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The George C. Gordon Library

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Long Range Plans

George C. Gordon Library

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PI - Gordon Library Long ange Plan									
Strategic Direction	Goals and objectives	2011 Activity	2011 Measurement	2012 Activity	2012 Measurement	2013 Activity	2013 Measurement	2014 Activity	2014 Measurement
Link services more closely and explicitly to the WPI curriculum - expanding to support research and scholarship	program	Define mission and vision for Information Literacy program, identify focus areas, resources, stakeholders, and possible methods for this initiative.	and methods identified; initial conversations about newly	Structure plan to improve and expand info literacy program based on list of resources needed	Plan developed for this initiative - feedback and input sought and obtained	Plan approval sought from key groups on campus	Plan approval obtained	Begin plan implementation	Implementation begins
C V	Explore opportunities for inclusion of data management education into the WPI curriculum	_	Pilot curriculum deployed and assessed	Revise data management curriculum as needed	redeployed	Reassess Data Management curriculum and identify additional venues for deployment	Additional venues found	Pilot data management education curriculum to newly identified target audience	Pilot curriculum deployed and assessed
	faculty to generate IL awareness and form partnerships that promote development of systemic information competencies across the curriculum	Seminars, and Insight to	learning and involve faculty to	core target areas of WPI	Learning outcomes reviewed, mapped with WPI curriculum, and input obtained from stakeholders	Testing new learning outcomes	Tests complete - feedback incorporated into program	Review structure and make necessary adjustments to instruction program	Review completed with sample classes
	encourage use of library services and resources	Through ATC/Library Liaison program collaborate with additional or new faculty on integrating course-related library instruction courses or within IQP project teams/advisors; communicate with new and existing faculty on course reserves and ILL services.	and/or courses request integration of course related library instruction and communication on course reserves and ILL services	with additional or new faculty on integrating course related library instruction courses or within IQP project teams/advisors;	faculty and/or courses request integration of	adjustments to instruction program	Review completed with sample classes	Update course structure to include newest technology	Course updated and changed as necessary
	innovative instruction technology and integrate these into existing, new, and emerging programs	Collaborate with Technology for Teaching and Learning group of Academic Technology Center to include newest web technologies into library support tools	deployed if applicable; and survey developed to assess effectiveness	Collaborate with Technology for Teaching and Learning group of Academic Technology Center to include newest web technologies into library support tools	evaluated, tested, and deployed	Collaborate with Technology for Teaching and Learning group of Academic Technology Center to include newest web technologies into library support tools	At least one new tool evaluated, tested, and deployed	Collaborate with Technology for Teaching and Learning group of Academic Technology Center to include newest web technologies into library support tools	At least one new tool evaluated, tested, and deployed
	through Liaison Program	Assessment of Liaison Program initiated; establish clear relationship to new faculty advisory committee	gather information on	Liaison program continues with additional assessment meetings scheduled and completed	and ongoing feedback		feedback implemented and ongoing feedback	Liaison program continues with additional assessment meetings scheduled and completed	Changes based on feedback implemented a ongoing feedback sessions held.

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Strategic Direction	Goals and objectives	2011 Activity	2011 Measurement	2012 Activity	2012 Measurement	2013 Activity	2013 Measurement	2014 Activity	2014 Measurement
Ŭ.	Distance learners information needs and self help instruction assessed and improved	Investigate options for delivery of library services through cloud computing or other	tools are available - testing and pilot programs deployed as possible	Continue investigation and evaluation of tools for delivering library services and resources to distance education students and faculty	ongoing as new tools are available - testing and pilot programs	Continue investigation and evaluation of tools for delivering library services and resources to distance education students and	Investigation ongoing as new tools are available - testing and pilot programs deployed as possible, continuous assessment implemented	Continue investigation and evaluation of tools for delivering library services and resources to distance education students and faculty	Investigation ongoing as new tools are available - testing and pilot programs deployed as possible, continuous assessment implemented
	experiences with the Gordon Library	Meet with students on regular basis to gather their feedback and hear their suggestions	three times per academic year	Meet with students on regular basis to gather their feedback and hear their suggestions	Meetings are held at least three times per academic year	Meet with students on regular basis to gather their feedback and hear their suggestions	Meetings are held at least three times per academic year	Meet with students on regular basis to gather their feedback and hear their suggestions	Meetings are held at least three times per academic year
	(NEW) Strive to make the faculty and staff experiences with the	Meet with faculty on regular basis to gather their feedback and hear their suggestions		Meet with faculty on regular basis to gather their feedback and hear their suggestions	Meetings are held at least two times per academic year	Meet with faculty on regular basis to gather their feedback and hear their suggestions	Meetings are held at least two times per academic year	Meet with faculty on regular basis to gather their feedback and hear their suggestions	Meetings are held at least two times per academic year
	(NEW) Strive to make the faculty and staff experiences with the Gordon Library positive, focused on faculty scholarship and teaching.			NEW-Implement a faculty delivery service of WPI books/articles to off campus locations	NEW-Survey faculty for satisfaction and feedback	NEW-Continue to survey faculty			
Build and sustain a collection to support teaching, learning, and scholarship in the most efficient manner possible	possible budget reductions in future	Continue to analyze and adjust policy as needed	new majors	Compare WPI policy with other peer institutions and update as needed, gather feedback from faculty and other stakeholders		Compare WPI policy with other peer institutions and update as needed, gather feedback from faculty and other stakeholders	modify policy as needed	Compare WPI policy with other peer institutions and update as needed, gather feedback from faculty and other stakeholders	Continue to update and modify policy as needed
	possible budget reductions in future also to identify strengths and weaknesses of the collection and support new programs	journal titles, compare holdings with JCR and	completed lists for 5 subject areas; trends identified and purchase recommendations made.	Continue subject by subject analysis and evaluation involving stakeholders, including new programs; continue analyzing ILL trends	Evaluations of new programs completed	Continue subject by subject analysis and evaluation involving stakeholders; continue analyzing ILL trends	REVISED-Evaluations and benchmarking continue to provide valuable data for decision making; trends identified; use of GSLIS internship program providing partial staffing	Continue subject by subject analysis and evaluation involving stakeholders; ;continue analyzing ILL trends	Evaluations and benchmarking continue to provide valuable data for decision making; trends identified
	possible budget reductions in future also to identify strengths and	Utilize 360 Counter usage reports and analysis tools to identify possible cancellation candidates;	· ·	Investigate tools for evaluating and comparing serials collections (i.e. Ulrich's)	Investigation complete recommendation for implementation put forward	Approval for implementation obtained, plan to deploy developed, assessments proposed	Implementation complete and assessments underway	Investigate current technology for new tools and evaluate options on continuous basis	
		Evaluate usage reports which show use of individual titles of eBooks to determine future directions re. purchasing collections or individual titles	evaluated; 2 test patron driven collections hosted by	Potential changes in subscriptions to eBook collections are identified if there are any	Subscriptions to one or more collections or subject areas are cancelled in favor of patron driven acquisitions, or other more appropriate sources	Analysis of use of eBook packages continues	Changes made in accordance with findings	Make this analysis of use of eBook packages part of regular budget process	Evaluation ongoing, modifications made as needed; no further action on long range plan needed

