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**

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

**Goal 2: To Promote and Support Instructional Activities**

- Increase instruction options for the Worldwide Campus.
- Enhance library instruction.
- Develop and promote additional virtual library instruction and tutorials.
- 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**

- Collaborate with faculty to select information resources that support their teaching.
- Advocate to administration for funding necessary to add new subject areas to collections.
- Collect data to regularly assess that the collections are relevant and accessible.
- Investigate alternatives to interlibrary loan for Worldwide users. **COMPLETED**
- Enhance the ability of Interlibrary Loan to explore forward-looking initiatives and make existing services more flexible and robust.
- 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**

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

**Goal 5: To Offer an Inviting Library Facility**

- Review policies to ensure the library is meeting the research/study needs of our students.
- Establish good communication channels between service points on third and fourth floors. **COMPLETED**
- Solicit user feedback and investigate implementing ways to improve the library environment and user experience.
- Enhance and strengthen the library’s safety culture and protocols.
- 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.