

Annual Plan Objectives

June 1, 2020 to May 31, 2021

Version 1.1

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ORGANIZE FOR EMPOWERMENT

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

1. Implement the recommendations of the SharePoint review group report for improved internal communications. *(in progress)*
2. ~~Update and/or develop general training outline and generic materials for onboarding purposes. *(postponed)*~~
3. ✓ *Implement a training program on Indigenous matters for all members of the Library team. *(completed)**
4. ~~Develop and deliver a teaching seminar for librarians/professionals. *(cancelled)*~~
5. ✓ *Develop and deliver teaching guidelines, templates and videos to support online delivery of library instruction (Library Express project w/ eConcordia). *(completed)**
6. Develop and implement training for Grey Nuns chapel staff and other units with access to the space *(in progress)*

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

7. ~~Strategic planning exercise 2021–2026. *(cancelled)*~~
8. Revise public service activities data gathering practices. *(in progress)*
9. Evaluate engagement of social media communications.
10. ~~Conduct listening tour of Library stakeholders for planning purposes. *(postponed)*~~
11. Evaluation of the use of LibCal for group study rooms and other rooms. *(in progress)*
12. ~~Evaluation of the use of self-serve laptop kiosk. *(postponed)*~~
13. Undertake assessment of Open Access Author Fund publication trends, demographic trends, and expenditure trends. *(in progress)*

LIBRARY

PROVIDE SPACES FOR LEARNING AND RESEARCH

Complete the transformation of the Webster Library

14. Phase 5 of the Webster Transformation. *(in progress)*

Plan and begin the transformation of the Vanier Library

15. Identify the needs of users at the Loyola campus and establish a vision for the new Vanier Library. *(in progress)*

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

16. Ensure Library website compliance with WCAG 2.0 Accessibility Standards.

TRANSFORM LIBRARY SERVICES IN LINE WITH CHANGING NEEDS

Offer an outstanding user experience

17. ✓ *Implement a contactless book pick up service for access to print collections during campus closure. (completed)*
18. ✓ *Expand and enhance the Scan and Deliver services during campus closure. (completed)*
19. Transition ILL staff/service from VDX and Worldshare to Tipasa. *(in progress)*
20. Develop the preservation policies, infrastructure, and activities necessary for ensuring the enduring usability, authenticity, discoverability, and accessibility of digital content from Spectrum and Special Collections. *(in progress)*
21. Pilot and assess a selector-driven web archiving service. *(in progress)*
22. Operationalize workflows in Webster Access Services and Vanier Public Services as a result of WMS adoption and new resource sharing methods. *(in progress)*
23. ~~Planning for Grey Nuns group study technology refresh for 2021–2022.~~ (postponed)
24. ✓ *Reopen some study spaces at both Webster and Vanier libraries following EH&S directives. (completed)*

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

25. Research data management service plan and implementation. *(in progress)*
26. Plan and launch digital scholarship services. *(in progress)*

LIBRARY

27. ~~Establish the Library as a locus of learning for digital capabilities (Phase One). (postponed)~~
28. ✓ *Expand virtual reference offerings. (completed)*
29. ~~Webster Information Services review. (postponed)~~

Improve user awareness of library services and resources

30. Develop communication plans for the art and heritage elements of Grey Nuns chapel and the public art collection.

Enhance library support for research activities

31. Implement approved top priorities for the development of Spectrum. *(in progress)*
32. Investigate, recommend, and coordinate the implementation of the ORCID researcher ID at Concordia. *(in progress)*
33. Pilot mediated Spectrum deposit service for selected Concordia faculty, including deployment of bibliographic parsing tool to automatically identify Green publications.
34. "How to get published" graduate student speaker series. *(in progress)*
35. ~~Current Research Information System (CRIS) needs assessment & scoping. (postponed)~~

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

36. Undertake to bring 5 projects into the Press during 2020-21. *(in progress)*
37. Establish eligibility for Awards to Scholarly Publications Program. *(in progress)*
38. Conduct marketing needs assessment for CUP titles/projects. *(in progress)*
39. ~~Re-negotiate agreement for distribution of CUP English printed titles. (cancelled)~~
40. Identify second round of donor support for Concordia University Press. *(in progress)*

Develop programs to foster a culture of experimentation with new technologies

41. ~~Expand service hours of Technology Sandbox and continue to extend services to Vanier. (postponed)~~
42. Expand Technology Sandbox to include virtual delivery/community options. *(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

43. Explore and assess Talis-Aspire Reading Lists for use in the Concordia environment. *(in progress)*
44. Operationalize an ongoing service model to encourage and support open textbook development and/or use. *(in progress)*
45. Develop a mission statement and acquisition policy for public art. *(in progress)*
46. Implement eresource usage data harvesting and reports in WMS. *(in progress)*
47. Develop a disaster prevention and recovery plan for the general collection. *(in progress)*

Ensure timely access to print and digital collections

48. ✓ *Implement OCLC WorldShare Management Services as the BCI shared library services platform, Go Live with Circulation and Discovery on July 15, 2020. (completed)*
49. Post-implementation integration of WMS into Collection Services operations. *(in progress)*
50. Integrate invoice processing with new University financial system (Unity) to eliminate duplicate input of invoices. *(in progress)*
51. ✓ *In response to pandemic, provide streaming access to VHS, DVD, and Blu-ray video recordings required for Film Studies' coursework. (completed)*
52. Complete data remediation for journal holdings to ensure accurate information is available for decision making relating to the long-term preservation of and access to print collections. *(in progress)*

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

53. Develop a disaster prevention and recovery plan for the art and heritage aspects of the Grey Nuns Chapel.
54. Develop a disaster prevention and recovery plan appropriate for Special Collections. *(in progress)*
55. ~~Reprocess the Special Collections book collection according to current best practices for preservation and complete inventory follow up. (postponed)~~