Benedictine University Library Strategic Plan 2016-2019

# Guiding Principle #1: Create spaces that foster learning, creativity, ground-breaking research, and student success.

## Unify academic support units in one building.

* + 1. Survey the current population of students, staff, and faculty to gather data on user needs and satisfaction in order to build a case for why we need a new library/spaces. - University Librarian, Associate University Librarian, Branch Director Mesa (Fall 2016)
    2. Work with stakeholders in each academic support unit/department to develop a vision of a unified academic support building. - University Librarian (Spring 2017)

## Create a makerspace on the Lisle campus.

* + 1. Conduct an environmental scan to identify existing maker equipment on campus and conduct a needs assessment. - Emerging Technologies Librarian (Fall 2016)
    2. Secure permission to accept payment for special printing. - University Librarian (Fall 2016)
    3. Identify and prepare a space for maker equipment. - University Librarian, Associate University Librarian (Spring 2017)
    4. Develop a staffing plan, policies, and procedures. - University Librarian, Associate University Librarian, Emerging Technologies Librarian (Spring 2017)
    5. Select and purchase equipment (3D printer, 3D scanner, plotter printer, computers, etc.) - Emerging Technologies Librarian (Summer 2017)
    6. Train Library staff and student workers. - Emerging Technologies Librarian (Summer 2017)

## Enhance the technological infrastructure of our existing study spaces.

* + 1. Add collaboration stations in open study spaces on the second floor of Kindlon Hall. - Associate University Librarian, Emerging Technologies Librarian (Summer 2016)
    2. Add small collaboration stations in our study rooms. - University Librarian (Summer 2018)
    3. Investigate the need for accessible workstations. - Associate University Librarian, Emerging Technologies Librarian (Summer 2018)

## Expand special collections space to include adequate storage for current collections and expected growth of the collections, designated processing space, and a reading room with space for researchers and displays.

* + 1. Assess collection growth and anticipated 3, 5, and 10 year storage needs. - Archives and Special Collections Librarian (Spring 2016)
    2. Add additional Archives storage space with appropriate environmental controls. - Archives and Special Collections Librarian, University Librarian (Summer 2016)
    3. Add an Archives reading room that will accommodate use for researchers, displays, and small events. - Archives and Special Collections Librarian, University Librarian (Summer 2018)
    4. Add designated processing space with areas for processing both physical and digital materials. - Archives and Special Collections Librarian, University Librarian (Summer 2018)

# Guiding Principle #2: Transform Library services to support the evolving needs of faculty & students throughout the lifecycle of scholarly communication.

## Transform reference and instruction services to include versatile formats to best serve all populations.

* + 1. Integrate Library instruction and resources across all levels of the curriculum. -Outreach Librarians (Spring 2017)
    2. Expand the web presence of all information literacy services, including embedding in classes, assignment development, and class-specific materials. - Outreach Librarians, Web Committee (Fall 2017)
    3. Expand the use of online tutorials and workshops to increase usage of Library services and resources across all locations and online. – Reference and Outreach Librarians, Access Services Librarian. (Fall 2016)
    4. Conduct a gap analysis of online services and resources. - Reference Librarians, Associate University Librarian (Fall 2016)
    5. Establish a strategy for engaging with all distance stakeholders including administrators, students, faculty, adjuncts, instructional designers, and learning management system support teams. ­ All (Spring 2017)
    6. Increase access points for online learners to Library resources. - Digital Resources Librarian, Access Services Librarian. (Fall 2017)
    7. Explore alternative reference models with greater use of student workers on the reference desk. - Reference Librarians (Fall 2017)
    8. Transform reference services to a research consultation model. - Reference Librarians (Fall 2017)
    9. Increase collaboration with faculty through workshops and one-on-one meetings, and faculty specific Research Guides. – Outreach Librarians (Spring 2017)

