STRATEGIC PLAN FOR LIBRARY SERVICES
FY 2010 ACCOMPLISHMENTS

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 2010:

a. Work with campus areas involved to improve print management solutions (including wireless printing, color printing and microform printing).
   - *The University printing/photocopy RFP was completed, and the final contracts were approved* [Administration]
   - *Initial implementation plans were started* [Administration, Systems]

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.
   - *The proxy server was modified to allow specialized access to select online resources, such as College Source and Language Lab testing, to meet university needs* [Systems]

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.
   - *Changes to the Library Web site based on usability testing were discussed and initial work was begun on implementing changes* [Web Services, Administration]

d. Further develop Web 2.0 tools and services for deployment through the Library’s website and through faculty courses in Blackboard.
• A plagiarism learning module was developed for FYE classes and faculty members were encouraged to provide the link in their Bb courses [Information Services]

e. 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.
• No specific action was taken in FY 2010.

f. Provide access to relevant copyright resources related to fair use and further develop and promote related library policies.
• Staff attended seminars related to copyright issues in libraries [Access Services, Administration]

g. Explore delivering library services beyond the Reference Desk.
• Extended chat reference to LibGuide pages [Information Services]
• Implemented LibraryH3lp to integrate multiple chat streams [Web Services]

h. Implement laptop sign-out program for students.
• Several netbook models were purchased and tested for this service but were not considered satisfactory. [Administration, Systems]

i. Review existing library support and develop new services for library users at University Center, CCICS, CTC and El Centro.
• The facilities for the Library Resource Center at El Centro were completed. Equipment and furniture were purchased and installed. [Administration, Systems]
• Local requesting implemented for CCICS and Main library [Access Services]

j. Evaluate existing information resources such as instructional handouts, building signage, Help Web pages, etc. and make the necessary revisions.
• Online help documents were created to support using VuFind [Web Services]
• A task force was established to review instructional handouts [Information Services]
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 2010:*

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.
   - *VuFind was implemented [Web Services, Administration]*
   - *WCL development continued, included some centrally loaded dbs and federated searching [Web Services]*

b. Conduct usability studies on the current library catalog to evaluate potential customization options.
   - *Usability study on WCL was completed [Web Services]*

c. Evaluate electronic resource management services to enhance and to simplify access to library print and electronic books and serials.
   - *The electronic resource management system (ERMS) was purchased and implementation begun [Administration, Web Services, Technical Services]*

d. Implement projects to enhance delivery, including document delivery options to supplement and to replace some journal subscriptions.
   - *Document Delivery services were further evaluated [Administration, Access Services, Collection Development]*
   - *Delivery of British Library documents via Arial was tested [Administration, Access Services]*
   - *RapidIILL services were evaluated [Administration, Access Services]*
   - *Local requesting was implemented [Administration, Access Services]*

e. 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.

- Journal issues available in JSTOR were weeded [Collection Development, Technical Services]
- Began weeding journal issues available through Sage Premier [Collection Development, Technical Services]
- Weeded a large number of reference continuations [Collection Development, Technical Services]

f. Improve strategies to inform patrons of existing collections, new titles, and electronic resources, and to make selected collections more visible.
- No specific action was taken in FY 2010.

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 2010:

a. Analyze LibQual+ and ethnographic study data to develop related action plans. Organize focus groups to provide additional clarification of specific data.
   - The data was analyzed as part of the ERIAL project [Information Services]

b. Evaluate our strategic planning process, define specific criteria, and develop a new strategic plan for FY 2011 – FY 2013.
   - Decision was made to extend current plan format through FY 2011 and to develop a new strategic plan to begin in FY 2012 [All Library Units]

c. Continue work with FYE and expand assessment tools for other library instruction programs and information literacy initiatives.
   - A pilot program assessing FYE library instruction was conducted
[Information Services]

d. Explore the creation of a student Library Advisory Board.
   • No specific action was taken in FY 2010.

e. Standardize statistical data collection for our electronic resources, Library Web site, and other collections.
   • Collection of statistics for ACRL and e-resources was standardized. [Administration, Web Services]
   • Determined method for reporting value of weeding books to Controller’s Office [Administration, Technical Services]
   • Implemented Google Analytics and attended workshop [Administration, Web 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.
   • Library hours for Sunday were extended. [Access Services, Information Services]
   • 2nd floor public service desk was consolidated with 1st floor reference desk [Administration, Information Services]
   • Implemented local requesting of materials [Access Services]
   • Finalized plans to relocate the media collection in MLRC [Administration, Technical Services, Access 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 2010:**

   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.

- *Hired temporary electronic resources librarian to address librarian vacancy [Administration]*
- *Hired temporary microcomputer specialist to address MLRC civil service staff vacancy [Administration]*
- *Initiated and completed search and screen process for two faculty retirements [Administration]*

b. Establish new cross-functional teams of library faculty and staff to lead key initiatives where this organizational model will be effective.

- *Cross functional teams worked on numerous projects including document delivery, MLRC media relocation, SFX, web services, etc [all library units]*

c. Enhance efforts of documenting work processes, knowledge transfer and cross-training to insure ongoing effectiveness of operations and to minimize risks of lost expertise.

- *Knowledge transfer for the Technical Services Coordinator position was planned and initiated [Administration, Technical Services]*
- *SFX knowledge transfer was provided by former Electronic Resources Librarian [Information Services]*

d. Review and update Library policies.

- *Developed new policies for Library privileges to alumni, and local requesting [Administration, Access Services]*

e. Balance the time and energy devoted to new projects and initiatives with the time and energy needed to effectively manage ongoing operations.

- *No specific action was taken in FY 2010*

f. Identify tasks that can be eliminated as new tasks are implemented and as staff positions are reassigned.

- *No specific action was taken in FY 2010*

g. 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.

- *No specific action was taken in FY 2010*
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 2010:

a. Complete the remodeling and refurnishing of the old Library Archives office for use by staff working in Archives and IRAD.
   - No specific action was taken in FY 2010

b. Begin planning to remodel and refurnish the 2nd floor of the Library.
   - No specific action was taken in FY 2010

c. Enhance the quality and suitability of work areas assigned to Library faculty and staff members.
   - No specific action was taken in FY 2010

d. Evaluate the costs and benefits of the extended Library hours.
   - Library hours for Sunday were extended. [Access Services, Information Services]

e. Finalize and implement library specific plans related to the campus emergency planning initiatives.
   - Developed and tested an evacuation plan in coordination with the campus Emergency Planning Team [Administration]

f. Address existing infrastructure needs at the CCICS Library.
   - Lighting issue was resolved [Administration]

g. Complete the Library Resource Center at El Centro
• *Completed purchase and installation of computers and furniture*

h. Work with Facilities and University Administration to address deferred maintenance of the building.
   • *No specific action was taken in FY 2010*