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	also to identify strengths and weaknesses of the collection and	Utilize 360 Counter usage reports and analysis tools to identify possible cancellation candidates. Monitor format changes to maximize savings.	Low-use, high-cost titles identified and cancelled.	Include faculty in evaluation and assessment of all library collections	process	resource usage part of	plan to deploy developed, assessments	Continuous evaluation of resource usage part of budget and collection development processes. Newest techniques evaluated and implemented as needed	Approval for implementation obtained, plan to deploy developed, assessments proposed
	Engage in WPI research activities to support appropriate storage? And access of large data sets - use of meta data and possible institutional repository	Identify and obtain funding/staffing for Institutional Repository. Implement Institutional Repository pilot.	Institutional Repository Pilot successful. Proceed with Institutional Repository creation and operation.	Marketing strategy for participation and use of IR developed, usage monitored as operations are in production	Marketing outreach implemented, usage monitored, production continues	Technical and operational workflow evaluated, feedback sought for Institutional Repository project	Assessments complete, recommendations for change implemented as needed	Technical and operational workflow evaluated, feedback sought for Institutional Repository project	Assessments complete, recommendations for change implemented as needed
	Explore use of document delivery instead of subscription to items needed by the WPI community	Monitor pilot and expand program if cost-effectiveness and customer satisfaction warrant.	Calculate cost savings.	Continue evaluation and investigate options for serial title access	<u> </u>	Continuous evaluation of resource usage part of budget and collection development processes. Newest techniques evaluated and implemented as needed	plan to deploy developed, assessments proposed	Continuous evaluation of resource usage part of budget and collection development processes. Newest techniques evaluated and implemented as needed	Approval for implementation obtained, plan to deploy developed, assessments proposed
	Reduce size of print reference collection to add seating on entry level if possible	Evaluate electronic reference titles for use and relevancy to curriculum.	Online reference titles analyzed and requests for new titles submitted for FY13 budget.	Ongoing evaluation of print collection use and growth	Data gathered and changes to selection policy monitored	Investigate new options for collection curation and space management, evaluate usage and costs	Investigation ongoing as new tools are available - testing and pilot programs deployed as possible, continuous assessment implemented	Investigate new options for collection curation and space management, evaluate usage and costs	Investigation ongoing as new tools are available - testing and pilot programs deployed as possible, continuous assessment implemented
Use technology to bring the collections to the community	Review library systems and update as needed	Monitor existing systems for updates, patches, new releases available from system vendors and resource providers, and install or adopt updates.	Systems patched/updated to most current supported releases/versions.	Monitor existing systems for updates, patches, new releases available from system vendors and resource providers, and install or adopt updates.	Systems patched/updated to most current supported releases/versions.	U ,		Monitor existing systems for updates, patches, new releases available from system vendors and resource providers, and install or adopt updates.	Systems patched/updated to most current supported releases/versions.
	Expand traditional boundaries of library	Continue to experiment with, and utilize social networking and other tools to reach students where appropriate. Monitor and build engagement with users, including distance learners, within social networks. Monitor and align with WPI social networking strategies.	Social networking tool(s) embedded within library web site and library catalog/discovery tool.	Continue to experiment with, and utilize where appropriate, social networking and other tools to reach students.	determines whether	Continue to experiment with, and utilize where appropriate, social networking and other tools to reach students.	determines whether changes are needed or	Continue to experiment with, and utilize where appropriate, social networking and other tools to reach students.	Assessment of program determines whether changes are needed or not