## Develop digital scholarship services.

* + 1. Conduct a gap analysis of digital scholarship/scholarly communication services and conduct a needs assessment. - Emerging Technologies Librarian, Digital Resources Librarian, Associate University Librarian (Fall 2016)
    2. Develop skillsets needed to offer digital scholarship services. - Digital Resources Librarian, Emerging Technologies Librarian, Associate University Librarian (Spring-Summer 2017)
    3. Offer workshops and/or consultations and Research Guides on digital scholarship/scholarly communication topics. (Fall 2017)
       1. Open access and open educational resources - Copyright Committee
       2. Data management - Science Outreach Librarian
       3. Copyright and Creative Commons - Copyright Committee
       4. Digitization and digital preservation - Archivists
       5. Oral histories – Archivists
       6. GIS and data visualization - Emerging Technologies Librarian, Science Outreach Librarian
       7. Usability testing and technology evaluation - Emerging Technologies Librarian
       8. Digital media assignments - Instruction Librarians, Emerging Technologies Librarian
       9. Digital humanities projects - Digital Resources Librarian, Emerging Technologies Librarian
    4. Host University publications that contain content generated primarily by Benedictine University students, faculty, or staff in Constellation. - Archives and Special Collections Librarian, Emerging Technologies Librarian (Fall 2017)
    5. Host all student theses and dissertations in Constellation. - Archives and Special Collections Librarian (Spring 2018)
    6. Create a web presence for digital scholarship services and showcase projects created with Library assistance on the Library website. - Web Committee (Summer 2017)
    7. Promote digital scholarship services to faculty, staff, and students. - Community Relations Committee (Fall 2017)

## Make the University Archives the first stop for students doing primary source research.

* + 1. Hire an Outreach Archivist. - University Librarian (Fall 2016)
    2. Integrate Archives materials into courses across the curriculum, including non-history courses. - Archivists (Fall 2018)
    3. Using DPLA’s model, develop Primary Source Sets for use in instruction/education. – Archivists (Spring 2017)

# Guiding Principle #3: Promote an active, visible, and vital presence in the academic life of the university.

## Collaborate with academic support units.

* + 1. Invite the Student Success Center to offer tutoring in the Library for a few pre-determined hours each semester to reach more students. – Digital Resources Librarian (Fall 2016 and ongoing)
    2. Contribute to the New Student Advising department’s retention efforts. – Digital Resources Librarian (Fall 2016 and ongoing)
    3. Work with the Special Services Department to improve Library services and online and physical spaces for users with disabilities. – Digital Resources Librarian (Fall 2017)
    4. Partner with the Center for Teaching and Learning Excellence on initiatives such as workshops, technology evaluation, Open Access Week events, adjunct orientations, and grants. – Emerging Technologies Librarian, Community Relations Committee (Fall 2016 and ongoing)

## Collaborate with student groups.

* + 1. Establish a student advisory group for the Library. - University Librarian (Fall 2016)
    2. Increase record donation from student organizations to the Archives. – Archivists, Digital Resources Librarian (Spring 2017)
    3. Work with student groups to co-host events. - Community Relations Committee, Digital Resources Librarian (Spring 2017)

## Develop orientation for new students.

* + 1. Identify opportunities for Library involvement in orientations to reach all student populations (Bridge to Success, Emerging Scholars, Athletics, and Transfer Orientation). – Digital Resources Librarian, Outreach Librarians (Fall 2017)
    2. Develop, document, and implement a Library orientation plan that reaches all students, including a scavenger hunt or similar activity to engage students in the Library. – Digital Resources Librarian, Outreach Librarians (Summer 2018)

## Provide engaging programming.

* + 1. Integrate Archives collections into CMI programs and endeavors. – Archivists (Spring 2017)
    2. Partner with local organizations to hold public local history events. - Archivists, Community Relations Committee (Summer 2018)
    3. Collaborate with academic departments to host topic and author events. - Community Relations Committee, Outreach Librarians (Fall 2018)
    4. Offer low-tech and high-tech maker activities and small group workshops. - Community Relations Committee, Emerging Technologies Librarian (Fall 2017)

## Partner with Institutional Research to develop a comprehensive records management program and bring all departments/offices into compliance.

* + 1. Conduct a survey of all records, paper and digital that are being created by the university.- Archives and Special Collections Librarian (Summer 2018)
    2. Develop retention and disposition schedules that meet the needs of the university and are in compliance with all state and federal laws.- Archives and Special Collections Librarian (Fall 2018)
    3. Coordinate with offices to ensure timely transfer of inactive records to the Archives and disposition of records with no enduring value.- Archives and Special Collections Librarian (Spring 2019)

# Guiding Principle #4: Build and provide access to collections and services that support the mission of the University and all its units/programs.

