

F. D. Bluford Library Strategic Plan 2004 - 2008

Vision Statement:

F. D. Bluford Library is the intellectual heart of the campus that provides a place for interaction, collaboration, study and reflection. The library seeks to be a responsive, flexible, and effective organization, delivering learner-centered services to users anywhere, at anytime.

Mission Statement:

The mission of F. D. Bluford Library is to support discovery, engagement, and use of knowledge by providing timely access to quality information and learner-centered services that enhance the interdisciplinary mission of the University.

Core Values:

Equal Access, Freedom of Information, Life Long Learning, Resource Sharing and Service

Goal 1

Learning/Teaching Library

The Library, in partnership with academic faculty, will empower clients to utilize information resources and services to achieve the highest standard of excellence in individual, collaborative, and interdisciplinary research.

Expected Outcomes

- Clients will be proficient in information gathering skills in specific disciplines

- Clients will perceive the Library as the Information Commons of the University community with access to all e-resources, including the library catalog, library web site, Internet, e-mail, applications software, and intellectual exchange
- Information literacy guidelines will be developed that reflect local and national standards
- The library will become a formal component of the First Year Experience, enabling students to retrieve, analyze and critically evaluate print and electronic information resources as well as communicate and disseminate information

**Strategies/
Implementations**

- Assist and enable a diverse community of users to locate, evaluate, manage and use information in a range of contexts - *Ongoing*
- Create an environment where people and ideas can interact regardless of format and location - *Ongoing*
- Establish information literacy standards for Bluford Library - *2005*
- Collaborate with first year experience project coordinator and faculty to incorporate an information literacy component - *2005*

**Assessment
Measurement**

Compare library information literacy standards to university and national standards

**Assessment
Procedures**

- Analyze data gathered from the First Year Experience project
- Utilize evaluation results to determine levels of proficiency
- Examine system logs, surveys, computer inventory, reference statistics and annual reports

**Administration of
Assessment
Procedures**

Instructional Staff in collaboration with the First Year Experience coordinator will be responsible for establishing information literacy standards

Systems Staff and Library Department Heads will be responsible for collecting and analyzing data

Program Improvement

Findings will be used to:

- review and modify policies to enhance information literacy instruction
- help users function in a technological environment
- review and ensure an enhanced learning/teaching library environment

Goal 11

Access

The Library will organize, present, and deliver client-centered information services that are easily accessible and can be utilized independently.

Expected Outcomes

- All clients will have access to services and resources regardless of location through the expansion of the e-Library and enhanced document delivery services
- Services will be improved through modification of operations
- Clients with disabilities will have greater access through modification of facilities and services
- Collection will be strengthened to support expanded academic programs

Strategies/ Implementation

- Enhance access to information resources regardless of the location of user or collection – 2004 – 2006
- Build an infrastructure for continuous improvement of the client interface
- Maximize functionality and interoperability of the integrated library system

- Implement the delivery of video transmission to remote locations
- Provide electronic access to theses completed after 2003
- Collaborate with university departments, and other institutions, and agencies to strengthen collections and programs that support university curriculum and research initiatives – *Ongoing*
- Remove physical barriers to access – 2004 - 2006
 - Improve the client's ability to navigate the library building
 - Acquire additional adaptive technologies
- Implement a systematic plan and appropriate actions that preserve Library collections – 2004 - 2008
 - Focus local digitization efforts on those unique resources that reflect the history and mission of A&T
 - Update the disaster preparedness plan

**Assessment
Measurement**

The library will analyze statistical data of patron and collection use, acquisitions, and access points

**Assessment
Procedures**

- Examine the number of video transmissions, real time instruction sessions delivered and the number of resources added to the collection
- Implement recommendations from accreditation reports
- Examine system logs, computer inventory, reference statistics and annual reports for improvements in access
- Assess services and facility for compliance with ADA standards
- Examine annual reports, committee reports, library web sites, and documentation on digitization and preservation

**Administration of
Assessment
Procedures**

- Library Survey Committee, Library Department Heads in collaboration with academic departments
- Library Department Heads in collaboration with offices such as Physical Facilities and ITT
- Library Department Heads in collaboration with academic departments
- The Library's Safety Committee and Systems in collaboration with Physical Plant, Office of Veterans and Disability Support, and ARISA
- The Archive staff, Preservation Committee and the Collection Management Librarian in collaboration with ARISA

**Program
Improvement**

Findings will be used to:

- review and modify policies to improve access to information
- modify instruction and identify appropriate software and hardware needs
- evaluate the strength of the collection and to identify other agencies for inclusion in collaborative efforts
- recommend facility upgrades to improve physical access
- identify additional resources for digitization

Goal 111

Staffing

The library will provide a diverse staff appropriate in number and skills to ensure that the client is the center of library planning and service delivery.

Expected Outcomes

- Client satisfaction will be increased
- Data reflective of client needs will be readily available for planning and evaluation of library services
- Staff will be more responsive to customer needs
- Staff will be proficient in the performance of key responsibilities
- Staff size will be appropriate to service needs
- Staff interactions will reflect a higher level of customer service skills
- Staff will understand university and library policies and procedures

Strategies/ Implementations

- Administer user surveys and document needs for service planning - *Annually (April)*
- Conduct customer service workshops based on survey results, complaints, and needs – *Fall and Spring*
- Emphasize customer service standards in staff recruitment, orientation, training, and performance evaluation – *Ongoing; Performance Evaluations (December, April)*

- Develop a webpage for internal communication to ensure that staff is knowledgeable of university and library activities, policies, and procedures – *2004*
- Establish a mentoring program for SPA staff – *2004*
- Review library position descriptions and salary compensation – *Ongoing*
- Review and update to reflect current procedures – *Ongoing*
- Provide mechanism for staff to retrain or re-tool according to the mission of the library – *Ongoing*
- Define basic computer literacy skills required for staff and provide training when needed - *2005*

Assessment Measurement

- Surveys will be distributed manually and electronically to determine the level of satisfaction
- Documentation for the SPA Mentoring Program will be reviewed

Assessment Procedures

- Analyze data from annual surveys
- Schedule a minimum of one workshop per semester to address customer service deficiencies identified and monitor staff behavior after workshops to note behavior change in providing acceptable customer service
- Schedule more frequent library staff meetings
- Review use of Library Staff Webpage
- Analyze performance reviews, staff surveys, and findings from Human Resources and library administration regarding position descriptions and compensation
- Assign a mentor for each staff member for guidance and support
- Administer pre and post tests to measure the level of staff competencies

**Administration of
Assessment
Procedures**

- Library Survey Committee and Library Department Heads in collaboration with offices such as Office of Institutional Research, Assessment and Planning, Information Technology and Telecommunication, Security, and Human Resources will be responsible for conducting library surveys
- Professional Development Committee and Library Department Heads in collaboration with offices such as Information Technology and Telecommunication, Security, and Human Resources will be responsible for conducting customer service workshops
- Library supervisors in collaboration with Human Resources will be responsible for conducting performance evaluations
- Library supervisors, in collaboration with the Publication Committee will be responsible for the distribution of information
- Professional Development Committee, Mentoring Task Force, and supervisors, in collaboration with Human Resources, will be responsible for monitoring staff proficiencies

**Program
Improvement**

Findings will be used to:

- strengthen staff performance
- align staff positions more closely to job responsibilities and recommend equitable compensation based on responsibilities
- review and modify policies to reflect an enhanced client-centered environment, e.g. realignment of staff, adjustment of schedule, etc.
- determine staff compliance with customer service standards
- determine effectiveness of internal communication measures