Vision

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

Goals

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

1.1 We will align the library’s physical space with the University’s academic programs.
1.2 We will foster an environment conducive to discovery.
1.3 We will provide a variety of quality learning and study spaces.

Metrics:

- Annual survey of user satisfaction

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

2.1 We will expand the digital presence of the library.
2.2 We will increase use of collections and information resources.
2.3 We will increase and enhance access to information services.
2.4 We will develop a suite of reference services promoting science and technology information.
2.5 We will experiment with new technologies to develop new services and reach new users.

Metrics:

- Use of the library’s collections and information resources, e.g., percent of collection circulating, circulation counts, number of hits on e-reference resources, DDS transactions
- Number of reference transactions

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

3.1 We will increase information literacy awareness.
3.2 We will enhance and expand orientation and education regarding library services for students and faculty.
3.3 We will partner with faculty to support teaching and integrate information literacy into the academic curriculum.
3.4 We will collaborate with faculty on assessment and research to strengthen faculty and student achievement.
3.5 We will develop new tools to enhance reference and instructional services and integrate into Tool Kits designed for the specific pedagogical needs of students and faculty.
3.6 We will develop programs especially targeted at the freshmen and the first year experience.
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.)

4. **Advance the quality of life in Fort Wayne and northeastern Indiana.**

4.1 We will increase collaboration with libraries across the state, the nation, and the world.
4.2 We will offer library training programs and events that enhance the learning experience and are relevant to other libraries and librarians in the region.
4.3 We will increase collaboration with established community partners: Community Research Institute, Northeast Indiana Innovation Center, Future Cities, Northeast Indiana Area Health Education Center (NEI-AHEC), Allen County-Fort Wayne Historical Society, WFWA PBS 39, Allen County Public Library
4.4 We will collect, highlight and develop information resources about IPFW and northeast Indiana.

Metrics:
- Number of new and ongoing collaborative programs with libraries and/or community entities

5. **Support the continuous improvement of library operations**

5.1 We will increase knowledge, service orientation, and skills of all library faculty and staff.
5.2 We will collaborate with other units to optimize availability of new technology.
5.3 We will coordinate orientation for new public-services staff, incorporating librarians, information assistants, lab consultants, and student workers.
5.4 We will develop and promote instructional workshops and training programs for library staff.
5.5 We will continue to seek ways to reward exceptional staff performance

Metrics:
- Annual survey of user satisfaction