Samuel C. Williams Library Strategic Plan
2007-2009

Mission: The S.C. Williams Library serves as the intellectual, cultural, and social center capitalizing on a resourceful staff and new technologies to foster a stimulating environment for teaching, learning, and scientific discovery by providing innovative services and authoritative resources to support the instructional and research needs of the Institute.

Strategic goals: Solidify awareness of the Library as a vital presence and essential research source within the Institute through collaboration with faculty and administration and through the implementation of new initiatives

1. Develop and implement assessment activities to collect data reflecting the users' diverse needs

2. Increase library participation in the Institute's new academic programs and student life

3. Collaborate with the provost, deans and faculty to strengthen the Library's initiatives in implementing standards

4. Enhance communication between faculty and library staff regarding library services and collections

5. Develop a plan to increase awareness of the Institute's leaders in regard to the library services and resources

6. Increase the number of Library Committee meetings from two to four per academic year to better serve the faculty needs

7. Identify programs that need accreditation and develop customized reports for each program
   Metrics: User satisfaction surveys
   Number of successful activities or initiatives undertaken

CORE GOALS

Core goal 1: *Select and acquire relevant, vital resources that support the multidisciplinary curriculum and research needs*
Aligns with Institute's CG1, CG3, IO4

1. Participation of librarians in curriculum development to better determine the needs of faculty and new academic programs
   Metrics: Number of meetings attended and collection development initiatives derived from these meetings

2. Continue to evaluate and acquire print and electronic resources that support the core curriculum, new programs and research activities established by the Institute
   Metrics: Annual collection statistics; annual usage statistics

3. Expand current collections and resources through collaborative projects and partnerships with regional libraries and institutions sharing the same interests
   Metrics: Assess number of shared resources; number of borrowed and loaned items

4. Assess the needs of the new school of Systems & Enterprises and the pharmaceutical program
   Metrics: Assessment data report to be presented to the Provost and Deans

5. Create and post online a collection development policy that outlines the library's collection strengths and its long-term collection goals

   - Develop criteria for adding and removing books from the collection.

   - Improve faculty participation in the collection development process
     Metrics: number of faculty participating

6. Seek additional funding sources to meet the increasing demand for books and electronic resources by developing a strategic fundraising campaign, encouraging sponsorship for specific collection areas, and expand Friends of the Library membership. Investigate the possibility of transferring a percentage of the research overhead to acquire resources that support the institute research

Core goal 2: *Promote information literacy to teach lifelong skills of identifying, finding, understanding, critically evaluating, and using information in an ethical manner*
Aligns with Institute's mission and CG2, CG3, IO1, IO4

1. Collaborate with deans, faculty and administration to establish compulsory information literacy training for all undergraduates.
   Metrics: number and percentage of undergraduates taught

   - Involve appropriate Library departments to determine which services and resources are imperative for inclusion in the information literacy program

   - Develop an outreach program and an information literacy training program to insure consistent follow-through

2. Increase outreach to graduate students and encourage more graduate-and Ph.D. level course professors to include a library research training session in their syllabi
   Metrics: number of students reached, number of sessions taught

3. Collaborate with directors of off-campus and distance learning programs to establish online information literacy instructions for off-campus students and distance learners
   Metrics: website usage statistics and reports from programs directors

4. Increase the pedagogical skills of the teaching librarians by participating in training classes, workshops and seminars
   Metrics: student evaluations

Core goal 3: *Streamline and enhance Library's digital presence to better support on-campus and off-campus students and distance learners*
Aligns with Institute's mission, CG1, CG4, IO1, IO1a, and IO4

1. Improve and adapt access to available electronic resources and services
   Metrics: user satisfaction survey

   - Redesign the web site focusing on better navigation and compatibility with mobile devices

   - Create clear, logical, streamlined instructions for all library services

   - Implement online reference to provide research assistance via instant messaging with information services librarians

   - Address and solve connectivity issues related to off-campus access to library restricted resources by covering as many patrons connection environments as possible in collaboration with the Information Technology department

   - Make all library services request forms web-based

2. Blogs and other suitable Internet networking tools will be considered to reach out to the students community

3. Hire a web services librarian to oversee and optimize the library's digital presence

Core goal 4: *Expand professional development opportunities to enhance staff expertise*
Aligns with Institute's IO1, IO3, IO4a, and IO4b

1. Select and attend relevant workshops and training programs to enhance staff skills at three levels: managerial, instructional and technical
   Metrics: number of training classes attended
   staff feedback

2. Develop a plan to allocate financial resources for staff training
3. Increase staff participation in academic library committees at the regional level
   Metrics: number of participatants

Core goal 5: *Preserve Stevens heritage and other special collections*
Aligns with Institute's CG2, IO1, IO4b

1. Continue the digitization of Frederick Winslow Taylor collection

   - Select the next set of items to be digitized
     Metrics: Annual collection statistics
                 Usage statistics

   - Approach Google to investigate their possible involvement in digitizing Frederick Winslow Taylor's oversized documents

2. Collaborate with the *Stute* to create a digital archive for the School's newspaper

3. Highlight special collections through revolving exhibits
   Metrics: number of Special Collection exhibits

4. Promote use of online Stevens' genealogy project, especially to Stevens family members
   Metrics: usage statistics

5. Build a climate controlled archival space on the third floor to house the print items of the Frederick Winslow Taylor and Stevens collections as they are digitized

Core goal 6: *Optimize the library's physical space to strengthen our role as the intellectual, cultural, and social center*
Aligns with Institute's CG2, CG4, IO4b

1. Create a library environment that reflects the mission, culture and values of the Institute

2. Redesign and refurbish the first floor of the Library to enhance its role as a social and cultural center while providing students-group study, individual quiet study and reading space
   Metrics: assessment survey

3. Extend the current circulation desk physical space to allow greater visibility of the staff

4. Host performances and exhibits from artists both within and outside the Stevens community
   Metrics: number of hosted performances and exhibits

5. Collaborate with the Institute's administration and Provost to provide a safe work environment for the Library staff