Strategic Plan 2016-2018

Based on shared objectives established by the Academic Affairs Leadership Team in late 2015, the library developed a two-year strategic plan using the Balanced Scorecard Model. Headings indicate the Academic Affairs shared objectives, followed by the library’s strategies and tasks to accomplish these objectives.

Be Effective & Efficient

- Redesign Website to Improve User Experience
  - Train content editors, perform usability testing, solicit feedback, and launch the site to the public
- Implement Document Delivery
  - Define service scope, identify delivery systems (software and equipment), and determine costs and identify funding to implement a pilot project

Be Clear & Consistent

- Enhance Service Point Consistency
  - Cross-train Circulation and Reference staff, and design and fully pilot a model for research assistance that is an alternative model to the current, traditional reference desk
- Improve Customer Service
  - Implement Customer Service Team Report recommendations

Recruit, Retain & Support Students

- Increase Student Engagement
  - Survey students about the Personal Librarian Program
  - Pilot a textbook support project
  - Host three additional student engagement events compared to FY2016
  - Complete a curriculum analysis project for at least one entire program in each college
Continuous Improvement

- Provide Training to Expand Staff Core Competencies
  - With staff input, the Library Leadership Team will set core competencies for staff onboarding and ongoing needs
- Monitor and Improve Library Use and Satisfaction
  - Identify core utilization statistics
  - Select or design a user satisfaction survey

Resource Management

- Manage Book Budget Allocations
  - Recalibrate book allocations with formula and weights
- Assess Physical Facility
  - Implement a space assessment project to inform final designs of annex and future library improvements

Work Effectively within a Shared Governance System

- Review Policies
  - The Library Leadership Team will review and update as needed public policies, allowing for input by library staff, Alma governance workflow groups, and/or campus governance committees (as appropriate)

Communicate Effectively

- Support Cross-Department Communication
  - Hold interdepartmental meetings each semester
- Meet ACRL Diversity Standards
  - Hold diversity events/activities after the Library Leadership Team reviews the standards

Clarify & Align Responsibilities

- Establish the Library as a Campus Copyright Resource
  - Complete a campus copyright needs assessment
- Evaluate Reorganization
  - Conduct department consultations with director and survey staff
Leverage University and System Resources

- Add to Existing UM System Partnerships
  - Investigate additional partnerships that build on Electronic Resources Management Pilot and Institutional Repository projects
- Learn from Student Library Study
  - Support a student-led, librarian-coordinated library study

Improve Funding Prioritization & Allocation

- Develop Alternative Funding Sources
  - Increase donations to the Friends of Library fund