

# LIS Strategic Plan

2018-2021



SOUTHERN ILLINOIS UNIVERSITY  
**EDWARDSVILLE**

LIBRARY & INFORMATION SERVICES

## Mission

Library and Information Services (LIS) is an innovative, student-centered environment that fosters collaboration, communication and diversity to support the University's mission. We shape a changing world through a dynamic information literacy program, and by connecting scholars and lifelong learners to resources.

## Vision

LIS will empower individuals and advance scholarly research and learning by creating diverse collections, connecting users to resources, investing in dynamic collaborative spaces and teaching information literacy.

## Building A Community

### Six Strategic Directions



# teach

\'tēch\  
verb: to impart knowledge

verb: to impart knowledge



Develop and implement a robust Information Literacy Program (ILP) aligned with general education and school programs by using the Association of College and Research Libraries (ACRL) framework as the foundation for transformational learning.

The ACRL framework is based on a cluster of interconnected core concepts, with flexible options for implementation. This framework will guide and inform the ILP through all disciplines at SIUE. The framework is organized into six frames: authority is constructed and contextual, information creation as a process, information has value, research as inquiry, scholarship as conversation, and searching as strategic exploration.

**Objective 1:** Teach SIUE students to become information literate by using the ACRL framework.

#### Actions

- Develop an LIS Information Literacy plan and collaborate with faculty within the disciplines to identify the scope (i.e. depth and complexity) of competencies within each
- Create a timeline of specific Information Literacy competencies to be integrated throughout a student's academic career, progressing in sophistication
- Develop a credit-bearing Information Literacy course
- Create an Information Literacy component for First Semester Transition and Senior Capstone assignments

**Objective 2:** Develop and implement a continuous review process for the Information Literacy Program.

#### Actions

- Establish measurable student learning outcomes for general and subject-specific information literacy instruction
- Use a variety of assessment techniques; such as pre-test and post-test, online assessment, gather search path data. Track reference questions, student and faculty data
- Evaluate classroom instruction activities to assure usefulness and alignment with course goals

**Objective 3:** Address the Information Literacy Program's needs of distance education, graduate, first-generation, transfer, post-traditional and international students.

#### Actions

- Assess the needs of diverse learners to establish an Information Literacy Program in traditional and online environments
- Seek collaboration with campus partners to best integrate high impact practices with Information Literacy

**Objective 4:** Build collaborative Information Literacy partnerships involving faculty, staff, librarians and administrators across campus.

#### Actions

- Work with the Center for Faculty Development and Innovation to develop Information Literacy workshops, programming and grants
- Partner with other SIUE units to provide workshops and on-site tutorials
- Develop partnerships with local high schools to emphasize Information Literacy

**Objective 5:** Market the Information Literacy Program to the campus.

#### Actions

- Communicate the mission and goals of the Information Literacy Program across campus
- Develop engaging materials and methods for promoting Information Literacy across the curriculum

# learn

\ˈlɜrn\  
verb: to acquire knowledge and skill

verb: to acquire knowledge and skill



Create a rewarding workplace environment with an emphasis on excellence, collaboration and diversity, where library faculty and staff succeed and grow professionally and personally.

As academic libraries shift from an ownership of a physical resources model to an access to virtual resources model, the need for well-educated, flexible and high tech-savvy professional librarians and staff members will continue to increase. LIS will hire adaptable staff members with advanced education, training and skills. It is imperative that all full-time LIS employees become better acquainted with the art and science of academic librarianship.

**Objective 1:** Recruit dynamic and experienced library faculty and staff.

#### Actions

- Develop an assessment plan to identify skill and knowledge gaps
- Recruit dynamic faculty and staff in alignment with LIS priorities and the University's strategic plan
- Establish a prioritized list of hiring needs
- Actively recruit multiple new hires
- Continually reevaluate hiring needs to support change and improvement

**Objective 2:** Establish a variety of internal and external professional development opportunities for library faculty and staff.

#### Actions

- Centralize professional development opportunities for faculty and staff
- Target professional development to support evolving roles\*
- Cross-train staff and students to improve and enhance library services
- Develop a mentorship program for library staff interested in library science

**Objective 3:** Set up formal internship and practicum experiences for both SIUE and nonSIUE students.

#### Actions

- Prepare and initiate a formal internship program
- Promote and advertise the formal internship program
- Develop high impact practicum experiences for students in library science, and other related disciplines at SIUE



# enhance

\in-'han(t)s\

*verb:* to raise up to a higher degree



Integrate 21st century technologies to transform approaches to information literacy, library space, collections and assessment.

