

IPFW Helmke Library Strategic Plan 2007-2011

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