

UNIVERSITY LIBRARIES STRATEGIC PLAN - 30 goals -> ~ initiatives

1. Create an Environment that Promotes & Supports Scholarship, Learning & Discovery

- a. Good facilities in Clarion
- b. Need improvements at Venango Campus
- c. Challenge to balance competing interests & needs
 - i. Social – collaborative learning environment
 - ii. Noise – balance - new policies
 - iii. Public functions
- d. Safety & security for resources and people

2. Improve Internal & External Communication

- a. Communication is key factor to good services
- b. Letting people know more about our resources and services
- c. Providing channels for users to let us know their needs and concerns
- d. Goal is to promote optimal use of library resources
- e. Electronic newsletter
- f. Suggestion boxes
- g. Meetings with faculty
- h. Changes in Web pages - FAQ
- i. User surveys
 - i. LIBQual+ in fall

3. Set Progressively Higher Levels of Quality for User Services

- a. Library is service organization – educating users & connecting them with the information they need.
- b. Changing needs & new technologies are continually altering the character of services
- c. Attempting to take a proactive approach – designing & delivering services - new ILL / Dist. Ed. services
 - i. ILLiad – electronic document delivery
 - ii. Toll-free phone service
 - iii. Priority mail to Dist. Ed. students & faculty

- d. Working to develop more sensitivity to the needs of various user groups.
- e. Timely access to information resources
- f. Educating students to critically judge & make the best use of available information
- g. Goal is to develop a course-integrated information literacy program – a guideline of Middle States – faculty vacancies makes this a challenge
- h. Acquiring information resources a challenge
 - i. One of the lowest acquisition budget to student FTE ratios

4. Establish a Culture of Continuous Review, Evaluation & Improvement

- a. Always questioning how and why we do things
- b. Goal is to
 - i. Improve user services
 - ii. Acquire the information resources needed
 - iii. More effectively use of limited staff resources
 - iv. More effectively use of limited financial resources

5. Make Wise Use of Appropriate Information & Digital Technologies

- a. Improve access to information – esp. support Dist. Ed.
- b. Improve supporting services & operations
- c. Quicker, more effective ILL – Electronic delivery
- d. Better design of Web site
- e. Investigating global search capabilities
- f. Looking forward to future digitization projects

6. Attract, Retain, Support & Develop Highly Skilled Personnel

- a. Already have a dedicated & caring staff – further develop
 - i. More flexible
 - ii. Greater depth of knowledge – esp. re. changing technologies
- b. Continuing education is key factor
- c. Committed to providing outstanding services