All areas of the 21st century library are affected by advances in technology, from new approaches to the delivery of Library Instruction, to re-envisioning how library space should be organized for student use. Within collections, the use of digital tools enhances data collection, management and analysis, resulting in more effective information curation and display, and enhancing assessment of library space, collections and services. Additionally, new innovative tools are significantly improving user experience of content discovery. Because technology impacts all library operations, strategic directions in this area must be addressed in a holistic way.

**Objective 1:** Enrich the library's Information Literacy Program with technologies that support scholarly inquiry in various learning environments.

#### Actions

- Redesign Library Guides to create coherent, flexible, and meaningful digital spaces for student learning and scholarly exchange
- Collaborate with faculty to develop modules that support Information Literacy and enhance scholarship within this area

**Objective 2:** Align innovative technologies with physical spaces and furniture.

#### Actions

- Improve access to power throughout the building
- Provide wireless collaborative workstations for group use
- Create an active learning space within the library to allow for student experimentation with innovative tools\*
- Advocate with Information Technology Services to create a robust digital environment within the library\*
- Engage faculty in the use of innovative library spaces to promote scholarship

**Objective 3:** Evaluate and apply new technologies that enhance knowledge creation and consumption.

#### Actions

- Redesign the library's website to make it more intuitive and responsive
- Utilize innovative methods for collection development and assessment
- Collaborate with faculty on campus to develop open access resources that can be utilized for teaching and scholarship
- Implement a One Search tool for improved user access to all library collections
- Build a current, curriculum-driven collection of digital resources\*
- Develop a unified and dynamic special collections web presence\*
- Set up models for patron driven acquisitions to allow input from users

**Objective 4:** Use data to show the impact of space, services and collections on student learning, faculty teaching and scholarship.

#### Actions

- Collaborate with other faculty to develop a methodology for assessing impact
- Develop a creative and efficient plan for library data collection and analysis
- Use data to identify underused electronic resources and collaborate with faculty for the purpose of reallocating funding to address rising subscription costs

# design

\di-'zīn\  
verb: to fashion artistically or skillfully

**Objective 1:** Reassess library space.

## Actions

- Perform large-scale weeding projects to bring the collection up to date
- Assess the 21st century needs and expectations of library users
- Utilize weeding projects to reconfigure the stacks, improve the visual appearance, and enhance library user experience
- Relocate unique, non-circulating materials to remote storage for the purposes of preservation

**Objective 2:** Enhance space that allows for individual and group study.

## Actions

- Provide furniture that supports the flexible use of space
- Designate areas that promote the distinctive uses of library space
- Provide inviting and convenient areas to meet
- Make space available to provide additional services\*
- Partner with the Center for Faculty Development and Innovation to expand library services
- Assess the correlation between increased library use, the utilization of resources and services, and new partnerships in teaching and scholarship

**Objective 3:** Build technology-rich collaborative spaces for multiple modes of teaching.

## Actions

- Enhance instruction rooms to provide a flexible learning environment\*
- Improve the delivery of Library Instruction online
- Provide an enhanced and interactive chat reference service

**Objective 4:** Promote community by constructing space for users to gather, relax and communicate.

## Actions

- Accommodate the construction of a coffee shop
- Improve vending area with comfortable furnishings, and a variety of selections
- Create a reflection or meditation room, welcoming of various religious and cultural practices

