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 students 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.