2015 – 2020 ACTION PLAN
LIBRARY SERVICES
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Library Services

MISSION
Leaders in Evidence-Based Librarianship

ANNUAL GOALS
1. Create new building policies, procedures, and services that maximize the likelihood of student success.
2. Develop scalable and sustainable processes for developing student’s technology and information literacy skills.
3. Improve customer service training for library student assistants.
4. Proactively initiate projects with campus stakeholders that improve teaching and learning.
5. Develop a project-based work environment for library services.
6. Create a plan to market library content, services and spaces to students and instructors.
7. Create a departmental research agenda.
8. Create and implement a discovery strategy for content and collections.
9. Move to a demand driven acquisitions model for non-subscription content.
10. Transition to a library services platform.

ACTION PLAN ITEMS AND ALIGNMENT

OPPORTUNITY
• Improve customer service training for library student assistants. (1.7, 1.27)
• Create new building policies, procedures, and services that maximize the likelihood of student success. (1.11, 1.7, 1.26)
• Create and implement a discovery strategy for content and collections. (1.8, 1.24)
• Move to a demand driven acquisitions model for non-subscription content. (1.1)
• Transition to a library services platform. (1.3)

ENRICHMENT
• Improve customer service training for library student assistants. (1.7, 1.27)
• Create new building policies, procedures, and services that maximize the likelihood of student success. (1.11, 1.7, 1.26)

IMPACT
• Develop scalable and sustainable processes for developing student’s technology and information literacy skills. (1.16, 1.21, 1.24, 2.4, 2.6, 2.7, 2.8, 3.2, 3.3)