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J	Expand use of social networking tools to improve communications	Continue to utilize appropriate new technologies to improve user experience with library resources and access		Continue to utilize appropriate new technologies to improve user experience with library resources and access	Implement new technologies as appropriate	Continue to utilize appropriate new technologies to improve user experience with library resources and access	Implement new technologies as appropriate	Continue to utilize appropriate new technologies to improve user experience with library resources and access	Implement new technologies as appropriate
	,	Implement additional ILL and document delivery options. Advertise document delivery option.	materials while keeping costs in line.	services, investigate alternatives. Implement	new tools are available - testing and pilot programs deployed as possible, continuous assessment	Explore options for new ways to enhance ILL and Document Delivery services, investigate alternatives		Explore options for new ways to enhance ILL and Document Delivery services, investigate alternatives	Investigation ongoing as new tools are available - testing and pilot programs deployed as possible, continuous assessment implemented
	Barcode periodical volumes to create a virtual shelf list, allowing for possible inventory	Continue to barcode newly bound volumes. If Founders/Ground floor not completed in 2010, continue and complete in 2011.	Newly bound volumes barcoded as part of processing activity. Determine use of barcoded volumes via Circulation reports.	Continue to barcode newly bound volumes. Conduct preliminary inventory to make sure all volumes are barcoded.	Newly bound volumes bar-coded as part of processing activity. Determine use of bar- coded volumes via Circulation reports. Inventory taken.	Continue to barcode newly bound volumes.	Newly bound volumes bar-coded as part of processing activity. Determine use of bar-coded volumes via Circulation reports.	Continue to barcode newly bound volumes. Set up schedule for future inventories.	Newly bound volumes barcoded as part of processing activity. Determine use of barcoded volumes via Circulation reports. Future inventories scheduled.
	Explore print on demand or purchase on demand options	If approved in 2010, implement print on demand system	reactions gathered and	Implement print on demand service and monitor the options for alternatives	Implementation complete and monitoring is ongoing	Implementation complete and monitoring is ongoing		Implementation complete and monitoring is ongoing	Implementation complete and monitoring is ongoing
	A single point of access to periodicals holdings information and full-text is desirable	Continue to maintain holdings information		Continue to explore options for displaying resources to library users	Review at least three vendors and options for library services, recommendations made for necessary changes	resources to library users		Continue to explore options for displaying resources to library users	Review at least three vendors and options for library services, recommendations made for necessary changes
		Continue to update and expand spreadsheet for tracking databases and subscriptions. Utilize Serials Solutions or open source solutions as appropriate.	The tracking systems provide staff with the e-resource management data and information that they require.	expand spreadsheet for tracking databases and subscriptions. Utilize Serials	resource management	Continue to update and expand spreadsheet for tracking databases and subscriptions. Utilize Serials Solutions or open source solutions as appropriate.	resource management	Continue to update and expand spreadsheet for tracking databases and subscriptions. Utilize Serials Solutions or open source solutions as appropriate.	The tracking systems provide staff with the eresource management data and information that they require.
	Upgrade technology platforms	Continue to monitor hardware and software replacement needs	Hardware and software updated according to replacement cycle. Schedule adjusted as needed.	Continue to monitor hardware and software replacement needs	Hardware and software updated according to replacement cycle. Schedule adjusted as needed.	Continue to monitor hardware and software replacement needs	Hardware and software updated according to replacement cycle. Schedule adjusted as needed.	Continue to monitor hardware and software replacement needs	Hardware and software updated according to replacement cycle. Schedule adjusted as needed.

