

## **Annual Plan Objectives**

**June 1, 2017 to May 31, 2018**

Version 2.0

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### **Year end report:**

29 ✓ completed this year  
25 in progress and will continue in 2018-2019  
7 postponed to another year  
2 on hold  
1 cancelled

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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 (*in progress*)
2. Assess current Sharepoint use, procedures and policies, make recommendations and fix the identified problems (*in progress*)
3. Offer two open house events for all staff to attend (*postponed*)
4. ✓ *Launch an indigenous library internship program*

### **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*
6. ✓ *Recommend a survey tool for general library assessment (to replace to LibQUAL+)*
7. ✓ *Offer workshops open to all staff to foster assessment practices*
8. ✓ *Evaluate chat and email reference service using existing data*
9. ✓ *Conduct a library visitor census*
10. ✓ *Compile an inventory of library instruction assessment practices and tools at Concordia Library*

## **LIBRARY**

### **Provide mechanism for clear internal communication in the Library**

11. ✓ *Develop and implement an internal communications plan*

## **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*

### **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 (postponed)
17. Create a program of cultural activities for 2018-2019 (postponed)

### **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 *(in progress)*
22. Explore tutoring services in the Webster and Vanier Libraries *(on hold)*
23. Pilot writing instruction activities in the Webster and Vanier Libraries with the Student Success Centre *(in progress)*

## LIBRARY

24. Design and implement an on-site IT support service for library users (*postponed*)
25. Assess LibCal as a potential replacement for EventBrite and possibly Booked (*in progress*)

### 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
27. ✓ Launch Info Research 101 tutorial
28. Conduct a needs assessment for eConcordia student learning (*on hold*)
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 (*postponed*)
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
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
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*
44. ✓ *a) Continue the 2017 collections reconfiguration activities in support of phase 4 of the Webster Library Transformation*  
*b) Thesis collection management (in progress)*
45. ✓ *Streamline the acquisitions data in Sierra to better support projection and tracking of major expenditures*
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*
48. ✓ *Improve proxied remote access to resources*
49. ✓ *Integrate workflow with offering of the selected vendor for English-language trade monographs*
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 (postponed)*
52. ~~*Review use of features in the cataloguing, acquisitions and serials modules of Sierra (cancelled)*~~
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*
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*
58. *Plan for and begin to transfer descriptions for A/V items from the legacy RMAD in-house tracking database to AtoM (in progress)*
59. ✓ *Raise awareness of recently received and described archival holdings*
60. *Review means of providing access onsite to born-digital and digitized Special Collections (postponed)*

## **LIBRARY**

61. Implement an interim solution for ensuring appropriate climate control in the Special Collections vault (until Vanier Library is renovated) *(in progress)*
62. Develop a disaster prevention and recovery plan appropriate for Special Collections *(in progress)*
63. ✓ *Implement a restoration program for Special Collections*
64. Implement a digital preservation program for digital archival holdings *(in progress)*