

Hunt Library Strategic Directions – 2016-2018 (July 1, 2017 - June 30, 2018)

Strategic Direction 1: *Customer Service – Enhance user experience of the physical and virtual library.*

Goal 1: Determine user needs through assessment.

- Interviewed students asking how they would like the Quiet Room in the new library to be utilized: silent vs. quiet, reservations or first come first served, and how it should be monitored.
- Updated the website and developed long-term plans based upon User Experience studies undertaken by Human Factors students in Professor Chaparro's HFS 400 & HFS 635 courses.
- Commissioned a cartoon-type video that promotes the library over Google, after obtaining Humanities student-survey results on the type of video format that is most appealing.
- Added a formative assessment tool to in-class instruction sessions.
- Received record engagement from a more extensive, widely-promoted survey of library satisfaction.
- Began an assessment of librarian-led modules in UNIV 101.

Goal 2: Develop or improve services responsive to the needs of the users.

- Added Saturday hours (and scheduled a second staff person) on the Hurricane make-up days, November 4, 18, and December 2, to reflect the class hours in session.
- Implemented a new online Study Room reservation system.
- Added a Get It Now service through the ILL department, which allows for quick purchase of articles.
- Eliminated fines on regularly circulating materials for all students: undergraduates, graduates, and PhD.
- Created a flat-fee of \$75 for lost materials.
- Purchased a new state-of-the-art microform machine.
- Requested and received four laptops from IT which support Windows 10, a feature many staff and faculty have requested.
- Received two Brody pod chairs to trial that are very popular with students.
- Redesigned and updated the Library Basic Training and Evaluating Sources modules.
- Updated the dissertation and thesis binding process to make it easier for users.
- Created an EAGLEsearch help guide and video tutorials.
- Moved Document Delivery and Interlibrary Loan scanning delivery from Relais to Article Exchange, a more reliable and cost-saving system.
- Targeted development of each of the following resources led to record usage: Research Guides, FAQs, and Video Tutorials.
- Rearranged seating to allow for more study space.
- Implemented cleaning stations.

Strategic Direction 2: *Collection Management – Refine the collection management process to create a cohesive, relevant collection.*

Goal 1: Continue to streamline the collection.

- Coordinated the donation of the library's historical aviation periodicals to the following institutions: Wright State University in Ohio, Florida Academic Repository at the University of Florida, and Air University Library at Maxwell AFB in Alabama.
- Shifted the collection to make space for items brought over from storage for more immediate access.
- Received three copies each of five high-demand reserve items purchased by the SGA for the Reserve Collection.
- Finished weeding the video/DVD collection in anticipation of the move.
- Subscribed to Flipster, an online magazine platform.
- Consolidated the aircraft manuals into one location.
- Analyzed the entire Special Collection for deaccession/integration.
- Integrated or deaccessioned the Document collection based upon online availability or duplication in the main collection.
- Deaccessioned duplicate copies/older editions of books.
- Held a large, successful library book sale.
- Licensed several new e-book collections that use evidence-based acquisition and demand-driven acquisition to determine which e-books the library purchases.
- Liquidated outdated collections such as a CD-ROM terminal and a large microfiche set.

Goal 2: Update the Collection Management Policy

- Revised the Collection Management Policy to reflect current practices and address electronic resources in April 2018.

Strategic Direction 3: *Marketing/Communication – Enhance communication to reach a wider audience.*

Goal 1: Improve faculty outreach.

- Participation by several librarians in a campus-wide OER initiative.
- Achieved success with several Research Librarians' liaison outreach efforts, as is evidenced by the greatly increased number of instruction sessions.
- Participation by Research Librarians in a CTLE-funded program for faculty on information literacy.
- Provided second annual library training for GAETZ Institute faculty.

Goal 2: Promote services and resources.

- Began posting content on Snapchat in October 2017.
- Began two Instagram series that promote leisure books and share library humor: Book Face and Friday Funnies.
- Created a Services for Researchers page, which is now linked to the University's Research page.
- Presented a Hunt Library 101 webinar, which is archived for the Worldwide audience.
- Commissioned a "[Hunt Library vs. Google](#)" animated video.

Goal 3: Engage student participation in library activities.

- Began the free book cart service, which provides a way to disseminate withdrawn and gift books inappropriate for our collection in an environmentally friendly way that also benefits the students.
- Continued to draw crowds to Cram with Cookies by providing the students with snacks and access to optional comfort dogs.
- Led library tours for Summer Semester (Terms A & B) student orientations.