.
   - *Document work processes related to retirement of Technical Services librarian [Technical Services]*

c. Review and update Library policies.
   - *Review and update circulation and MLRC policies [Administration, Access Services, MLRC]*

d. Implement new processes for requesting and allocating budgetary resources to bibliographers based on continuous assessment of user needs and resource usage by subject area for all formats of materials.
   - *Develop permanent mid-year planning for end of year budget expenditures [Collection Development]*
   - *Create a Task Force on Collection Development to review options for organizing collection development activities and for allocating collection budgets, fund codes, etc. [Administration, Technical Services, Collection Development]*
5. **Complete the remodeling and refurnishing of the Ronald Williams Library to enhance the functional and learner-centered quality of Library facilities in meeting the particular needs of commuter students.**

*Relation to vision:* For the Library to be an intellectual and cultural center for the University Community and to create a true learning commons, the quality of the physical space and the work environment must be fit for purpose. Seamless functional integration and coordination of all services delivered within the Library, regardless of the area responsible for the specific services, must be a high priority. This will require collaboration with many other units on campus within and beyond the Library, including: Academic Development, University Technology Services, Auxiliary Services, University Events, CTL, IRAD, Facilities Management, Campus Police, etc.

*Projects and actions to advance this strategy in FY 2011:*

   a. Complete the remodeling and refurnishing of the old Library Archives office for use by staff working in Archives and IRAD.
      - *Get quote for removal of existing Archives shelving and complete this project [Administration]*

   b. Complete remodeling and refurnishing to the Library to enhance the comfort and functionality of the facility to meet the needs of the University Community.
      - *Develop plans and budgets to remodel and refurnish the 2nd floor of the Library [Administration]*
      - *Pursue implementation of a new student library fee (or ability to draw on some existing student fee) as a source of revenue to support library improvements [Administration]*
      - *Pursue installation of a coffee stand in the Library based on food service RFP results [Administration]*

   c. Enhance the quality and suitability of work areas assigned to Library faculty and staff members
      - *Pursue implementation of a new student library fee (or ability to draw on some existing student fee) as a source of revenue to support library improvements [Administration]*

   d. Finalize and implement library specific plans related to the campus emergency planning initiatives.
• Hold additional emergency evacuation drill [Administration]
• Work with campus units to finalize draft plans [Administration]

e. Complete the Library Resource Center at El Centro.
  • Open in early FY2011 with staff and support [Administration, Information Services, Systems]

Approved by Department of the Library Faculty, October 6, 2010
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