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Strategic Direction	Goals and objectives Investigate Integrated Library System (ILS) options	Choose and implement a discovery interface. Begin planning the replacement of	Discovery interface successfully implemented. Planning for the future ILS	REVISED. Closely monitor the discovery interface and its effect on use of library	2012 Measurement REVISED. Discovery interface shows increased use of	2013 Activity REVISED: Future ILS planning continues.	2013 Measurement REVISED. New ILS chosen. Implementation begins.	2014 Activity REVISED. Complete implementation of new ILS.	ILS operating successf
		the current ILS.	underway. COMPLETED.	resources. Make changes to the interface as needed. Begin planning for the future ILS.	intern studied the implementation and made a report.				
	Use library systems to develop and deliver quality digital resources	Continue implementation of upgrades and new products as	Implementation and purchase of new products with	Continue implementation of upgrades and new products	1 -	Continue implementation of upgrades and new	Implementation and purchase of new	Continue implementation of upgrades and new products as	Implementation and purchase of new produ
	donvor quality digital rooddrood	appropriate. Continue to work	increased service	as appropriate. Continue to	products with increased	products as appropriate.	products with increased	appropriate. Continue to work with	with increased service
		with WPI IT staff to ensure that library technology needs are	patrons have up to date	work with WPI IT staff to ensure that library	service components. Staff and patrons have	Continue to work with WPI IT staff to ensure	service components. Staff and patrons have	WPI IT staff to ensure that library technology needs are met	components. Staff and patrons have up to date
		met	technology platforms and 80% of needs are met	technology needs are met	up to date technology platforms and 85% of needs are met	that library technology needs are met	up to date technology platforms and 90% of needs are met	5,	technology platforms ar 95% of needs are met
	, , , ,	Survey WPI community to determine their current use of and attitude toward E-readers and mobile devices	Community surveyed	Using results of survey, make changes in library webpages and digital collections	Library webpages and e- collections are compatible with E- readers and mobile	changes in mobile technology and adjust our online resources as	collections are compatible with E-readers and mobile	Continue to monitor changes in mobile technology and adjust our online resources as appropriate	Library webpages and e collections are compatil with E-readers and mob devices
		Survey (Benchmark with)	Potential uses are identified	Evaluate uses of E-readers	devices If found to be	appropriate Continue evaluating	devices Use of E-reader devices	Expand E-reader devices program	E-readers program
		other libraries to discover uses of E-readers that might work for WPI, especially using	and experimentation begins	and try new ideas	advantageous, E- readers become a part of library technology	11.	becomes part of our services or is discontinued	to meet need or evaluate other emerging products for usefulness in bringing information to users	expanded or other deviewaluated
		library owned i-Pads or similar tablet devices			tools	services	discontinued	in bringing information to users	
	Update and improve library's web pages	POSTPONED to FY2012. Work closely with WPI Web Office and library staff in	POSTPONED to FY2012. Library site successfully moved to the Content	REVISED. Work closely with WPI Web Operations and library staff on the	REVISED. Library site successfully moved to the Content	Adjust staff	Library web site users satisfied with navigation and content	Continue to seek user response to Web site. Adjust staff roles/responsibilities as needed.	Library web site users satisfied with navigation and content
		implementation of Content Management System. Survey or request feedback from		migration of the library web site to WPI Content Management System.	Management System. Library CMS roles and responsibilities	roles/responsibilities as needed.			
		users. Define library CMS roles and responsibilities as needed.	-	Survey or request feedback from users. Establish web site editorial board. Define library CMS roles and responsibilities.	established. Library web site users satisfied with navigation and content.				
	Improve online access to library online instructional and self help materials	LibGuides content reviewed and user input gathered on new online instructional materials	Feedback solicited on LibGuides and revisions made.	Monitor and refine roles and responsibilities for LibGuides systems and continued revisions	Roles evaluated and discussed, guides continually evolving to meet researchers current information needs	Continue to seek user response to LibGuides, adjust staff roles/responsibilities and content as needed.	with navigation and content	Continue to seek user response to LibGuides, adjust staff roles/responsibilities and content as needed.	LibGuides users satisf with navigation and content

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Strategic Direction	Goals and objectives	2011 Activity POSTPONED to FY2013.	2011 Measurement	2012 Activity	2012 Measurement	2013 Activity	2013 Measurement	2014 Activity	2014 Measurement
	Streamline basic technical operations and workflows if possible		Investigation completed. Plan implemented.	POSPONED to FY2014. Investigate feasibility of posting library fine/fee data directly to student accounts. Probably a UDC initiative. This also should be included in the evaluation of post-Voyager ILS options.	feasible, a plan is implemented.	Investigate ways in which library financial data can be passed between Voyager or a future ILS and Banner to enhance library operations. This could be a Unified Digital Campus initiative. This also should be included in the evaluation of post-Voyager ILS options.		Investigate the feasibility of posting all of a user's library-related transactions (fines, fees, ILL and other items on request, items on hold, etc.) to the planned WPI portal. This would be a UDC initiative. This also should be included in the evaluation of post-Voyager ILS options.	If the project is feasible, a plan is implemented.
	NEW-Develop marketing plan			NEW-Organize a marketing team to coordinate library events	NEW-Review marketing mission and create plan	S	NEW-Marketing strategies increase awareness of library services		
Encourage staff efficiency and productivity	d Reorganize after reduction in staff size	Consider new ways to deliver services with addition of Technology for Teaching and Learning and Help Desk staff and student in the library	Alternative staffing options identified and pilot projects to test the success implemented		Assessment completed, data and feedback obtained, recommendations for change put forward	Continue investigation of workflow and prioritization of tasks to match with availability of resources	Assessment completed, data and feedback obtained, recommendations for change put forward	Continue investigation of workflow and prioritization of tasks to match with availability of resources	•
	Streamline departmental workflows	Monitor workloads and workflow to ensure balance and efficiency. Job description reviews as part of annual performance review process.		Monitor workloads and workflow to ensure balance and efficiency. Job description reviews as part of annual performance review process. Monitor work changes as a result of continuing shift to electronic resources and reallocate staff as appropriate		Monitor workloads and workflow to ensure balance and efficiency. Job description reviews as part of annual performance review process.	regular basis	Monitor workloads and workflow to ensure balance and efficiency. Job description reviews as part of annual performance review process.	Reviews completed on a regular basis
	Expand internal professional development program	Analyze need to create a formal professional development plan for all staff.	distribution of funds to	Create annual training and professional development goals and plans as part of annual performance review process	Reviews completed on a regular basis	Create annual training and professional development goals and plans as part of annual performance review process	regular basis	Create annual training and professional development goals and plans as part of annual performance review process	Reviews completed on a regular basis
	Evaluate staffing levels as appropriate	Evaluate list of core services and determine priorities, assigr resources as available, and seek feedback from community on quality of service and resources	feedback collected, recommendations for change discussed	REVISED-Ongoing evaluation of services, monitoring of peer institutions, and staff retention data collected. Pilot program for extended hours 5 nights per week until 3 am (C&D terms)	Changes made as fiscal circumstances allow	Ongoing evaluation of services, monitoring of peer institutions, and staff retention data collected	Changes made as fiscal circumstances allow	Ongoing evaluation of services, monitoring of peer institutions, and staff retention data collected	Changes made as fiscal circumstances allow

