

# 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*



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