Hartness Library Strategic Plan

Hartness Library System

Serving Vermont Technical College and the Community College of Vermont.
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Hartness Library Strategic Plan
2012-2017

Resources

Resources Goal 1. The Hartness Library will provide high-quality collections, in appropriate formats, to support the curricula of the colleges. (VTC Goal 3)

Objective 1. Improve and expand the library’s collections in support of certificate and degree programs.

Strategy A: Use library presence on CCV’s Academic Council and VTC’s Programs and Curricula Committee to stay informed of curricular changes that could affect collection development efforts.

Strategy B: Seek library input and inclusion in the process of approving new program proposals in order to ensure that available resources support all programs.

Strategy C: Seek collaboration and feedback on collections from faculty, staff and administration.

Strategy D: Pursue e-Resources options, including streaming media, to support CCV, Satellite campus, Nursing sites and distance learners.

Strategy E: Establish regular print and e-resource collection assessment and weeding procedures.

Objective 2. Enhance internal collaboration on collection development among all Hartness Library staff.


Strategy B: Hold regular Database Committee meetings to assess electronic resources, their usage and potential new resources.

Objective 3. Streamline acquisitions procedures for order placement/tracking, processing and cataloging.
Strategy A: Investigate alternative vendors for periodicals, books, video and audio resources.

Strategy B: Investigate new technologies to enhance acquisitions procedures.

**Resources Goal 2. The Hartness Library will ensure that the College’s history is preserved in the Hartness Library Archives (VTC)**

**Objective 1. Ensure that materials of enduring value to the institution are routinely collected. (VTC)**

Strategy A: Advocate for the implementation of a finalized College Records Retention and Management Policy.

Strategy B: Facilitate regular transfers of materials to the archives from identified College departments.

Strategy C: Arrange for the regular transfer of material in paper and electronic format from student clubs and societies.

**Objective 2. Ensure that materials of enduring value to the institution are preserved. (VTC)**

Strategy A: Continue to apply for grant opportunities to fund appropriate storage, preservation, furniture, archival containers and supplies.

Strategy B: Provide additional training in preservation resources and access.

**Objective 3. Ensure that the archival collections are accessible.**

Strategy A: Ensure secure and consistent digital access by establishing a mandated digital institutional archive space with regularly scheduled back-ups.

Strategy B: Advocate for additional staffing for archives processing when funds are available.
Access

Access Goal 1. *The Hartness Library will provide equitable access to resources, information, and services for the VTC and CCV communities.*

Objective 1. Provide efficient on- and off-campus lending, circulation, intra-library and interlibrary loan services to CCV and VTC communities.

Strategy A: Provide materials access via user-friendly web interface and customer service tools that fit the needs of diverse users, using diverse media such as mobile devices, tablets, telephone, email, and chat.

Strategy B: Investigate methods of improving CCV faculty access to course reserves. These may include enhancements to the existing booking process, introducing an e-reserve system, or buying multiple copies with separate reserve collections housed at the Randolph campus.

Strategy C: Continue to provide the option of home or site delivery for online and off campus CCV and VTC communities.

Strategy D: Continue to participate in VCAL’s faculty borrowing program, and establish a means to periodically assess this program.

Access Goal 2. *The Hartness Library will provide an efficient system of processing item requests and return of library and interlibrary loan materials.*

Objective 1. Improve materials return process from our off-campus users and satellite campuses so that items are returned in a timely manner.

Strategy A: Establish a consistent one or two-day return policy for sending materials to Hartness from CCV centers and satellite sites.

Strategy B: Investigate options for automating the check-in process at individual CCV centers or VTC satellites, allowing for simplified patron account management.

Strategy C: Evaluate all delivery options, such as U.S. Mail, Fed-Ex and UPS, to maximize cost savings and efficiency.
Reference and Instruction

Reference & Instruction Goal 1. *The Hartness Library will deliver high quality reference service by providing equitable access to information wherever and whenever it is needed by library patrons.*

Objective 1. Investigate new and innovative methods for reference service delivery to support a diverse and dispersed population of users.

Strategy A: Introduce a text-a-librarian service and establish best practices for maximum usability.

Strategy B: Explore other mobile device applications to enhance reference and instruction services.

Objective 2. Improve and enhance the quality of reference service provided to the CCV and VTC communities.

Strategy A. Develop reference training materials, such as a Reference Manual.

Strategy B. Devote a portion of each staff meeting to specific reference issues or topics, including skill sharing and discussion of best practices or specific subject areas.

Objective 3. Continue to actively promote reference services.

Strategy A: Promote student and faculty awareness of reference services by including reference information in library marketing materials.

Strategy B: Use opportunities to send e-mails and web announcements reminding users of Ask-a-Librarian and reference services.

Reference & Instruction Goal 2. *The Hartness Library will deliver expanded and high-quality instruction service to provide consistent library and information literacy instruction to all students across all curricula.*

Objective 1. Promote VSC graduation standards in Information Literacy by supporting faculty in the teaching and integration of IL across the curriculum.