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Ŭ	Evaluate student assistant hours and streamline student staffing scheduling.	Evaluate student assistant hours to improve efficiency and increase hours of operation; pilot 24 hour access at ends of term; continue to monitor effectiveness of student research assistants	Library has adequate number of student assistants and students using the building	Evaluate student assistant hours to improve efficiency and customer satisfaction: investigate creative student	Library has adequate number of student assistants and students using the building are satisfied with services	Evaluate student assistant hours to improve efficiency and customer satisfaction	Library has adequate number of student assistants and students using the building are satisfied with services	Evaluate student assistant hours to improve efficiency and customer satisfaction	Library has adequate number of student assistants and students using the building are satisfied with services
	Ensure good internal communications in library, Technology for Teaching and Learning, and Help Desk groups housed in library	Focus on good internal and external communications in the library, solicit feedback from stakeholder groups	improved or adjusted based on feedback received	Staff polled about satisfaction with communication, job responsibilities, and professional development	Data collected and procedures or policies adjusted to accommodate recommendations	Staff polled about satisfaction with communication, job responsibilities, and professional development	Data collected and procedures or policies adjusted to accommodate recommendations	Staff polled about satisfaction with communication, job responsibilities, and professional development	Data collected and procedures or policies adjusted to accommodate recommendations
	Ensure appropriate continuing education opportunities		opportunities	Ensure appropriate continuing education opportunities	Staff report satisfaction with opportunities	Ensure appropriate continuing education opportunities	Staff report satisfaction with opportunities	Ensure appropriate continuing education opportunities	Staff report satisfaction with opportunities
		o ,	necessary; AED training completed	Simulation of emergency procedures in cooperation with safety personnel and reevaluation of procedures; AED training for Student Supervisors	Procedures are updated as necessary. AED training completed.	Simulation of emergency procedures in cooperation with safety personnel and reevaluation of procedures; AED training for Student Supervisors.	as necessary. AED	Simulation of emergency procedures in cooperation with safety personnel and reevaluation of procedures. AED training for Student Supervisors.	Procedures are updated as necessary. AED training completed.
	patron interactions.	Develop additional programs to cross train staff, including students (investigating use of LibGuides as a student training tool) at all services points in the library building as new groups move in and increase the number of services available (Help Desk and Technology for Teaching and Learning)		REVISED-Develop assessment program to evaluate delivery of services within library building. Create tiered student training program for Info Desk students;implement use of student assessment rubric.	Assessment completed and changes made as possible	REVISED-Develop assessment program to evaluate delivery of services within library building. Assess tiered student training program and asessment rubric	Assessment completed and changes made as possible	Develop assessment program to evaluate delivery of services within library building	Assessment completed and changes made as possible
Exploit the connections between IT and library departments	Complete integration of Help Desk and TTL into library spaces	Reexamine service desks workflows and interactions.	understanding of services.	Link data collected in MISO survey to service assessment and make recommendations for change as needed	Follow up focus groups and interviews completed to fine tune any service changes and gather in-depth data	Reassess any changes to workflow	Assessment completed and changes made as possible	Reassess any changes to workflow	Assessment completed and changes made as possible
	Leverage ATC/Library Liaison program to increase library-academic department communication	,	strategy in place that differs from prior years	Develop plan for assessing liaison program communications . Consider data collected through MISO survey	Plan developed with ATC and other IT partners, follow up interviews and focus groups with users completed	Implement plan and monitor faculty satisfaction with program	Plan complete and faculty participate	Continue conversations with faculty and staff on best practices for liaison program	Ongoing modifications made as necessary

