ILLINOIS STATE UNIVERSITY LIBRARIES

2011 - 2015

STRATEGIC PLAN

A PATHWAY FOR THE FUTURE

MARCH 2011
INTRODUCTION

During the next five years, ISU libraries will make decisions that will shape the information services for thousands of its students, faculty and community. These decisions will be thrust upon us by changing times, technological advancements, the financial outlook of the institution and the State of Illinois. It is incumbent upon us to rise to the challenge and take on the responsibility for making decisions that add value to the University—for information service is our domain of expertise.

We will make decisions on the types of resources needed and strive to achieve the ideal balance of formats required by new generations of students and faculty as sound sources for their scholarship and research.

We are obliged to take a deeper look at our facilities and patterns of usage and alter floor plans to reflect the needs of our broadly networked interdisciplinary community, rather than rely on the requirements of the past geographical footprint.

We will become the nucleus of the next generation of academic libraries and open new channels of communication and collaboration with our community and others around the nation. We will also excel in serving our users and strive to be the best-equipped staff to facilitate all types of information needs necessary for the success of all who come in contact with ISU Libraries.

We will aspire to fulfill our vision statement:

To be the preeminent center of learning, information, culture, and technology in higher education.

And find direction from our mission statement:

The mission of ISU Libraries is to create and sustain an intuitive and trusted information environment that enables learning and the advancement of knowledge in a culturally and technologically superior setting. ISU Libraries’ staff are committed to developing innovative services, programs, space, strategies, and systems that promote discovery, dialogue, learning, and the human spirit.

EDUCATING ILLINOIS

The new vision and mission for ISU Libraries are another building block that will augment ISU’s ability to achieve the goals stated in Educating Illinois.

The new strategy will help ISU to position its students to excel as the Libraries will be able to offer a new environment that facilitates the acquisition of knowledge and culture in a technological setting.
that surpasses other institutions not only on the state level, but also nationally and internationally. This will result in improved learning opportunities and help retention, learning experience, and stimulate creativity. (Educating Illinois, Goals 1 & 2)

The Libraries’ cultural activities will be enhanced by working collaboratively with community artists and cultural groups to expand the offerings of ethnically and internationally diverse events. These activities will aim to enhance the quality of life on campus, provide students and other members of the community access to persons and issues that stimulate their own reflection, support and contribute to the academic environment of the institution. These activities will be designed in cooperation with other units at the University to inter-relate academic activity and the social and everyday life on the campus and to reflect Illinois State’s commitment to the education and development of the whole person. (Goals 3 & 5)

The ISU Libraries also plan to seek new funding opportunities that will supplement its state funding through grants and fundraising mechanisms. (Goal 4)

VISION AND MISSION LINKS TO ISU COLLEGES

ISU Libraries mission and vision are consistent with the College of Applied Science and Technology where the Libraries and CAST seek to graduate technologically skilled, life-long learners who can contribute effectively to their profession and society. They are also congruent with the mission of the College of Business. The College of Business and the Libraries seek to strengthen society through learning, research and service along with the preparation of professionals who are productive citizens in a dynamic global environment; engaging in knowledge creation.

In the same vein, the libraries will assist the College of Education in its pursuit of transforming teaching and learning by making all tools and research materials available in a new environment that enables the advancement of knowledge.

The Libraries’ mission aims at creating a culturally and artistically rich environment where our College of Fine Arts students will be able to hone their skills by allowing them opportunities to develop as artists, performers, and scholars. We believe in the advancement of learning through cultural activities, the arts, and the creation of a social environment that facilitates collaboration and open dialogue.

While Mennonite College of Nursing is working diligently to create a dynamic community of learning to develop exceptionally well-prepared nurses, the Libraries will be there to assist Mennonite College of Nursing’s mission through its offerings of current research materials and innovative services.