## Improve discoverability of resources.

* + 1. Form a Discovery System Task Force that will research and evaluate discovery systems and make formal recommendations to the Library Administration. – Associate University Librarian (Spring 2017)
    2. Implement the discovery system selected by the Discovery System Task Force. - Digital Resources Librarian (Summer 2017)
    3. Prepare for implementation of new ILS. - All (Summer 2016 and ongoing)
    4. Reduce and eventually eliminate the processing backlog for Archives collections. - Archivists (Summer 2016 and ongoing)
    5. Increase access to Archives collections by incorporating digitization and creation of CONTENTdm collections into regular processing procedures. - Archives and Special Collections Librarian (Fall 2017)

## Partner with related institutions, including St. Procopius Abbey, Sacred Heart Monastery, and Benet Academy to write finding aids for their hidden collections.

* + 1. Identify partners/stakeholders at each organization. - Archives and Special Collections Librarian (Spring 2017)
    2. Establish priorities and schedule for processing. - Archives and Special Collections Librarian (Summer 2017)
    3. Develop cost-sharing mechanism for partners. - University Librarian, Associate University Librarian (Fall 2018)
    4. Create finding aids. - Archivists (Spring 2018 and ongoing)

## Build rich and diverse collections.

* + 1. Analyze interlibrary loan borrowing data to identify subject areas frequently requested and apply findings to collection development strategy. - Associate University Librarian (3 year cycle)
    2. Continue to grow Archives and Special Collections with a focus on research collections. – Archivists
       1. Update the current Collection Development Policy for the Archives and Special Collections. (Fall 2016)
       2. Expand the scope of the oral history program to better document the Benedictine University Community. - Archivists (Spring 2017)
       3. Incorporate record donation into retiring faculty off-boarding process. University Librarian (Fall 2018)
    3. Collaborate with the University Development to pursue collections from prominent alumni. - Archivists, University Librarian (Spring 2019)
    4. Expand electronic resource collections beyond journals, books, and streaming videos; investigate and pursue specialized collections in support of the Benedictine mission.

## Take steps to better preserve Archives and Special Collections materials.

* + 1. Develop and implement a digital preservation plan to supplement the Archives’ existing preservation plan. - Archivists (Spring 2017)
    2. Address preservation and access issues by digitizing at-risk AV and high-use newspaper collections. - Archivists (Spring 2017)
    3. Establish a budget for preservation activities. – University Librarian, Associate University Librarian, Archives and Special Collections Librarian. (Fall 2016)
    4. Collaborate with facilities to stabilize the climate in Archives  
       storage space(s). - Archives and Special Collections Librarian (Fall 2016)
    5. Pilot an Adopt a Book/Artifact program. - Archivists, University Librarian (Fall 2018-Spring 2019)

# Guiding Principle #5: Cultivate a climate of assessment.

## Define service standards.

* + 1. Develop a checklist for planning instruction sessions to ensure consistency of instruction. - Outreach Librarians (Summer 2017)
    2. Develop a checklist for providing reference to ensure consistency of reference interviews. - Reference Librarians (Summer 2017)
    3. Develop a checklist for academic and non-academic liaison responsibilities to ensure consistency of Library presence. - University Librarian, Associate University Librarian (Summer 2017)

## Assess our impact by applying a user-centered, evidence-based approach.

* + 1. Develop assessment standards and a timeline for each new initiative that will be used to determine if the project should be continued as is, adjusted to better meet the established goals, or discontinued. - Project Leads/Coordinators, Associate University Librarian (Summer 2018)
    2. Conduct annual usability testing of the Library website. - Web Committee (Fall annually)
    3. Monitor user experience and user research strategies and best practices and encourage Library staff to put them into practice where applicable. - Emerging Technologies Librarian, Digital Resources Librarian (Summer 2016 and ongoing)
    4. Every other year, conduct a university-wide assessment survey. - University Librarian (Fall 2016 and Fall 2018)

## Practice open communication.

* + 1. Implement a way for staff to communicate new ideas to Library Administration. - University Librarian (Spring 2017)
    2. Evaluate the current committee and functional group structures with input from all stakeholders. – Associate University Librarian (Summer 2017)

## Ensure that all staff has adequate training to be at the cutting edge of the field.

* + 1. Establish a schedule for regular peer-to-peer staff training that includes staff from all campus locations. - University Librarian, Associate University Librarian, Emerging Technologies Librarian (Summer 2016)
    2. Identify core competencies for student workers and establish a training schedule. - Circulation Manager, other student hiring managers (Summer 2016)