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Strategic Direction	Goals and objectives	2011 Activity	2011 Measurement	2012 Activity	2012 Measurement	2013 Activity	2013 Measurement	2014 Activity	2014 Measurement
	program to increase library- academic department communication; inform appropriate faculty of relevant Archives and	Archives and Special Collections resources; perform literature review and invite	Continue monitoring use of collections and promotion and outreach to departments occurring through liaison program	Make and distribute brochure describing key collections	Continue monitoring use of collections	Host faculty from WPI departments to show relevant collections and resources	by students and faculty by departments	Evaluate success of promotion of resources over previous 4 years/continue to encourage use through liaisons	Written report evaluating success
		implementation of Content Management System. Survey or request feedback from users. Define library CMS roles and responsibilities as needed.	Management System. Library CMS roles and responsibilities established. Library web site users	Monitor and refine Content Management System roles and responsibilities for library Web site as needed.	Library Content Management System roles and responsibilities established.	Continue to seek user response to Web site. Adjust staff roles/responsibilities as needed.		Continue to seek user response to Web site. Adjust staff roles/responsibilities as needed.	Library web site users satisfied with navigation and content
Incorporate routine assessment practices into service delivery	department under new organizational structure	managers to ensure that library	supported	Work with the CIO and IT managers to ensure that library interests and needs are reflected in IT planning.	IT division planning is updated and library elements supported	Work with the CIO and IT managers to ensure that library interests and needs are reflected in IT planning.	updated and library elements supported	Work with the CIO and IT managers to ensure that library interests and needs are reflected in IT planning.	IT division planning is updated and library elements supported
	Identify tools that provide community feedback and directions for future planning	other institutions also surveyed	changes and improvements	Solicit feedback from library advisory groups on changes made to services or policies as a result of MISO information	further adjustments	Consider deploying MISO again, and evaluate other options		Deploy MISO or equivalent evaluation tool	Assessment tool deploye
	planning	FY2012. Library plays an active role in the WPI NEASC site visit.	FY2012. Site visit is	REVISED. Library plays an active role in the WPI NEASC site visit.	REVISED. Site visit is completed and library was part of the process, in collaboration with other departments in the IT division.	Process repeats in 2015 with next update.	•	Process repeats in 2015 with next update.	Process repeats in 2015 with next update.
		service delivery		Incorporate routine assessment practices into service delivery	Implement program of assessment for reference transactions: data collected and reviewed; improvements needed addressed with staff training.	service delivery	Implement program of assessment for reference transactions: data collected and reviewed; improvements needed addressed with staff training.	Incorporate routine assessment practices into service delivery	Implement program of assessment for reference transactions: data collected and reviewed; improvements needed addressed with staff training.
	Generate Information Literacy awareness and form partnerships that promote development of systemic information competencies across the curriculum	,	implementation of assessment plan	Assessments performed, data analyzed, revisions based on findings; information shared with stakeholders and/or community	Incorporate routine assessment practices into instructional program delivery	Implement program of assessment for instructional programs: data collected and reviewed; improvements needed addressed with staff training.	into service delivery	Implement program of assessment for instructional programs: data collected and reviewed; improvements needed addressed with staff training.	Incorporate routine assessment practices intervice delivery

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	Seek participation in faculty discussions of curricular change and development to ensure that adequate library resources are	Library plays an active role in	Library produced data is	Library collection assessment data introduced to faculty committees and used as part of course development process	Library produced data is		Library produced data is	Librarian continues involvement with Committee on Academic Operations and other university committees sharing library data	Library produced data is valuable for university decision making
	Students	Develop assessment plan for current offerings and to understand the state of information literacy at WPI; continue to explore areas of inclusion in standardized tools used by WPI (alumni surveys, senior surveys, First Year surveys, etc.); implement components of assessment plan	Parts of assessment plan piloted, data analyzed, and changes to Information Literacy curriculum outlined	Changes to Information Literacy curriculum incorporated and continuation of the Information Literacy assessment cycle	Assessment plan piloted for AY 2012	Evaluation of Information Literacy Program continues, staff monitor national, regional, and local best practices for new ideas and methods	Evaluations and benchmarking continue to provide valuable data for decision making	Evaluation of Information Literacy Program continues, staff monitor national, regional, and local best practices for new ideas and methods	Evaluations and benchmarking continue to provide valuable data for decision making
Redesign spaces in creative ways	Complete implementation of	Program planning and construction to be completed	Construction complete, information commons open and operational	Evaluation of services and operations of the information commons begins	Evaluation underway	NEW-Planning for additional changes or new services begins. Second phase of Info Commons renovation begins	NEW-Construction completed.	Changes identified in planning are evaluated and funding sought for their implementation	Plans completed
	building	Activities to support addition of art in the library undertaken and resources for funding identified		Planning for ongoing projects supporting the arts and community involvement continue		Expansion of arts progran planned	Expansion completed	Arts program continues	Plans completed
	Investigate mobile furniture and other flexible options for space	Identify vendors and options for installing new furniture, develop plan for financial support	Vendors identified and plan developed	Obtain financial support and implement first components of plan for new furniture	Funding obtained or further work necessary to gain support	Obtain financial support and implement additional components of plan for new furniture	· ·	Review library plant to identify other necessary upgrades or replacements	Upgrades or replacements identified
		Seek funding for construction	Funding secured	Display units are constructed and displays created	Displays are installed	Analyze impact of installation and make decision on whether exhibit should be long term temporary or permanent	Decision is made for exhibition to be temporary (changing every couple of years) or permanent	If temporary, plan for changes to exhibition in 2014 based on new gifts to Archives from innovative alumni	Exhibition installed
	technology throughout the building - monitors, wiring, etc.	Identify vendors and options for installing new technology, develop plan for financial support	Vendors identified and plan developed	Obtain financial support and implement first components of plan for new technology		Obtain financial support and implement additional components of plan for new technology		Review library plant to identify other necessary upgrades or replacements	Upgrades or replacements identified
Optimize financial resources		Expand library staff knowledge and involvement in budget planning and tracking to increase levels of accountability and engagement	Budget tracking processes are improved and budget savings are increased wherever possible	Seek advice for new methods of cost saving and sustainable funding from advisory committee and other appropriate sources	Input and advice gathered to improve planning and strategic management	Monitor strategic goals and seek feedback from all stakeholders on a regular basis	Input and advice gathered to improve planning and strategic management	Monitor strategic goals and seek feedback from all stakeholders on a regular basis	Input and advice gathered to improve planning and strategic management
		Create projections and scenarios for budget planning using zero based budget models	Projections completed and data available for improved decision making	Comply with annual budget cycle processes	Budget requests submitted and budget tracking is ongoing	Comply with annual budget cycle processes	Budget requests submitted and budget tracking is ongoing	Comply with annual budget cycle processes	Budget requests submitted and budget tracking is ongoing

