

STRATEGIC PLAN 2018-2022

The 2020-2021 academic year required considerable adaptation of library services and facilities due to the response to COVID-19. The library management team decided to revise some objectives of the 2018-2021 Strategic Plan and indicate those no longer relevant by labelling them "removed" and labelling others as "completed." The revised objectives serve as the plan for the 2021-2022 fiscal year.

Goal 1: To Provide Services and Programs that Support Student Success and Enhance Student Life

- a. Implement initiatives to reduce the per capita expense of textbooks.
- b. Investigate ways the library can assist with student retention.
- c. Plan and assess physical and virtual events.
- d. Increase library marketing, promotional, and outreach activities.

Goal 2: To Promote and Support Instructional Activities

- a. Increase instruction options for the Worldwide Campus.
- b. Enhance library instruction.
- c. Develop and promote additional virtual library instruction and tutorials.
- d. Offer workshops on topics of interest to students and faculty.

Goal 3: To Collect and Provide Easy Access to Information Resources that Support the Curriculum

- a. Collaborate with faculty to select information resources that support their teaching.
- b. Advocate to administration for funding necessary to add new subject areas to collections.
- c. Collect data to regularly assess that the collections are relevant and accessible.
- d. Investigate alternatives to interlibrary loan for Worldwide users. **COMPLETED**
- e. Enhance the ability of Interlibrary Loan to explore forward-looking initiatives and make existing services more flexible and robust.
- f. Conduct inventory projects to verify print collection accuracy in the library catalog and OCLC.

Goal 4: To Provide a Virtual Library that Facilitates Discovery and Use of Library Resources and Services

- a. Redesign and continuously review website to improve pathways to information resources.
- b. Explore augmented reality applications to develop virtual tours of the library. **REMOVED**
- c. Enhance search capabilities on the library website. **COMPLETED**
- d. Implement a new library services platform to provide better access to information resources and to improve searching capabilities. **COMPLETED**
- e. Use the new premium sandbox to explore new and streamline existing workflows within Alma.
- f. Refresh the Scholarly Commons website.

Goal 5: To Offer an Inviting Library Facility

- a. Review policies to ensure the library is meeting the research/study needs of our students.
- b. Establish good communication channels between service points on third and fourth floors. **COMPLETED**
- c. Solicit user feedback and investigate implementing ways to improve the library environment and user experience.
- d. Enhance and strengthen the library's safety culture and protocols.
- e. Trial a peer to peer reference intervention with student workers at the fourth floor ASK desk.

Goal 6: To Assist in the Creation and Global Dissemination of ERAU Research

- a. Develop a formal data management protocol. **COMPLETED**
- b. Increase participation in Scholarly Commons.
- c. Improve thesis and dissertation submission process.
- d. Promote research consultations to better support faculty research.
- e. Develop a process for Scholarly Commons contributors to track their submission progress.
- REMOVED**
- f. Collaborate with other departments to better support student research activity.
- g. Increase university conference and event hosting on Scholarly Commons.

Goal 7: To Build and Expand Strategic Collaborations within the Campus and in the Community

- a. Investigate new avenues of regular communication with academic leadership.
- b. Improve staff visibility through participation in events, meetings, and volunteer opportunities.
- c. Offer tours and open houses of the library. **REMOVED**
- d. Build new relationships with student organizations.
- e. Sponsor workshops/events for other library groups, such as the Florida Library Association.
- f. Provide and encourage professional development to ensure the success of library goals.

Goal 8: To Integrate the University Archives into Library Services and Operations.

- a. Develop policies and procedures including donation and deaccessioning policies.
- b. Determine priorities for organizing the collections.
- c. Assess the physical collections, including preservation needs.
- d. Improve access to and storage of physical and digital repositories.
- e. Assign roles and responsibilities to library staff.
- f. Support requests for information from the university community and general public.
- g. Explore options to the current WebGENCAT software.