STRATEGIC PLAN FOR LIBRARY SERVICES, FY 2010

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).

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.

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.

d. Further develop Web 2.0 tools and services for deployment through the Library’s website and through faculty courses in Blackboard.

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.

f. Provide access to relevant copyright resources related to fair use and further develop and promote related library policies.

g. Explore delivering library services beyond the Reference Desk.

h. Implement laptop sign-out program for students.

i. Review existing library support and develop new services for library users at University Center, CCICS, CTC and El Centro.

j. Evaluate existing information resources such as instructional handouts, building signage, Help Web pages, etc. and make the necessary revisions.
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.

b. Conduct usability studies on the current library catalog to evaluate potential customization options.

c. Evaluate electronic resource management services to enhance and to simplify access to library print and electronic books and serials.

d. Implement projects to enhance delivery, including document delivery options to supplement and to replace some journal subscriptions.

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.

f. Improve strategies to inform patrons of existing collections, new titles, and electronic resources, and to make selected collections more visible.

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.
b. Evaluate our strategic planning process, define specific criteria, and develop a new strategic plan for FY 2011 – FY 2013.
c. Continue work with FYE and expand assessment tools for other library instruction programs and information literacy initiatives.
d. Explore the creation of a student Library Advisory Board.
e. Standardize statistical data collection for our electronic resources, Library Web site, and other collections.
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.

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.
b. Establish new cross-functional teams of library faculty and staff to lead key initiatives where this organizational model will be effective.
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.
d. Review and update Library policies.
e. Balance the time and energy devoted to new projects and initiatives with the time and energy needed to effectively manage ongoing operations.
f. Identify tasks that can be eliminated as new tasks are implemented and as staff positions are reassigned.
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.
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.  
   b. Begin planning to remodel and refurnish the 2nd floor of the Library.  
   c. Enhance the quality and suitability of work areas assigned to Library faculty and staff members.  
   d. Evaluate the costs and benefits of the extended Library hours.  
   e. Finalize and implement library specific plans related to the campus emergency planning initiatives.  
   f. Address existing infrastructure needs at the CCICS Library.  
   g. Complete the Library Resource Center at El Centro.  
   h. Work with Facilities and University Administration to address deferred maintenance of the building.

Approved by Department of the Library Faculty, Oct. 14, 2009  
Approved by Bradley F. Baker, Dean of Libraries and Learning Resources, Oct. 15, 2009