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WPI - Gordon Library Long Range Plan									
Strategic Direction	Goals and objectives	2011 Activity	2011 Measurement	2012 Activity	2012 Measurement	2013 Activity	2013 Measurement	2014 Activity	2014 Measurement
	Develop new strategies for negotiating with vendors	Expand research on vendor options, explore best practices at national, regional, and local level		Explore options for regional or state collaborations on services and resource sharing	Options identified, recommendations outlined	Ongoing evaluation of services, monitoring of peer institutions, and trends for best practices data collected	Data collected and procedures or policies adjusted to accommodate recommendations	Ongoing evaluation of services, monitoring of peer institutions, and trends for best practices data collected	Data collected and procedures or policies adjusted to accommodate recommendations
	Investigate and apply for grants as appropriate	Ensure update to long range plan on file with MBLC. Either implement grants received or renew applications		Ensure update to long range plan on file with MBLC. Either implement grants received or renew applications	Update to MBLC plan filed	Ensure update to long range plan on file with MBLC. Either implement grants received or renew applications	Update to MBLC plan filed	Ensure update to long range plan on file with MBLC. Either implement grants received or renew applications	Update to MBLC plan filed
	Investigate the creation of a library (Or IT) advisory committee under Development and Provost Office direction	Plan next steps accordingly based on level of support and interest	sought and obtained	Form advisory committee, create charge and invite founding members to participate	Committee created and planning for initial activities developed	Advisory committee meets regularly and provides valuable feedback		Advisory committee meets regularly and provides valuable feedback	Committee feedback on activities and progress is favorable
	Identify collaborative projects	Plan next steps accordingly based on level of support and interest	initiative - feedback and input	Collaboration with outside groups (WPL, Antiquarian Society, etc.) ongoing	Feedback collected, further adjustments planned	Collaboration with outside groups (WPL, Antiquarian Society, etc.) ongoing	1	Collaboration with outside groups (WPL, Antiquarian Society, etc.) ongoing	Feedback collected, further adjustments planned

VPI - Gordon Library Long Range Plan									
Strategic Direction	Goals and objectives	2011 Activity	2011 Measurement	2012 Activity	2012 Measurement	2013 Activity	2013 Measurement	2014 Activity	2014 Measurement
3	Explore internal and external sources of additional funding		Strategy for identifying donors		Relationships established with at least two potential donors	Continue outreach and	Relationship building	Continue outreach and growth for cultivating potential donors	
		and continue to investigate	Determine specific direction for grant applications and focus efforts on grant writing	Identify grant opportunity and write at least one application	One new grant application submitted	Proceed with work identified in grant application if successful	Continue application process if needed, or complete work to fulfill grant application	Proceed with work identified in grant application if successful	Continue application process if needed, or complete work to fulfill grant application
Preserve collections to support curriculum and scholarship	projects	· ·	Develop Project Plan for completion of Project Boz	Apply for funding to complete digitizing and metadata creation for Dickens; or scan in house if that is recommended in the plan	Digitization begun	Complete digitization and ingest of digital titles into library digital collections system	Project is complete		
	projects	completing digitization of Theo Brown Diaries. Move Theo	Diaries, including moving digital collection to new platform	Apply for funding to complete digitizing and metadata creation for Brown diaries. Identify volumes needing treatment prior to scanning.	Repair 16 volumes prior to scanning to minimize damage		8 volumes digitized	Continue digitizing and metadata creation for Diaries	Complete digitization of Diaries and ingest into digital system
	NEW-Develop project to digitize WPI Archives collections			Mass Digitization program and/or BPL/Internet Archive; develop plan to	NEW-Contracts are established with agencies and work has begun on digitizing from original documents or microfilm		NEW-Some years of WPI student newspapers, yearbooks are online through WPI institutionall repository, DigiTool or other digital system	NEW-Continue digitizing and metadata creation for WPI Archival collections	NEW-WPI student newspapers and yearbooks are online.
		with local institutions to	and plan project	Meet with prospective partner to discuss scope of project and possible funding sources	-	NEW-Complete pilot testing of digital repository products/services	•	Assemble project team to investigate appropriate approach for preserving and/or digitizing nineteenth century serial titles in Founders	Apply for funding
	practices for print and electronic	Identify and access areas of Special Collections in need of conservation treatment	Special Collections	Survey print collection of nineteenth century scientific periodicals in Founders	Produce condition report on nineteenth century serials	Survey other collections as needed	Produce condition reports as surveys completed	Survey other collections as needed	Produce condition reports as surveys completed