Strategy A: Actively seek out opportunities to speak with or present to faculty on the subject of Information Literacy instruction. Venues could include department meetings, professional development meetings, conferences, etc.

Strategy B: Expand and promote the Librarian Liaison Program to all faculty members.
Strategy C: Engage more faculty members in library services, collection development, and library instruction.

Strategy D: Continue to create and maintain resources regarding information literacy concepts, practices and objectives for faculty on the library website.

**Objective 2. Expand information literacy program to reach more students in more classes across curricula.**

Strategy A: Actively promote and expand the Embedded Librarian Program to CCV and VTC faculty.

Strategy B: Make The Information Literacy Tutorial (TILT) and a class librarian (through the Embedded Librarian program) available in all CCV First Semester Seminar courses. (CCV)

Strategy C: Work with institutional stakeholders to evaluate Information Literacy Essential Objectives across the Gen Ed curriculum and determine optimal placement of IL learning objects and assessment instruments. (CCV)

Strategy D: Work with institutional stakeholders to expand and clarify Information Literacy requirements at the College level, including a possible for-credit Information Literacy course, or the establishment of Information Literacy requirements in VTC courses that parallel the IL Essential Objectives in CCV General Education courses. (VTC)

**Objective 3. Provide consistent quality library instruction across all curricula.**

Strategy A: Develop consistent standards for Information Literacy instruction. (VTC)

Strategy B: Develop basic information literacy guidelines for CCV/VTC students.

Strategy C: Develop/provide teacher training for all embedded or classroom librarians, and evaluate new avenues for teaching information literacy skills to our students.

Strategy D: Develop meaningful assessment of librarian-teacher skill as well as student outcomes.

Strategy E: Develop and maintain Information Literacy tools, such as videos, TILT and other tutorials, and Research Basics guide.
Technology

Technology Goal 1. The Hartness Library will provide robust and flexible online resources to support library initiatives and provide equitable access to library services for all users.

Objective 1. Improve the library’s online experience for diverse users.

Strategy A: Assess and improve library access for mobile device users, both through development of mobile-friendly web resources and by promoting and supporting mobile interfaces to our databases, catalog and other third-party Web products.

Strategy B: Assess and improve website accessibility for persons with disabilities in accordance with Web accessibility best practices.

Strategy C: Assess and improve the usability and information architecture of Hartness Web resources.

Strategy D: Assess and improve standards compliance in Hartness website coding to ensure optimal interoperability and platform independence.

Strategy E: Develop content authoring guidelines to help ensure new website content is standards compliant and created in accordance with Web design best practices.

Objective 2. Continue to develop and refine the Hartness website to support library services.

Strategy A: Hold regular Website Committee meetings with CCV and VTC staff to discuss current web projects and proposals.

Strategy B: Develop a specific process for the Hartness Webmaster and the Website Committee to follow in making changes so that all stakeholders are represented and ongoing services are not impacted.

Strategy C: Develop a Hartness website style guide to insure that all content is consistently presented.

Strategy D: Continue to investigate ways to provide visual and navigational consistency across all library web resources.

Objective 3. Build and maintain strong relationships with VTC and CCV college administration, IT, and VSC library staff to support the library’s technological
infrastructure and initiatives and to promote sufficient system-wide technological resources for effective use of library resources.

Strategy A: Actively participate in the assessment, selection, and refinement of VSC-wide library systems, like the online catalog.

Strategy B: Collaborate with VSC library IT staff to maintain, develop and refine library Web services.

Strategy C: Advocate for satisfactory broadband access at all VTC Sites and CCV Academic Centers.

Facilities

Facilities Goal 1. The Hartness Library will provide and maintain appropriate library facilities which are conducive to research and study and which meet the needs of students, staff and faculty. (VTC Goal 6, CCV Priority 6, Outcome D)

Objective 1. Ensure existing facilities are properly maintained. (VTC)

Strategy A: Work with facilities staff to develop maintenance schedule

Objective 2. Plan and implement necessary expansion and renovation of facilities to meet current and future needs. (VTC)

Strategy A: Conduct updated peer comparison of library facilities with main campus and Williston Satellite campus.

Strategy B: Conduct needs assessment of both VTC campuses and remote sites.

Outreach & Integration

Outreach & Integration Goal 1. The Hartness Library will promote library services and resources throughout the academic and local communities.

Objective 1: Improve student, staff and faculty awareness about the library.
Strategy A: Librarians will provide student, staff and faculty library orientations upon request.

Strategy B: Librarians will regularly participate in faculty workshops and college-wide training sessions.

Strategy C: Advocate for making library orientations a regular part of the first year student experience.

Strategy D: Use the Liaison Program and other relationships with faculty to promote library services.

**Objective 2: Increase library marketing throughout the college.**

Strategy A: Create and distribute library promotional materials on a regular basis.

Strategy B: Continue to provide regular Hartness Library contributions to institutional publications such as newsletters, e-mail announcements, and social media sites.

