

College of DuPage Library Strategic Plan for 2013-2015

Goal One: Educate the college community in accessing and evaluating information, in library research skills and in critical thinking through a comprehensive information literacy program.

Strategic Overview

The recent focus of the Library's Information Literacy Instruction Program has been on traditional, face-to-face instruction sessions and SOS workshops. While hands-on workshops have been successful, there is still a need for expanded instruction using additional modes of delivery. Delivering synchronous, online instruction using Adobe Connect has provided the Library with opportunities to reach our off-campus and online communities and gives librarians additional flexibility.

In addition to increasing contact with all students, the Instruction Program also seeks to provide continuous and systematic information literacy training and support to College faculty. By providing educational opportunities, research assignment guidance and instructional materials, the Library faculty can "teach the teachers" and help the College meet its information literacy and critical thinking outcomes.

Finally, as we continue to expand the reach of the Instruction Program, we should be mindful of both the Library's and the College's Information Literacy Outcomes and use them as the guide for developing and assessing instructional content -- including courses, workshops, webinars, tutorials and learning objects.

Objectives

- 1.1 Expand and advance information literacy instruction for multiple modes of delivery.
 - 1.1.1 Examine trends in our instruction statistics based on mode of delivery and apply them to future planning objectives.
 - 1.1.2 Review options available for synchronous information literacy instruction.
- 1.2 Offer and support a for-credit information literacy course.
 - 1.2.1 Create course content that allows any librarian to teach it in any mode of delivery.
- 1.3 Create and provide instructional materials (i.e. learning objects) that are connected to the Library's Information Literacy Instruction Program outcomes and the College's Information Literacy General Education outcomes.
 - 1.3.1 Explore coordination of and develop consistent information literacy outcomes for ED 1105 and ED 1115.
 - 1.3.2 Create replacement for Research FAQs.
- 1.4 Create and promote materials such as information literacy lesson plans, learning objects, tutorials and assessments for teaching faculty to use in their curricula.
 - 1.4.1 Develop a faculty "toolbox," a resource for promoting and sharing information literacy (IL) resources and materials.

- 1.4.2 Develop online and face-to-face IL training for faculty.
- 1.5 Engage in a strategic review of supplemental instruction.
 - 1.5.1 Examine SOS workshop and webinar series, IL Modules and Research 101.
- 1.6 Seek out opportunities to provide, support and encourage continuous professional development for library faculty in the areas of instruction, technology and curriculum design.

Goal Two: Select, maintain and provide access to a collection of materials chosen for their quality, currency and relevance to the academic curriculum and the educational needs of the community.

Strategic Overview

The College of DuPage Library's collection supports our community college curriculum and the educational interests of our community. Through good fiscal stewardship, the Library maintains a current, relevant collection that serves students, faculty and staff in person and online. Collection development is based on proactive analysis of current and near-future needs of library users.

Objectives

- 2.1 Develop and implement new statistical methodologies to track and forecast the use of our collections.
- 2.2 Increasingly focus on delivering information resources in electronic formats to meet the demand for electronic books and streaming media.
- 2.3 Regularly review our collection development policy and compare it to those of peer institutions.
- 2.4 Seek realistic approaches to contain acquisition costs as well as minimize loss of items.
 - 2.4.1 Use RFID technology to monitor collection traffic and inventory.
- 2.5 Keep abreast of issues in textbook publishing and determine how the Library should respond to these issues.
 - 2.5.1 Monitor the Library's new program of textbook lending to assess its viability.
- 2.6 Enhance the College Archives by building a digital collection of relevant college material.
- 2.7 Build upon our Digital Commons efforts.
- 2.8 Each librarian-selector will develop guidelines and a process for collection review and maintenance specific to his or her subject areas. Using these guidelines, review the entire collection every three years.
- 2.9 Expand cooperative relationships with other institutions to provide access to materials that are not owned by the College of DuPage Library.

Goal Three: Provide an environment conducive to individual and collaborative research and study.

Strategic Overview

The continuing renovation of the Library will present new patron usage patterns and resource needs that we cannot always foresee. We will have to be patient and flexible as we evaluate and adjust to the new environment and traffic patterns during the lifespan of this plan. Some of these statements are deliberately general in nature as our activities and plans may change as we adjust to the new space.

Objectives

- 3.1 Continuously evaluate space and materials usage in light of evolving technology and user needs.
- 3.2 Study use of the new group study rooms using booking statistics derived from the Library Management System.
 - 3.2.1 Develop a user survey to gather comments from the students who use these rooms.
- 3.3 Develop a new collaborative zone and continuously monitor of the use of all study zones, adjusting boundaries as needed.

Goal Four: Deliver reference and information services that support the college's academic curriculum and programs and promote lifelong learning throughout the college community.

Strategic Overview

The Library's reference and information services focus on curriculum support and lifelong learning. Services at the Reference Desk include teaching students and members of the community how to use the Library's information resources. The format and content of reference resources changes constantly, and the Library is committed to staying current in the changes in both the technology and the methodology required to provide excellent reference services.

Objectives

- 4.1 Continuously monitor new technology for ways of improving service.
- 4.2 Monitor changes in the College's academic and continuing education programs and adjust our services and collection to meet the needs of these programs.
- 4.3 Consider the feasibility of establishing a physical presence in the academic divisions to improve communications with teaching faculty and administrators.
- 4.4 Develop a proactive marketing campaign to inform new faculty, especially adjunct faculty, of what the Library has to offer them and their students.
- 4.5 Ensure that part-time librarians are well informed about what the full-time librarians do, how they interact with their teaching faculty, and what goes on in the academic departments.

- 4.6 Improve relationships with neighboring libraries to better understand how we might cooperate and share resources and services.
- 4.7 Examine how the College's academic partnerships with other institutions will affect services and collections.
 - 4.7.1 Train Reference staff on how to help students navigate the library websites of these partner institutions so that students can use those resources in addition to COD's resources.
- 4.8 Examine how the public service points on both floors operate and interact and how patron demands will affect staffing.
 - 4.8.1 Increase training for the Library Assistants in terms of answering reference questions.

Goal Five: Recruit a library staff whose knowledge, skills and abilities will evolve with the changing landscape of information and education, and support the library staff through continuing professional education opportunities.

Strategic Overview

In order to prepare library staff for optimum performance, develop and deliver training opportunities that promote emerging technologies, service excellence and communication.

Objectives

- 5.1 Develop and deliver staff training to prepare for the needs of new user populations stemming from growing participation in advanced degree programs.
- 5.2 Determine the core competencies necessary for our staff to perform their jobs successfully through on-going assessment and review of best practices.
- 5.3 Provide training opportunities that support articulated core competencies and best practices, employing a variety of formats to meet the needs of staff with diverse learning styles and schedules.
- 5.4 Seek out professional development opportunities and encourage staff participation in supplemental institutional, regional, national and online training opportunities.
- 5.5 Chronicle, share and include completed training in the Library's annual report.
- 5.6 Improve our current intranet and explore more immediate internal means of communication.
- 5.7 Establish regular opportunities for training and information exchange with other college units.