

**IPFW Helmke Library Strategic Plan 2007-2011**  
**January 2009 to December 2009**  
**Last updated: March 2, 2009 (CT);**

**Library Vision:**

Helmke Library will be a recognized leader in integrating the library into the mission and life of a regional university.

**Library Goal 1: Create an inviting environment that empowers independent exploration, inspires a community of scholars, and promotes life-long learning.**

**Strategic Directions:**

- A. Align the library's physical space with the University's academic programs
- B. Foster an environment conducive to discovery
- C. Provide a variety of quality learning and study spaces

**Action Priorities:**

1. Plan and implement library renovation projects in preparation for the Student Learning Commons
  - a. Complete move and interfiling of monographs and serials from 2<sup>nd</sup> floor to 3<sup>rd</sup> floor
  - b. Move government documents from 2<sup>nd</sup> floor to basement and Ginsberg Hall
  - c. Create core collection of government documents for 1<sup>st</sup> floor
  - d. Move University Archives to Ginsberg Hall
2. Develop academic program plan for the Learning Commons
  - a. Plan site visits to 3-4 nearby college or university campuses where innovative architectural designs and learning-commons programming have been implemented
  - b. Work with Learning Commons Council and Library Space planning consultant to develop academic program visioning, architect selection, and architectural program review
3. Continue multi-stage, multi-year weeding project
  - a. Finish weeding the P's before moving them to the 3<sup>rd</sup> floor
  - b. Develop weeding guidelines in their liaison Library of Congress call number areas
  - c. Target weeding science reference
  - d. Weed post-1976 federal documents
  - e. Finish cleanup on Zero IO's in conjunction with weeding project
4. Develop recommendations for renovations of first floor if funding available

**Metrics:**

- National Survey of Student Engagement (NSSE)
- Higher Education Research Institution faculty survey (HERI)
- Student and Faculty focus groups

**Library Goal 2: Provide effective, user-centered information services delivered when and where they are needed.**

**Strategic Directions:**

- A. Expand the digital presence of the library
- B. Increase use of collections and information resources and services
- C. Increase and enhance access to information services
- D. Develop a suite of reference services promoting science and technology information
- E. Experiment with new technologies to develop new services and reach new users

**Action Priorities:**

1. Expand the library's digital presence on and off campus through mDON, the development of an IPFW institutional repository, and related digital initiatives
  - a. Develop IPFW institutional repository either through bepress Digital Commons or other solution
  - b. Add new content to mDon and expand availability
    - Submit collections to OCLC for harvesting in WorldCat
    - Create process to submit collections to Indiana State Library for inclusion in Indiana Memory Collection
    - Launch Arts and Sciences Distinguished Lecturer Series video collection
    - Launch Omnibus Lecture Series video collection
    - Launch International Travel Photography exhibit
    - Create Northeast Indiana Regional Archive
    - Assist in the development of a Indiana statewide geographic names thesaurus
    - Develop a process for harvesting local electronic government information
    - Develop other collections as appropriate
  - c. Hire Digital Initiative/archivist librarian if funding is available
2. Enhance Master Database
  - a. Implement enhancements prioritized by librarians
  - b. Develop Helmke Library Topic Advisors/Guides
  - c. Integrate PIRS U.S. Government, Indiana, and local government resources into Master Database
3. Assess and effectively employ IM reference service
  - a. Develop means to measure effectiveness of IM reference service
  - b. Develop means to document information literacy proficiencies addressed in IM encounters
4. Refine and enhance resources available electronically
  - a. Create a searchable database for Playwrights & Their Plays,
  - b. Develop Monologue Character guide
  - c. Implement WorldCat Local
  - d. Strategically review current and potential electronic resource offerings
5. Integrate library presence in myIPFW portal to provide outreach services to students and faculty
  - a. Include library tools in faculty and student myIPFW channels
  - b. Develop capacity for sharing collaborative documents across IPFW units
6. Explore self-service features of traditional library services
  - a. Investigate "Booking" option in Symphony 3.2
  - b. Investigate improving access to uncataloged collections, e.g., ACPL scores, phonograph records, art prints Investigate implementation of self-checkout and RFID
  - c. Promote self-service features such as Request Delivery, FIND IT, to faculty and students

7. Plan and develop Science & Technology Information Center services and resources
  - a. Redesign virtual Web site
  - b. Promote virtual services
  - c. Redesign physical space
  - d. Study area(s) of specialization and make recommendations
  
8. Plan and develop PIRS services and resources
  - a. Redesign Web site
  - b. Promote virtual services
  - c. Develop a collection development policy for local government information.
  
9. Develop services and resources for International Students
  - a. Meet with international student organizations on campus to discuss library needs
  - b. Work with faculty international organizations to determine library needs
  - c. Make recommendations for programs and services

**Metrics:**

- Use of the library's collections and information resources, e.g., circulation counts, number of hits on e-resources, DDS transactions, RefStats data
- IM transcripts and reports
- Number of hits on library's Web pages

**Library Goal 3: Develop and promote exceptional librarian-faculty partnerships that improve scholarly and creative accomplishments of students and faculty.**

**Strategic Directions:**

- A. Increase information literacy awareness
- B. Enhance and expand orientation and education regarding library services for students and faculty
- C. Partner with faculty to support teaching and integrate information literacy into the academic curriculum
- D. Collaborate with faculty on assessment and research to strengthen faculty and student achievement
- E. Develop new tools to enhance reference and instructional services and integrate into Tool Kits designed for the specific pedagogical needs of students and faculty
- F. Develop programs especially targeted at the freshmen and the first year experience

