

**IPFW Helmke Library Strategic Plan 2007-2011**  
**January 2010 to December 2010**  
**Last updated: February 17, 2010**

**Library Vision:**

Helmke Library will be a recognized leader in integrating the library into the mission and life of an 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 projects in preparation for IPFW Learning Commons
  - a. Complete move and interfiling of monographs and serials from 2nd floor to 3rd floor
  - b. Move government documents from 2nd floor to basement
  - c. Work with IPSGA to implement furniture and laptop checkout program
2. Develop academic program plan for IPFW Learning Commons
  - a. Plan site visits to 1-2 additional 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 and architectural program review
3. Continue multi-stage, multi-year weeding project
  - a. Complete A-P weeding project
  - b. Post weeding guidelines in Staff Handbook
  - c. Weed U.S. Federal Documents in conjunction with Indiana Light Archive and Google Docs project
  - d. Finish cleanup on Zero IO's in conjunction with weeding project
4. Identify key collections for digitization (contingent on Digital Initiatives Librarian/Archivist)

**Metrics:**

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

**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. 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, *Opus: Research & Creativity at IPFW*, IPFW's institutional repository, and related digital initiatives
  - a. Develop *Opus: Research & Creativity at IPFW*
    - Migrate all iBidX data to *Opus*
    - Train all full-time faculty on input of data into *Opus*
    - Explore addition of Master's theses, student projects, journals, conferences, and galleries into *Opus*
    - Promote use of Faculty Profiles
  - b. Add new content to mDon and expand availability
    - Submit collections to OCLC for harvesting in WorldCat
    - Launch Arts and Sciences Distinguished Lecturer Series video collection
    - Launch Omnibus Lecture Series video collection
    - Develop a process for harvesting local electronic government information
    - Develop other collections as appropriate
    - Design and implement new homepage and template for secondary pages
  - c. Hire Digital Initiative/archivist librarian if funding is available
2. Enhance Master Database according to priority list
3. Evaluate suitability of commercial library guides platform for course guides, subject pathfinders, and other tools
4. Assess and effectively employ IM reference service
  - a. Develop means to measure effectiveness of IM reference service
  - b. Evaluate survey of service and review hours of operation make recommendations
5. Refine and enhance resources available electronically
  - a. Make all full-text databases available off campus. **Done January 2010.** (DDS had discovered that users could not authenticate from home for the following: Blackwell (Wiley), Emerald, GeoScience World, Highwire, Muse, Single Journals, University of California, University of Chicago, University of Illinois Press)
  - b. Create a searchable database for Playwrights & Their Plays
  - c. Testing and implementation of Symphony 3.3.3
  - d. Testing of OLE
6. Integrate library presence in myIPFW portal to provide outreach services to students and faculty
  - a. Include library tools in faculty and student myIPFW channels
7. Explore self-service features of traditional library services
  - a. Investigate "Booking" option after the Symphony 3.3.3 upgrade
  - b. Investigate improving access to uncataloged collections, e.g., ACPL scores, phonograph records, art prints

- c. Include links to the Request Delivery and FIND IT tutorials in the DDS cancelation notices
  - d. Install, test, implement, and promote self-checkout
  - e. Develop a DDS tutorial
8. Evaluate PIRS services and resources and make changes as needed
    - a. Review survey results of new PIRS Web design
    - b. Promote virtual services
    - c. Develop a collection development policy for local government information
    - d. Create an online core collection of federal documents
  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
  10. Implement redevelopment of library Web site
    - a. Spring 2010 – Select CMS Platform
    - b. Summer 2010 – Redevelopment Plan
    - c. Fall 2010 – Redevelop Web Site

**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 designed for the specific pedagogical needs of students and faculty and enhance reference and instructional services and integrate into Tool Kits
- F. Develop information literacy program especially targeted at the first 30-hour student and the first year experience
- G. Develop information literacy program for majors

**Action Priorities:**

1. In partnership with IPFW Learning Commons cohorts and library's Baccalaureate Framework Team develop information literacy program for first 30-hour students
  - a. 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 30-hour student success.
  - b. Working with librarians, information assistants, student lab consultants, writing consultants, and peer tutors 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. In partnership with faculty integrate IL learning outcomes, pedagogy, and assessment into curriculum where appropriate
  - a. Develop and adopt IL learning outcomes for each IL proficiency at the general education level
  - b. Correlate existing IL tools with IL learning outcomes and pedagogical methods
    - Is Your Web Site Credible?
    - Is Your Journal Scholarly?
    - Style Guides
    - E-Journal Finder tutorial,
    - Citation and annotated bibliography scoring rubric
    - Document Delivery tutorial
3. Develop and test assessment measures
  - a. Develop instruction/information literacy database
  - b. Review History Dept – Librarian VCAP grant model
4. Develop strategies to support academic department Information Literacy goals, especially as they relate to the Baccalaureate Framework
  - 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 and post on Staff Intranet

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. Develop policy and procedure on citation searching and journal ranking for faculty

**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. Review and update library marketing plan
  - b. develop library graphic identity
  - c. Establish a public relations budget
2. Develop plan to keep content fresh on Flat Screen TV
3. Raise the profile of the IPFW library through quality programming
  - a. Develop quality programming sponsored by the library in partnership with other entities as appropriate
  - 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.
  - d. Review the library e-mail distribution list and track participation in library training sessions by other libraries
  - d. Investigate establishment of a library speaker's bureau
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
  - b. IU Libraries OLE project
7. Build on collaborative partnerships in the Fort Wayne Community

### **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. 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, 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 IPFW Learning Commons and other library renovation efforts
  - c. Develop three-year personnel needs report
  - d. Establish a process for setting priorities for use of library endowment and gift funds.
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. Develop instruction/information literacy database
  - c. Explore measurement of library effectiveness through existing faculty and student surveys (HERI, NSSE, MAPWorks, Noel Levitz)
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
4. Upgrade systems as needed
  - a. Reference Suite computer equipment upgrade and testing of meeting software
  - b. CONTENTdm software upgrade
  - c. Windows 7 testing and deployment
5. Begin process of developing new five-year plan for 2012-2017
6. Hire two new reference librarians

### **Metrics:**

- Amount raised
- Availability of assessment data for proposals and decisions

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