

# **Library Services Strategic Plan**

**2018-2023**

**March 2019**

# ***Message***

## **FROM THE DEAN**

*Preeminence 2020* was launched in August 2011, and for the past seven years it provided a roadmap for our institution. The progress made during those years is evidenced by the reconception of F. D. Bluford Library as a strategic asset for the university that facilitates access to quality information resources, contributes to students' academic success, enhances faculty research productivity, and promotes the adoption of emerging instructional and learning technologies.

*Preeminence 2020: Taking the Momentum to 2023 (Preeminence 2023)* refreshes our strategic mission and goals and will guide us through the next five years. This living document is our current roadmap. The 2018-2023 Library Services Strategic Plan defines our key priorities, allowing us to rationalize what successful initiatives we continue, what new pursuits we begin and what activities we alter or suspend in the interest of operational efficiency and effectiveness.

I extend my sincere appreciation to the many people in Library Services who engaged in the strategic planning process. You provided invaluable feedback helping ensure the development of focused and realistic strategies that align with the needs of the university. Special thanks to the Office of Strategic Planning and Institutional Effectiveness and to the Division of Academic Affairs for encouraging a truly collaborative and inclusive process. Moving forward, I welcome your continuing input and I encourage all Library Services personnel to participate enthusiastically in helping to shape the library's compelling future.

A handwritten signature in blue ink that reads "Vicki Coleman". The signature is written in a cursive, flowing style.

Vicki Coleman, MILS  
Dean of Library Services

# FOUNDATIONS

## MISSION

Library Services supports and advances teaching, learning and research at N.C. A&T through user-focused services, technologies, and physical and virtual learning spaces. We ensure individuals have access to globally trusted information resources that equip them with the knowledge to provide solutions to society's challenges.

## VISION

Library Services will be recognized as an essential leader and partner in the university's pursuit of transformative learning and teaching, interdisciplinary research, innovative solutions to global challenges and civic outreach. As the intellectual hub of the university, we will leverage emerging opportunities to provide access to technologies, research tools, resources and learning environments that enrich the scholarship and creative activity of students, faculty and staff.

## CORE VALUES

**Professionalism.** We hold ourselves accountable to the highest standards of performance for the success of Library Services.

**Inclusiveness.** We commit to diversity and demonstrate inclusiveness as we work together for the advancement of the university and the world. We strive to reflect inclusiveness by providing a full spectrum of resources and services to the communities we serve

**Service.** We provide the highest level of service to all library users. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills.

**Collaboration.** We value collaborative relationships with one another and we recognize that through collaboration our customers are better served and our organization prospers.

**Innovation.** We are constantly exploring new ideas and ways of doing things better.

**Knowledge.** We recognize that the library's role is to provide the communities we serve with access to information and the knowledge necessary to find, evaluate, and use that information.

## **University Goal 1**

Excellence in teaching, research and student success

### **Library Services Strategy 1**

Library Services will commit to excellence in teaching, research and student success.

- 1.1 Provide innovative library services in physical and digital/online communities.
- 1.2 Improve researcher workflows by expanding support for the entire research lifecycle.
- 1.3 Broaden multi-institutional partnerships to expand the range of information resources available to the academic community.
- 1.4 Promote an organizational culture that helps library staff and faculty succeed in an evolving environment.
- 1.5 Increase access to and improve dissemination of NC A&T scholarship by leading the development of institutional open access publishing, resources and technologies.

## **University Goal 2**

Intellectual climate

### **Library Services Strategy 2**

Library Services will cultivate an intellectual climate that encourages the creative exchange of ideas and raises the quality of the professional environment.

- 2.1 Support excellence in teaching through professional development for library instructors that enhances our skills and contributions as teachers.
- 2.2 Participate in a campus-wide ecosystem for innovation and entrepreneurship.
- 2.3 Enhance the ability of researchers to conduct research and to measure and communicate the impact of their scholarship.
- 2.4 Advise on workflows that facilitate the lifecycle management of research data.

## **University Goal 3**

### Public service and community engagement

#### **Library Services Strategy 3**

Library Services will elevate and expand public service and community engagement to create a premier educational experience that also addresses global issues.

- 3.1 Expand engagement and outreach efforts to the community and articulate a message that promotes our resources and user services.
- 3.2 Transform the library into an information hub for the campus and the local community.

## **University Goal 4**

### Stewardship, operational effectiveness and efficiencies

#### **Library Services Strategy 4**

Library Services will excel in resource stewardship, operational effectiveness and efficiencies.

- 4.1 Create innovative new teaching, learning and service spaces.
- 4.2 Explore and implement new acquisition and content strategies and delivery models for library collections.
- 4.3 Identify, collect, curate, digitize and disseminate specialized resources and materials relating to the university and the region.
- 4.4 Participate in university and/or UNC efforts that address text-book affordability and accessibility.
- 4.5 Review and transform processes and workflows to enable effective collaboration and efficient use of resources.
- 4.6 Communicate the value of the library to the campus and outside community using qualitative and quantitative data.

## **Goal 5**

Diverse and inclusive culture

### **Library Services Strategy 4**

Library Services will strengthen our campus community by fostering a more diverse and inclusive culture at all levels.

- 5.1 Sponsor activities for the University community that foster diversity and inclusiveness.
- 5.2 Increase access to culturally diverse and globally relevant information resources that support curricula.
- 5.3 Support student success with services that meet students' educational, research, and informational needs in equitable and inclusive ways.

# **Library Services**

## **STRATEGIC PLANNING WORKING COMMITTEE**

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Vicki Coleman, Dean of Library Services, Chair

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