**Action Priorities:**

1. In partnership with Learning Commons Council and library's Baccalaureate Framework Team designate information literacy priorities for first year students (Campus/Library collaborative initiatives aimed at first year students)
  - a. Working with consultant, librarians, and faculty, develop pedagogical approach to learning outcomes
    - Host workshop with consultant on information literacy principles and best practices for programming "Information Literacy Across the Curriculum" for librarians, Writing Program instructors, administrators and other faculty and staff charged with developing programs for first-year student success.
  - b. Working with librarians, information assistants, student lab consultants, and CASA, develop set of behaviors and tasks to reinforce information literacy proficiencies
  - c. Working with consultant, librarians and faculty, develop a variety of information-literacy curriculum innovations.
2. Align IL Tool Kits with learning outcomes and expand offerings in order that faculty and librarians can integrate IL learning outcomes, pedagogy, and assessment into their curricula as well as the BF. (Librarian professional expertise & experience & practice.)
  - a. Develop and adopt IL learning outcomes for each IL proficiency at the general education level
  - b. Correlate existing tools with IL learning outcomes
  - c. Revise and expand pedagogical elements (new and existing IL tools) to support IL learning outcomes and pedagogical methods
    - Is Your Web Site Credible?
    - Is Your Journal Scholarly?
    - Style Guides
    - Information Foraging Worksheet (label discrete steps, relate to IL fundamentals, improve layout and file format
    - E-Journal Finder tutorial,
    - citation and annotated bibliography scoring rubric
3. Develop and test assessment measures
4. Develop strategies to support academic department Information Literacy goals, especially as they relate to the Baccalaureate Framework (*Librarians working with liaison areas with subject specific IL goals*)
  - a. Work with faculty to identify information literacy assessment methods for their department and degrees
  - b. Develop new tools to enhance reference and instructional services and integrate into Tool Kits designed for the specific pedagogical needs of students and faculty
  - c. Develop strategy to assist faculty in program reviews and assessments

- d. Develop guidelines for librarians to use when completing program reviews, new program applications, and accreditation reports
5. Work with Graduate Curriculum Subcommittee and Curriculum Subcommittee to insert a statement in new program development forms that includes input from library on resources and services needed
6. Study benefits of library prize for undergraduate research (similar to IUSB's prize)
7. Seek additional citation-searching capabilities
  - a. Review policy and procedures
  - b. Develop faculty workshop

### **Metrics**

- Number of reference transactions related to liaison activities, e.g., mobile reference, office hours, IM reference, etc.
- Number of targeted courses using library instructional materials and/or reference services, e.g., course guides, mini-tutorials, in-class instruction, integrated librarian, etc.
- Evidence of inclusion of information literacy in college/department strategic plans and other documentation (Web sites, syllabi, etc.)
- Faculty use of IL modules is documented.
- Librarian use of IL learning outcomes and assessments is documented

## **Library Goal 4: Advance the quality of life in Fort Wayne and northeastern Indiana.**

### **Strategic Directions:**

- A. Increase collaboration with libraries across the state, the nation, and the world
- B. Offer library training programs and events that enhance the learning experience and are relevant to other libraries and librarians in the region
- C. Expand collaboration with community partners
- D. Collect, highlight and develop information resources about IPFW and northeast Indiana

### **Action Priorities:**

1. Raise the profile of the IPFW library through quality public relations
  - a. Establish a public relations budget
  - b. Review and update library marketing plan
2. Raise the profile of the IPFW library through quality programming
  - a. Develop quality programming sponsored by the library, and when appropriate, in partnership with other entities
  - b. Investigate methods to raise the profile of the library training program, including a more prominent display of the training calendar on the library's homepage, and systematically targeting and advertising programs appropriate for IPFW faculty and area librarians.
  - c. Review the library e-mail distribution list and track participation in library training sessions by other libraries
3. Continue to seek and apply for grants as appropriate
4. Participate in collaborative projects with IPFW units and departments
5. Participate in IPFW North Central self study
6. Participate in statewide collaborative projects
  - a. ALI Light Archives for Federal Documents
7. Build on collaborative partnerships in the Fort Wayne Community
  - a. Participate in We Shall Remain program in 2009 (collaboration with PBS39 and others)

### **Metrics:**

- Number of new and ongoing collaborative programs with libraries and/or IPFW units and community entities

## **Library Goal 5: Support the continuous improvement of library operations**

### **Strategic Directions:**

- A. Increase knowledge, service orientation, and skills of all library faculty and staff
- B. Collaborate with other units to optimize availability of new technology
- C. Develop and promote instructional workshops and training programs for library staff
- D. Continue to seek ways to reward exceptional staff performance

### **Action Priorities:**

1. Seek additional funding for library materials, equipment, personnel, new service desk, and building renovations
  - a. Compile report for IPFW Senate Library Subcommittee on the “State of the Library Budget”
  - b. Work with university administration and development office in fund raising efforts for the Learning Commons and other library renovation efforts
  - c. Develop five-year personnel needs report
  - d. Evaluate use of library endowment and gift funds and set priorities
2. Establish an assessment strategy for the library [Also see Goal 3]
  - a. Identify and develop automated reports needed to evaluate use of all library services and add to data warehouse site
  - b. Enhance RefStats to record information literacy proficiencies addressed in transaction
  - c. Develop plan for tracking library-user satisfaction Design and implement survey instruments
3. Develop a system of library policies, procedures, and cost-benefit analysis to improve the decision-making process for library collections
  - a. Evaluate 360 Electronic Resource Management (ERM) system
  - b. Review the collection development guidelines for Purchase on Demand to broaden its scope
  - c. Establish an online organization of library documents for easy retrieval
4. Hire two new reference librarians

### **Metrics:**

- Amount raised

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