Amid the College of Arts and Sciences’ effort to ignite intellectual curiosity and promote reflection on human experience and the natural world, the Libraries will assist in the achievement of the college’s mission by augmenting the students’ and faculty’s ability to discover, aggregate, understand, and disseminate newly acquired knowledge.
STRATEGIC GOALS

1. Create the next generation academic library that offers state-of-the-art services and informational assets.
2. Transform libraries’ space to meet the needs of current and future users
3. Collaborate with strategic partners outside the Libraries
4. Enhance staff capabilities

STRATEGIES & ACTIONS

1. **Create the next generation academic library that offers state-of-the-art services, cultural, technological, and informational environment.**

   - Provide users with expert support to enable them to evaluate, manage, and use information to fulfill their needs.
   - Provide seamless access and complete description to all library resources through a comprehensive discovery system.
   - Develop, assess, and maintain collections that support changing student and faculty information needs.
   - Institutionalize innovation by developing metrics for continuous assessment and analysis of user behavior and information needs to inform improved procedures, resources, and services as needed.
   - Enhance learning and scholarship opportunities through ongoing development of digital collections, technological systems, and user-driven collection and service strategies.
   - Market library services, resources and spaces in ways that meet users' expectations and work styles.
   - Increase the Libraries’ capacity to create, acquire, manage, preserve, and access scholarly content in diverse digital formats regardless of platform.
   - Investigate possibilities for e-commerce in collaboration with University Archives and the Milners’ Digitization Center to capitalize on the demand for key resources.
   - Explore new organizational structures for Library staff and new service models to enhance user services.
   - Investigate state-of-the-art patron information transaction management systems such as LibAnswers and Altarama for their utility in managing user transactions.
   - Enhance the Libraries’ Internet presence by integrating current and future web-based applications such as mobile access, iCampus portal, Facebook, Twitter, Flickr, YouTube and iTunesU.
2. **Transform Libraries space to meet the needs of current and future users**

- Regularly assess space usage in all Libraries locations and align space planning with evolving patron use and needs.
- Enhance the appearance and functionality of the University Archives, patron workspaces, and public spaces.
- Create interactive exhibit spaces, podcast and video cast studios and a gaming room.
- Renovate Libraries’ facilities in order to bring 20% more per year into ADA compliance until entire library is fully compliant.
- Renovate/repair the basement storage area.

3. **Collaborate with strategic partners outside the Libraries**

   This level of cooperation will not be limited to other colleges/units around campus but will also include grant organizations, consortia, businesses, cultural institutions, and prominent individuals. Actions include:

   - Encourage interaction of Libraries’ faculty and staff with all groups of users, with non-library groups at ISU and with additional organizations to identify opportunities for new collaborations such as the new pilot project of institutional repositories led by Northern Illinois University.
   - Promote integration of the Libraries with campus curricula and research through deployment/embedding of liaisons between the Libraries and campus entities.
   - Enhance Milner Library’s role as steward of the University’s intellectual capital through institutional repository development.
   - Be an active partner in the development of infrastructure that supports innovative research and publishing tools.
   - Support open access publishing experiments in collaboration with ISU faculty and researchers.
   - Expand Libraries’ partnerships that serve groups of constituents’ services for students studying abroad and curriculum revision teams.
   - Increase awareness of the Post Baccalaureate Certification Program in School Librarianship throughout the state and expand the Program to better meet the needs of the school library program students and the need for qualified librarians in the state of Illinois.
   - Support the University’s priorities and address emerging University issues in library planning and assessment activities.
   - Demonstrate alignment of Libraries projects with University priorities in our external communications on the website and in other public-facing venues, such as fundraising materials, other publicity materials, exhibits, and events.
   - Improve the visibility of Milner’s Digitization Center and of digital collections as avenues for improving library funding.
   - In consultation with the constituents, enhance the Libraries’ sustained growth, space and budget for its Special Collections.
4. **Enhance staff capabilities**

- Provide opportunities for staff to become more technologically skilled and adaptable.
- Create an efficient and effective technological environment for the Libraries faculty and staff.
- Encourage staff to experiment, innovate, and try new approaches to their work through regular Library-wide in-house, and departmental staff development planning processes.
- Provide staff with opportunities for access to appropriate hardware and software, and facilitate training and other professional development.
- Develop policies that ensure equity and access to training, mentoring and professional development.
- Synchronize projects among departments to improve work flow.
- Create online and face to face venues for sharing resources and expertise among liaisons and college contacts.

**IMPLEMENTATION**

This strategic plan will be implemented over the next five years. The detailed strategies and proposed activities for the first year are attached in Appendices 1-12. In subsequent years, the proposed activities will be prioritized through library-wide discussions, rigorous reviews and data analysis to inform annual activities and further adjust the planning process.