

Hartness Library Strategic Priorities 2018-2023

Final October 3, 2019

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Priority 1. Improve user experience online and in-person.

CCV Strategic Priority	VTC Strategic Objective	VSC Priority	NECHE Standard
5, 9	1, 3, 4	2, 4, 5	4.46, 7.22

Objective 1.1 Provide seamless access to reference and support services at all times.

Goal 1.1.1 Ensure on-site, chat, email, and 800 number hours and services meet the needs of users, especially for online and working non-traditional students.

Goal 1.1.2 Examine additional methods of delivering reference.

Goal 1.1.3 Continue to develop best practices for chat and embedded reference work.

Objective 1.2 Provide seamless access to electronic resources at all times.

Goal 1.2.1 Continue to unify user experience across online library platforms through integration, account unification, and branding.

Goal 1.2.2 Continue to improve and streamline resource discovery. Reduce roadblocks and errors.

Goal 1.2.3 Improve mobile usability of the Hartness website and resources.

Objective 1.3 Improve accessibility and ADA compliance of library spaces, services, and online resources.

Goal 1.3.1 Increase comprehensive accessibility testing of both Hartness-created and third-party resources.

Goal 1.3.2 Make information about accessibility of Library and resources readily available.

Priority 2. Maintain relevant, responsive, and high-quality collections in a variety of formats, in support of our institutions' curricular areas and workforce development needs.

CCV Strategic Priority	VTC Strategic Objectives	VSC Priority	NECHE Standard
5, 9	3,4	4, 5	4.46, 7.22

Objective 2.1 Evaluate print and electronic collections and processes.

Goal 2.1.1 Ensure collection meets the needs of current initiatives and programs at the colleges, like career services and workforce development.

Goal 2.1.2 Work with other VSC Libraries to leverage collections and services.

Goal 2.1.3 Increase faculty input on collection development.

Goal 2.1.4 Expand data collection and use the data to make informed decisions for print and electronic subscriptions and purchases.

Goal 2.1.5 Explore media delivery options to ensure formats available meet the needs of users.

Objective 2.2 Support the growing interest in OER adoption through the library's collection development practices.

Goal 2.2.1 Develop a systematic approach to identifying, evaluating, including and discovering more open educational resources (OER) in with library resources.

Objective 2.3 Support the availability of institutional scholarship and history.

Goal 2.3.1 Advocate for an institutional repository for the VSC to support teaching, learning, scholarship and institutional history.

Objective 2.4 Work with other VSC libraries to leverage collections and services.

Goal 2.4.1 Explore consortia purchasing of resources.

Goal 2.4.2 Ensure shared catalog is current and collection development policies are complementary.

Priority 3. Support effective teaching and learning across the colleges.

CCV Strategic Priority	VTC Strategic Plan	VSC Priority	NECHE Standard
4, 5	1, 3	2, 5	4.12, 4.15, 4.19

Objective 3.1 Improve student acquisition of library & research skills.

Goal 3.1.1 Improve library-provided teaching tools, both through the course management system, the website and in-person.

Goal 3.1.2 Improve student point-of-need access to library information and librarian help.

Objective 3.2 Partner with college committees and faculty to help support student success and retention.

Goal 3.2.1 Expand opportunities for faculty library training and workshops, in-person or online.

Goal 3.2.2 Collaborate more closely with other college departments like workforce development, academic support and student life to support college programs and initiatives.

Objective 3.3 Support Information Literacy across the VSC

Goal 3.3.1 Support the integration of the VSC Information Literacy graduate standard in the college curriculum.

Goal 3.3.2 Incorporate Association of College and Research Libraries (ACRL) Framework for Information Literacy into library instruction and instructional materials.

Goal 3.3.3 Encourage and assist in the integration of information literacy within academic program outcomes.

Objective 3.4 Support faculty in using open Educational Resources (OER) and library resources to help reduce textbook costs for students.

Goal 3.4.1 Provide in-person and online training for faculty who are using library and OER materials to replace or supplement traditional textbooks.

Goal 3.4.2 Provide copyright/fair use support for faculty using library and OER resources as class textbooks.

Goal 3.4.3 Support VSC Libraries OER initiative to encourage faculty use of OER across the VSC.

Priority 4. Expand awareness of resources and services.

CCV Strategic Priority	VTC Strategic Plan	VSC Priority	NECHE Standard
5,6,7	3,4	1, 2, 4	5.11, 7.22, 7.24

Objective 4.1 Make the library the first stop for students for resources, research help and information literacy growth.

Goal 4.1.1 Use targeted outreach campaigns to increase student awareness of Hartness resources and services.

Goal 4.1.2 Explore improving the experience of first year students by targeting groups of incoming students for contact by a librarian (e.g., TRIO students).

Goal 4.1.3 Sponsor workshops or events to highlight library resources and services.

Goal 4.1.4 Send more regular library communications with news and featured resources.

Goal 4.1.5 Advocate for greater library coverage in student orientations.

Objective 4.2 Make the library the first stop for faculty for resources, curriculum support and promotion of information literacy.

Goal 4.2.1 Encourage faculty to point students to the library.

Goal 4.2.2 Increase faculty awareness of library instructional tools available on website and in course management system.

Goal 4.2.3 Conduct focused workshops, featured videos or webinars on topics of interest to faculty in-person or shareable online.

Objective 4.3 Expand library programming to include all Hartness users.

Goal 4.3.1 Increase remote user participation in Hartness programs/groups (e.g., book clubs).

Goal 4.3.2 Encourage all members of the college community to display in the gallery and contribute to other cultural events.

Goal 4.3.3 Ensure Social Media reflects interests of all Hartness students and faculty at Vermont Tech and CCV.

Priority 5. Cultivate a culture of continuous improvement.

CCV Strategic Priority	VTC Strategic Objective	VSC Priority	NECHE Standard
8, 9	3		5.20, 6.2, 8.3

Objective 5.1 Make use of patron feedback to improve services, resources, and physical spaces.

Goal 5.1.1 Collect and analyze user satisfaction survey data and reference statistics.

Goal 5.1.2 Develop and implement ongoing usability testing of website and online library resources ensuring users represent a range of technical literacy.

Goal 5.1.3 Form a Library Advisory group composed of students, faculty and administrators from both colleges to collect regular feedback on resources and services.

Objective 5.2 Cultivate a culture of innovation and progress among Library staff.

Goal 5.2.1 Update library job descriptions to reflect current roles and responsibilities.

Goal 5.2.2. Expand professional development opportunities for all library staff.

Goal 5.2.3 Develop Hartness team to collaborate and work across institutional and geographic lines.

Objective 5.3 Promote excellence in library functions and processes.

Goal 5.3.1 Identify opportunities to improve processes or technology in acquisitions.

Goal 5.3.2 Identify opportunities to improve processes or technology in technical services.

Goal 5.3.3 Identify opportunities to improve processes or technology in interlibrary loan.

Goal 5.3.4 Identify opportunities to improve processes or technology in circulation.

Objective 5.4 Ensure that the library's services, resources, and staffing meet the standards of the Association of College and Research Libraries.

Goal 5.4.1 Conduct benchmarking to compare staff, services and resources to libraries similar in size, and population served.