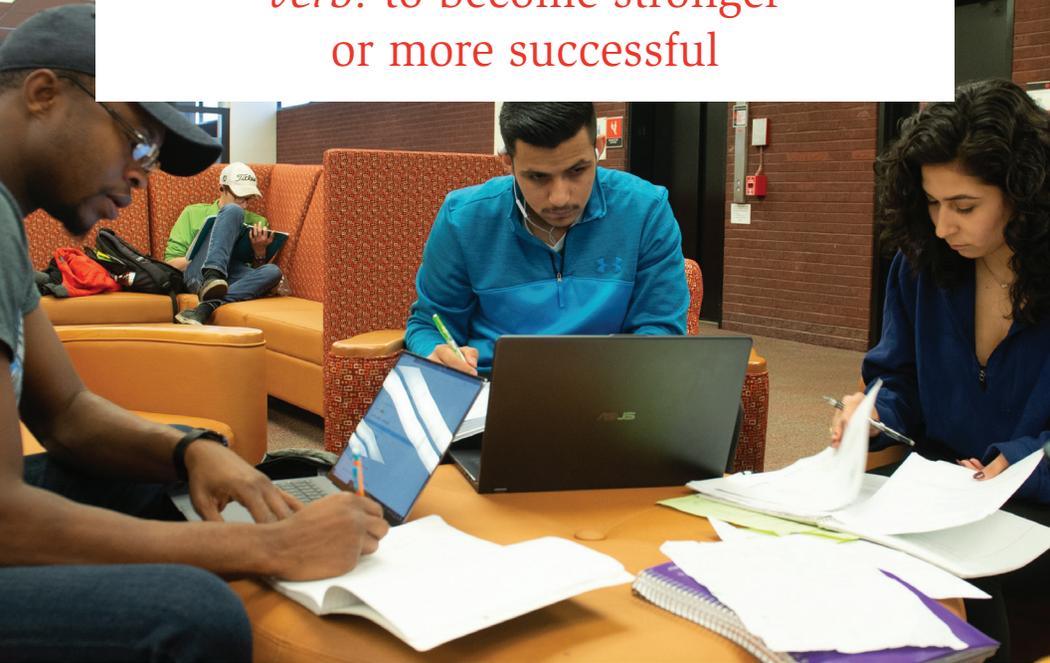
Provide and expand innovative spaces for diverse users collaborating in the creation of knowledge.

LIS provides space for diverse groups of thinkers, which reflects our commitment to supporting all patrons. The provision of physical and virtual space is essential for providing academic experiences and success.



# empower

\im-'paʊ(-ə)r\  
verb: to become stronger  
or more successful



Ensure the success of special student populations by providing services and resources that meet their unique needs.

Post-traditional students are an increasing cohort in university enrollment. These students generally demonstrate a wide diversity in their learning approaches and preferences. They include single mothers, veterans and career changers who have accumulated some college credit, and are seeking career-oriented credentials. Such learners are generally typified by defining characteristics that the world of work, community engagement, parenting, travel and other life experiences provide.

**Objective 1:** Develop targeted services and resources for the unique needs of post-traditional students.

**Objective 2:** Market new library services to post-traditional students.

## Actions

- Design library instruction to meet the need-to-know preferences of adult learners
- Provide a family-friendly study space for students with young children
- Assign an LIS faculty member to serve as liaison between the library and University efforts to develop a post-traditional student curriculum
- Investigate partnerships with other relevant campus offices

## Actions

- Assign a faculty librarian to work with SIUE outreach efforts to post-traditional students
- Emphasize extended hours, online chat reference, and electronic resources relevant to working adult students
- Create a service for weekend faculty consultations



# engage

\in-'gāj\  
verb: to attract and connect

verb: to attract and connect



Create strategic outreach opportunities involving University and community partners to facilitate learning and scholarship through sharing, managing, developing and preserving information.

Library Outreach is defined as a nexus of activities from advocacy, public relations, publicity, promotion, instruction, programming and marketing. Outreach involves marketing library services, collections, people and spaces. Furthermore, outreach allows for the dissemination of the changing nature of information, communicating successes and demonstrating the impact and value of the library. While outreach increases the library's visibility, it more importantly fosters high impact learning through critical analysis, engagement in teaching, research and campus citizenship.

**Objective 1:** Promote the library's role in advocating for unrestricted access to information.

#### Actions

- Communicate our core mission through diverse methods
- Engage the campus community on topics related to scholarly communication

**Objective 2:** Assess current partnerships and expand engagement with diverse constituencies.

#### Actions

- Establish collaborative partnerships between academic programs and LIS
- Identify opportunities for collaborative programming
- Provide spaces and opportunities for academic conversations, research collaborations and social engagement

**Objective 3:** Create an outreach plan, including proactively embedding our presence physically and virtually across campus, and in the community at-large.

#### Actions

- Establish a marketing team
- Consolidate social media to more effectively communicate our message and goals
- Collect data for targeted delivery of services to users
- Maximize use of the library's website as a marketing tool
- Communicate the value of the library

*\*Implementation of this action item is contingent upon adequate funding .*



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