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 2012:*

a. Refine the Library’s website to introduce new web services to meet user needs.
   - *Develop a mobile version of the Library’s web site and market the availability of this option [Web Team]*
   - *Participate in the project to redesign the University’s web site to insure optimal web presence and functionality for the Library [Administration, Web Team]*

b. Provide access to relevant copyright resources related to fair use and further develop and promote related library policies.
   - *Develop a copyright resources web page. Update and document the Library’s copyright policies related to electronic reserves and MLRC materials [Administration, Access Services, Information Services]*

   c. Enhance the visibility and reach of existing information and instruction services in the Library and beyond.
      - *Offer library training for student peer mentors in the Trio Center, FYE Peer Mentor Program and CAW [Information Services]*
      - *Create photo directory of staff working at service desks at library entrance [Administration, all library units]*
      - *Test effectiveness of using video conferencing technology to extend library instruction to the University Center of Lake County (UCLC) [Information Services]*
      - *Create Task Force to pursue development of online video tutorials to help address reference needs for remote users [Information Services]*
- Review models of “roving librarian” reference services [Information Services]

d. Evaluate existing information resources such as instructional handouts, building signage, Help Web pages, etc. and make the necessary revisions.
  - Develop comprehensive LibGuide sites for CCICS, El Centro, UCLC and CTC [Information Services, Web Team]
  - Develop instructional handouts for the El Centro LRC [Information Services]
  - Purchase sign for media collection on 3rd floor and new book area on 1st floor [Administration]
  - Install new signage on the 4th floor to improve way-finding to new service areas [Administration]
  - Appoint a task force to review and to propose new informational signage needed near elevators, desks, doors, etc. [Administration]

e. Extend the library’s engagement in university events and target specific segments of patrons for outreach efforts.
  - Actively participate in Fall into Fun Week [Information Services]
  - Provide coffee and treats during final exam week events [Information Services]
  - Create an Exhibits Task Force to help create interesting library displays for walk-in patrons [Information Services]
  - Appoint a task force to develop an outreach plan for communicating with the ”new majors” student population [Information Services]
  - Appoint a task force to develop an outreach plan for communicating with full and part time teaching faculty [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 2012:

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.
   - Appoint a task force to complete an evaluation of WorldCat Local to determine viability of this discovery tool [Administration, Task Force]

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. 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 journal backfiles included in new JSTOR and other online archival collections [Technical Services, Collection Development]

d. Work with the Graduate College to streamline process for submitting, archiving and accessing NEIU theses.
   - Evaluate and implement the ProQuest Dissertation Publishing Program [Administration, Technical Services]

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 2012:

a. Partner with faculty to incorporate an appropriate component on the
use of library resources at all levels across the curriculum.

- Participate in the revision of the general education program as possible to incorporate library instruction and information literacy [Information Services]
- Offer a one credit hour class on library research and information fluency for non-traditional program students [Information Services]

b. Standardize statistical data collection for our electronic resources, Library Web site, and other collections.

- Develop statistical reports from Serials Solution 360 Resource Manager [Administration, Web Services, Technical Services]
- Standardize and document data gathering from multiple systems and reporting sources [Administration, Web Services, Technical Services]

c. Evaluate and implement solutions to address public service needs identified from assessment activities and known challenges created by having multiple service points.

- 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]
- Appoint a task force to create standards of service for all of the library’s information desks [Information Services, Access Services]
- Create a standing committee to coordinate services between the library and the new non-library service units on the 4th floor [Administration]

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 2012:

a. 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 in areas where staff retirements are imminent [all areas]

b. Review and update Library policies.
   - Review and update circulation and MLRC policies [Administration, Access Services, MLRC]
   - Review and revise the Library’s Collection Development policy [Administration, Collection Development]

c. Implement new allocation models and update any related collection development processes.
   - Create new fund structure and ledger to effectively allocate and manage the library materials budget [Administration, Technical Services]
   - Review and revise YBP profiles to reflect current selection processes and new fund structure [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 2012:

a. Complete the remodeling and refurnishing of the old Library Archives office for use by staff working in Archives and IRAD.
● Work with Facilities Management to remove old compact shelving from the Archives office [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.
● Prepare an RFP to develop a master plan for the Ronald Williams Library that outlines plans for phased implementation of remodeling projects to enhance functionality of library facilities [Administration]
● Submit action step requests to the Provost for funding to remodel and refurnish various areas in the Library based on master plan to be developed [Administration]
● Work with Facilities Management to complete installation of a coffee stand in the Library [Administration]

c. Partner with University Technology Services in upgrading systems capacity and connectivity available in the Library.
● Participate in the project to replace all telephones in the Library as part of the move to VOIP being led by University Technology Services [Administration, Systems]
● Work with University Technology Services to assess, monitor and improve network connectivity in the Library [Administration, Systems]

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