

Annual Plan Objectives

June 1, 2017 to May 31, 2018

Version 1.3

Last updated November 28, 2017

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ORGANIZE FOR EMPOWERMENT

Empower library staff to develop skills and knowledge, and to share expertise

1. Develop a training plan for support and technical staff for 2017-2018
2. Assess Sharepoint and provide basic training to Library staff
3. Offer two open house events for all staff to attend
4. Launch an indigenous library internship program (*in progress*)

Engage in evidence-informed decision making for planning and improvement of library services and processes

5. Develop a set of recommendations to improve library services based on results from LibQUAL+ 2017 survey to students (*in progress*)
6. Recommend a survey tool for general library assessment (to replace to LibQUAL+)
7. Offer workshops open to all staff to foster assessment practices (*in progress*)
8. Evaluate chat and email reference service using existing data (*in progress*)
9. Conduct a library visitor census (*in progress*)
10. Compile an inventory of library instruction assessment practices and tools at Concordia Library (*in progress*)

Provide mechanism for clear internal communication in the Library

11. Develop and implement an internal communications plan (*in progress*)

LIBRARY

PROVIDE SPACES FOR LEARNING AND RESEARCH

Complete the transformation of the Webster Library

12. ✓ *Deliver Webster Transformation Phase 4*
13. Develop and deploy the Webster Library's technology program (including Visualization Studio, presentation practice rooms, information kiosks, wayfinding, computer workstations) *(in progress)*
14. Plan and hold a grand opening celebration for the Webster Library *(in progress)*

Establish the Library as a safe and comfortable environment for learning, collaboration, and cultural activities

15. ✓ *Deploy a targeted communications campaign promoting adherence to the Library Code of Conduct*
16. Establish a structure for ongoing Library programming of cultural events and outreach
17. Create a program of cultural activities for 2018-2019

Improve the discovery and visibility of services, library spaces, and print and digital collections

18. Design and implement processes for Webster Library journal displays on LB2, and book displays on LB3 and LB4 *(in progress)*
19. ✓ *Implement interactive digital signage for the promotion of services and events at the Webster Library*

TRANSFORM LIBRARY SERVICES IN LINE WITH CHANGING NEEDS

Offer an outstanding user experience

20. Investigate methods for reinforcing a user-centered service model at public service points (Ask Us, Reference/Information, Circulation, Loans, Ask a Librarian) *(in progress)*
21. Provide outreach to CEGEPs through tours and activities
22. Explore tutoring services in the Webster and Vanier Libraries
23. Pilot writing instruction activities in the Webster and Vanier Libraries with the Student Success Centre
24. Design and implement an on-site IT support service for library users
25. Facilitate online registration for Library activities and workshops *(in progress)*

LIBRARY

Empower students and faculty members to make better use of Library services and collections

26. Provide graduate study and collaborative spaces at the Vanier Library and investigate the use of VL-205 as new graduate study room *(in progress)*
27. Launch Info Research 101 tutorial *(in progress)*
28. Conduct a needs assessment for eConcordia student learning
29. Review service offer for bibliographic management system *(in progress)*

Improve user awareness of Library services and resources

30. Develop and implement a communication plan to improve awareness of Library services for alumni *(in progress)*
31. Develop a program to use and publish Library data openly *(in progress)*

Enhance library support for research activities

32. Further develop research data management services through instruction, consultations, documentation, and a data management planning tool *(in progress)*
33. Contribute to the development of BCI Dataverse instance *(in progress)*
34. Investigate funding sources for a platform for the preservation and dissemination of audio and video research data *(in progress)*
35. Implement top priority recommendations from the Future of Spectrum report from winter 2017 *(in progress)*
36. Develop a service offer to assist the Office of Research with generating faculty citation reports and with listing faculty research output *(in progress)*
37. Develop a service offer of support for research centres and institutes *(in progress)*
38. Develop the preservation policies and activities necessary to ensure the enduring usability, authenticity, discoverability and accessibility of digital library content *(in progress)*

Create the Concordia University Press to disseminate engaging research in the form of open access scholarly books

39. Establish the production workflow of the Concordia University Press *(in progress)*
40. Publish the first 3 to 4 books and launch 1 to 2 series *(in progress)*

Develop programs to foster a culture of experimentation with new technologies

41. Develop and implement assistance and instructional programs in the use of digital technologies in the Library teaching and learning spaces *(in progress)*

LIBRARY

COLLECTIONS AT THE HEART OF TEACHING, LEARNING AND RESEARCH

Ensure print and digital collections meet users' needs and support the teaching, learning, and research activities of Concordia University

42. Explore the creation of a graphic novel collection
43. Prepare an analysis framework for compiling usage data for electronic resources into meaningful information for assessment (*in progress*)
44. a) Continue the 2017 collections reconfiguration activities in support of phase 4 of the Webster Library Transformation (*in progress*)
b) Thesis collection management (*in progress*)
45. Streamline the acquisitions data in Sierra to better support projection and tracking of major expenditures (*in progress*)
46. Develop a disaster prevention and recovery plan for the general collection (*in progress*)

Ensure timely access to print and digital collections

47. BCI shared platform (Objectives to be determined) (*in progress*)
48. ✓ *Improve proxied remote access to resources*
49. Integrate workflow with offering of the selected vendor for English-language trade monographs (*in progress*)
50. Implement authority control processes using vendor services which deliver relevant new and updated authority records for names and subjects (*in progress*)
51. Initiate a request for proposal (RFP) process for a serials subscription agency
52. Review use of features in the cataloguing, acquisitions and serials modules of Sierra (*on hold*)
53. Establish a portrait of the hidden (uncatalogued) collections (*in progress*)

Develop, manage, promote, and preserve the Library's special collections and archival holdings

54. Implement processes to support the evaluation of potential acquisitions in Special Collections and the acquisitions process itself (*in progress*)
55. Identify target areas for development of Special Collections
56. Implement a program for collecting donor oral histories for new donors
57. Document levels of archival description and circumstances in which each is applicable (*in progress*)
58. Plan for and begin to transfer descriptions for A/V items from the legacy RMAD in-house tracking database to AtoM
59. Raise awareness of recently received and described archival holdings (*in progress*)
60. Review means of providing access onsite to born-digital and digitized Special Collections
61. Implement an interim solution for ensuring appropriate climate control in the Special Collections vault (until Vanier Library is renovated) (*in progress*)

LIBRARY

62. Develop a disaster prevention and recovery plan appropriate for Special Collections (*in progress*)
63. Implement a restoration program for Special Collections (*in progress*)
64. Implement a digital preservation program for digital archival holdings