

CSN Libraries Strategic Plan 2018-2025

Goal #1: Access - Provide consistent and reliable access to relevant, quality library services, curated collections, and technologies.

Objectives:

- A. Embed reliable, user-friendly, and equitable services and resources in all user environments, including in-person and online.
- B. Deploy innovative technology to continue to provide high quality service while meeting demand in Interlibrary Loan (ILL).
- C. Actively promote the adoption, adaption, development and maintenance of Open Education Resources throughout CSN.
- D. Enhance customer services through improved staff training and consistent, proactive service procedures.
- E. Promote wider use of information resources/materials necessary for successful course completion and to increase student engagement.
- F. Focus library services in providing content and services that enrich the learning experience and provide measurable results.
- G. Work with the Office of Technology Services (OTS) to ensure the Libraries are providing essential, reliable technologies.
- H. Explore technologies with the Office of Technology Services (OTS) and third party vendors to improve access and the patron experience.

Goal #2: Capacity - Increase the capacity of the Libraries' services, spaces, and collections to better meet the needs of the College community.

Objectives:

- A. Foster safe, secure, and inclusive spaces for the CSN community.
- B. Align limited resources (staff time and library budget) to those goal and objectives that have the biggest impact.
- C. Improve efficiency of textbook reserve service.
- D. Support collection development in a variety of formats of appropriate reading levels in alignment with the CSN curriculum.
- E. Enhance communication, training, and evaluation with adjunct faculty to better serve our students at all times.
- F. Strengthen the tie between resource purchases and curricular requirements by piloting user-driven and demand driven resource acquisition.
- G. Evaluate space use within all campus libraries in order to meet changing user needs, and make changes to the spaces accordingly.

H. Emphasize continuous learning as a priority and a performance expectation.

Goal #3: Information literacy - Ensure integrated information literacy skills across disciplines at the College.

Objectives:

- A. Articulate a vision for how a large community college can effectively map information literacy to institutional outcomes.
- B. Provide library and reference instruction aimed at helping students effectively complete their assignments through critical thinking inquiry.
- C. Ensure instructional support content is aligned to providing students with skills and resources applicable to their course of study.
- D. Systematically assess instruction through the evaluation of students and faculty, including annual peer reviews of instruction, and enhance instructional activities and learning outcomes based on the results.
- E. Assess potential impact for student who take LIB 101 for retention/degree completion.

Goal #4: Diversity - Support and expand diversity, equity, and inclusion in all aspects of library services and procedures.

Objectives:

- A. Foster a learning environment that allows library faculty and staff to be comfortable with accountability and rapid change, and allows them to on challenges and new opportunities for service and resource delivery.
- B. Recruit and retain a workforce that reflects our diverse students and community.
- C. Maintain the library's resources and collections that embody complex and diverse historical, social, political, and economic trends.
- D. Ensure library subscriptions, media and print content reflect diverse cultural identities and perspectives.
- E. Honor diversity in library communication, including publications, instructional activities, web content, etc.
- F. Increase opportunities for professional development training and educational opportunities for library faculty and staff focused on understanding of human differences, civility, and inclusion.

Goal #5: Engagement - Engage in continual outreach and marketing with all stakeholders, including students, faculty, administration, and community partners.

Objectives:

- A. Effectively communicate the mission, goals, objectives, and policies of the library.

- B. Participate in outreach with other NSHE and CCSD librarians to create effective pathways for students transferring or matriculating from high school, college and university.
- C. Continue to refine and promote a coherent picture of support available to individual faculty.
- D. Highlight successful integrations of the library in support of curriculum/student success.
- E. Better serve and support our users with enhanced customer service practices by all staff through training and specific professional development goals.
- F. Broaden student awareness and understanding of the breadth of available resources.
- G. Enhance reputation of CSN through increased contributions to the profession.