Strategy C: Highlight new and featured resources on the library website homepage.

**Outreach & Integration Goal 2.** The Hartness Library will collaborate with academic support services, committees, programs, and/or departments to increase library awareness and use of library resources and services.

**Objective 1: Solicit resource recommendations from faculty.**

Strategy A. Librarians will act as liaisons to each Program Committee (CCV) or Academic Department (VTC) and attend meetings on a regular basis.

Strategy B. Liaison Librarians will communicate new resource acquisitions to faculty and members of Program Committees or Academic Departments.

**Objective 2: Encourage collaboration and awareness throughout other academic support services.**

Strategy A: The librarians and Center for Academic Success staff will maintain regular communication about services, resources, and student support. (VTC)

Strategy B: Librarians will offer training to CCV Learning Center staff and VTC writing center staff or other academic support units upon request.
Strategy C: The library website and tutorials refer students to college-wide support services such as eTutoring and local Learning Centers. (CCV)

Strategy D: Use the Asst. Library Director’s membership on Academic Council to help inform the library of college-wide initiatives, support services and to encourage collaboration opportunities. (CCV)

**Objective 3: Strengthen administrative communication with the library.**

Strategy A. Leverage the Assistant Library Director’s physical location within CCV administrative offices to strengthen communication with institutional leadership. (CCV)

Strategy B. Leverage the Library Director’s position on the Programs and Curricula Committee to strengthen communication with institutional leadership. (VTC)

Strategy C. Seek opportunities for library participation in all relevant inter-departmental committees and working groups (i.e., Teaching and Learning Technologies committees; leadership teams, special work projects).

**Outreach Goal 4. The Hartness Library fosters goodwill within the surrounding community by providing services to the public.**

**Objective 1. Provide services and resources that promote cultural and educational enrichment to the surrounding community.**

Strategy A: Continue to make the website and OPAC freely available online, provide public access to our general collection, on-site computers, reference and archival assistance.

Strategy B. Maintain hours that facilitate public access by remaining open for at least 8 hours per weekday during college breaks.

Strategy C: Sponsor and promote public programming at the Hartness Library, such as art exhibits, book discussions and readings.

**Staffing & Operations**

**Staffing & Operations Goal 1. The Hartness Library will provide sufficient number and quality of personnel to ensure excellence and to function in an environment of continuous change.**
Objective 1. Provide students and other users with the high quality services and customer experience.

Strategy A: Perform assessment of current staffing levels compared to FTE enrollment and usage. Compare data to peer institutions, including 4 year institutions.

Strategy B: Advocate for increased staffing levels tied to enrollment increases and changes toward a 4 year college.

Strategy C: Clarify promotional track from Librarian I to Librarian II.

Strategy D: Assess job descriptions and position descriptions for entire Hartness staff.

Staffing & Operations Goal 2. The Hartness Library will foster a culture of professional growth and development (goal 7 VTC, CCV Strategic Priority 5, Outcome B)

Objective 1. Ensure that all staff are adequately trained and credentialed.

Strategy A: Encourage participation of all staff members in local and regional conferences as appropriate, and ensure that time is provided for such training.

Strategy B: Seek funding for national conference participation and professional training opportunities, including budget allocations and external grants.

Strategy C: Survey staff to determine training needs that may be met through internal training programs (cross-training, workshops, skill share sessions, etc.).

Staffing & Operations Goal 3. The Hartness Library will maintain and improve internal staff communication across institutions.

Objective 1. Keep all staff informed about developments and activities, to improve efficiency of operations. (VTC goal 5)

Strategy A: Develop Sharepoint sites for communication between all Hartness staff and VSC Library staff.

Strategy B: Continue participation of Hartness cross college committees – Website, Database, Collection Development, or other committees, as need arises.

Strategy C: Meet regularly with all Hartness staff at least quarterly.

Strategy D: Regularly distribute meeting minutes of all committees.
Strategy E: Ensure cross representation at CCV/VTC specific meetings (i.e., rotating CCV presence at VTC Ref meeting; rotating VTC presence at CCV staff meeting).

Strategy F: Hold regularly scheduled staff meetings. (CCV)

**Staffing & Operations Goal 4.** *The Hartness Library will utilize data to assess services in pursuit of continuous improvement.*

**Objective 1. Obtain user feedback in order to assess library services.**

Strategy A: Determine a schedule of regular user surveys which can be distributed via the library website.

Strategy B: Solicit occasional feedback from student groups and faculty committees.

Strategy C: Utilize data from VTC and CCV student satisfaction survey.

**Objective 2. Collect and analyze usage data from services and resources**

Strategy A: Annually compile and analyze database and eBook statistics to determine effectiveness in meeting needs of our users.

Strategy B: Examine various measures of usage for all resources and services to determine if changes are needed in services, hours, etc.

**Objective 3. Determine strategies for utilizing institutional outcomes and assessment data to improve library services.**

Strategy A: Use capstone course outcomes to measure success of Embedded Librarian program and/or Information Literacy tools/tutorials.