WPI - Gordon Library Long Range Plan									
Strategic Direction	Goals and objectives	2011 Activity	2011 Measurement	2012 Activity	2012 Measurement	2013 Activity	2013 Measurement	2014 Activity	2014 Measurement
	planning for the Library Organize, assess condition and value, and document Gordon Library	Conduct disaster training for all staff Establish a plan for the art collection; Begin to survey art collection; determine storage needs	disaster training Plan is created; Records for some art materials in	Conduct annual update of Disaster Plan Continue surveying collection; prioritize conservation needs	Disaster Plan up to date Records for some art materials in PastPerfect database;	Conduct annual update of Disaster Plan Complete surveying collection; begin conservation treatments as budget allows	Disaster Plan up to date database up-to-date; conservation begun; storage solutions begun	Conduct annual update of Disaster Plan Continue conservation treatments; create proper storage units	Disaster Plan up to date 35% of art collection is assessed, treated, and stored
				Files are analyzed		Investigation of at least 3 options for further preservation completed	, ,	Implement first steps in plan for long term preservation	Implementation complete
Ensure building provides safe, secure, functional and attractive environment for people, materials, and equipment	Communicate regularly with Campus Police and Plant Services	, ,	and safety than in 2010.	Plan for assessment of these services seeking staff and student feedback, continue communications with these offices	Plans are implemented and routine communication established. Better record of cleanliness and safety than in 2011.	Continue regular meetings with Plant Services and Campus Police personnel	cleanliness and safety	Assess services and provide feedback to Plant Services and Campus Police	Feedback gathered and provided to Campus Police and Plan Services. Better record of cleanliness and safety than in 2013.
	disabled	Develop ongoing system of evaluation for services and resources for students with disabilities, including financial support to maintain equipment	•	Implement plan to support students with disabilities and monitor satisfaction	Plan implemented and ongoing assessment begins	Monitor satisfaction with implementation and services	Assessment ongoing	Monitor satisfaction with implementation and services	Assessment ongoing
	•	Plan to complete evaluation and identify critical systems developed, contractor engaged	submitted to WPI	Create plans for upgrade and/or replacement of aging or failing systems, seek support for funding to complete the plans	Plans for upgrades and/or replacement of aging and failing systems submitted to university management	Continue planning for upgrades or replacement as needed	Upgrades made as necessary, or additional support solicited to assist in obtaining funding	Continue planning for upgrades or replacement as needed	Upgrades made as necessary, or additional support solicited to assist in obtaining funding
		Investigate and secure funding for installation of dehumidifier in Archives vault area	As finances allow purchase and implement monitoring equipment to determine	Improve building environment as much as possible with current fiscal situation	Monitor environmental conditions in Gordon Library and Founders Storage to determine adherence with recommended ranges of temperature and relative humidity for storage of library materials		Continue to monitor environmental conditions in the Gordon Library	Graph results from environmental monitor	Continue to monitor environmental conditions in the Gordon Library
Support administrative work of the university by preserving and providing access to university records		Reduce backlog of photographs		Inventory all objects in collection; relate objects to available documentation	Accessible physical collection of objects; printed and electronic inventory/objects entered in database	Inventory all art work in collection; relate art to available documentation	Accessible physical collection of objects; printed and electronic inventory/objects entered in database	Compile complete inventory of objects and art work for compliance officer	Completed inventory
	Marketing, and other Administrative	Complete processing of Presidents papers Process 5 Presidents' papers	Accessible papers for all presidents up to current president Total of 6 Presidents' papers processed	Complete processing of backlog of Marketing and Communications records	All Marketing and Communications	Complete processing and provide online finding aids for manuscript collections	Accessible manuscript collections and online	Process and make accessible more record groups	Finding aids for most record groups
	Ensure proper retention and access to digital records created by the university					NEW-Investigate campus records management policy adoption process	NEW-Identify process and next steps		

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WPI - Gordon Library Long Range Plan									
Strategic Direction	Goals and objectives	2011 Activity	2011 Measurement	2012 Activity	2012 Measurement	2013 Activity	2013 Measurement	2014 Activity	2014 Measurement
	Develop recommendations for university records retention based on legal precedent						NEW-Identify process and next steps		
Process manuscript collections and other materials and provide access to collections to students, faculty and researchers		Maintain basic services; process video game collections, Morgan Company Archives, Pearsall Collection	Accessible finding aids for video game collections, Morgan Company Archives, Pearsall Collection	Maintain basic services, properly house, store, provide finding aids for all WPI building and grounds plans; convert remaining MS finding aids into PastPerfect		'	records of WPI departments	Inventory Record Group and Manuscript collections and evaluate storage spaces with possible re-organization of space	Records inventory and space plan