

Hunter Library Annual Strategic Goals

ACADEMIC YEAR 2023/2024

Kristin Calvert
DATE FINALIZED:

2023/2024 Goal Planning

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Goal Template

Goal Name	Strategic Priority	
Department(s)	Choose an item., Choose an item.	Owner
Academic Year	Choose an item. Choose an item.	
End Date	Click or tap to enter a date.	CIR? <input type="checkbox"/>
Objective(s)		
Semester Year	Description of activity 1	
Semester Year	Description of activity 2	

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Strategic Priority 1: Collections

1

General Collections Goals

Goal Name Map Collection **Strategic Priority** SP1 General

Department(s) COMET, ARIS **Owner** Rebecca, Krista

Academic Year 2023/24, 2024/25

End Date 5/31/2024 **CIR?**

Objective(s)

2023-2024 COMET department, in coordination with the Science Liaison and other ARIS stakeholders, will begin documenting a comprehensive review of the map collection, including surveying the collection's extent, formats, and subcollections, gathering available data about usage, and making recommendations for preservation needs.

2023-2024 A focus of the map collection review will be to develop plans for making the maps available in the catalog. The review will build upon an existing long-term project plan document for map cataloging and will include guidance on necessary resources and staff support for cataloging the collection.

Spring 2024 COMET will make the ongoing assessment document available on a shared digital platform.

2024/25 COMET and ARIS will publish a finalized assessment of the map collection.

Goal Name Preservation and Conservation **Strategic Priority** SP1 General

Department(s) COMET, Choose an item. **Owner** Kellen, Liz

Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

2023/2024 Identify the top recommendations for digital preservation of the unit's materials. Develop work plan and identify resources that can support implementation of chosen tools.

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2023/2024 Implement physical collection preservation measures as well as develop a physical preservation assessment tool. To include mold monitoring, address nitrate film storage, and identify priority salvage collections.

1.1	Evaluate and report on the sufficiency and responsiveness of library collections to support academic programs
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Goal Name Collection Sufficiency **Strategic Priority** SP1.1
Department(s) COMET, Choose an item. **Owner** Ali Norvel
Academic Year 2023/24 Choose an item.
End Date Click or tap to enter a date. **CIR?**

Objective(s)

2023/2024 Pilot: write a report on one academic/degree program on the information resources currently offered by the library, resources offered by peers, identify gaps, and suggest purchases (for budget request).

1.2	Enhance the relevancy, browsability, and appeal of print book collections.
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Goal Name Ground floor weeding & maintenance **Strategic Priority** SP1.2
Department(s) COMET, ARIS **Owner** Ali, Meredith
Academic Year 2023/24 2024/25 **Semester**
End Date Click or tap to enter a date. **CIR?**

Objective(s)

Fall 2023 ARIS: Complete shelf-reading of the ground floor

Fall 2023 COMET: Review and update weeding procedures and create a plan to coordinate activities between Subject Librarians, Access Services, and COMET with timetables

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2023/2024 ARIS: Review sections: Sarah (business/econ), Scottie (criminal justice), Heidi and intern (Ds), Cara (easy weeds, theatre, music), Jazmyne (CMC closet), KFs (Scottie, Sarah, Heidi)

Spring 2024 ARIS: Complete LCCN-fund code mapping for review

1.3	Assess research papers, scholarship, and creative works for evidence of the use of library collections and services and for evidence of information literacy learning, etc. in their creation
1.4	Enhance the quality, accuracy, and reach of information about library collections
1.5	Use interviews, surveys, and focus groups with faculty and staff to identify unmet needs and areas of growth for the library

Strategic Priority 2: Programs and Services

2	General Programs and Services Goals
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Goal Name Remote reference **Strategic Priority** SP2 General

Department(s) ARIS, Choose an item. **Owner** Josh

Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

Spring 2024 Offer gaming, community-building, and reference support at critical times in high traffic areas and residence halls.

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2.1

Administer student survey to measure awareness and perceptions of library collections & services to guide improvement plans

Goal Name Student survey **Strategic Priority** SP2.1

Department(s) Admin, Committee **Owner** Kristin

Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective

Fall 2023 Form a task force to administer the revised LibQUAL+ survey to students and faculty.

Spring 2024 Analyze data and develop recommendations for changes to services, spaces, and collections based on the results.

2.2

(Re)Design opportunities for strategic library instruction meaningful connections to curriculum and student learning

Goal Name Curriculum planning **Strategic Priority** SP2.2

Department(s) ARIS, Choose an item. **Owner** Meredith

Academic Year 2024/25 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective

Summer 2024 Examine campus programs and program learning outcomes within each school and department (at least 3-5 per subject librarian). Create a curriculum map with IL competencies that are informed by the ACRL Framework. Record where information literacy skills are taught across the curriculum, then identify and address gaps and redundancies. Ensure alignment of the library's learning outcomes with the curricular learning outcomes of the program and institution to address student learning needs. Provide faculty with a visual map of what types of IL concepts and skills the Library faculty will be teaching their students when

2023/2024 Goal Planning

they request an information literacy instruction session (this could be conveyed through a LibGuide or another tool)

2.3	Engage the local and regional community with programming, partnerships, and library-sponsored events
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Goal Name Grow SADC membership **Strategic Priority** SP2.3

Department(s) COMET, Choose an item. **Owner** Kellen

Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

2023/2024 Complete the finalization of comprehensive governance documents and precise partnership criteria for the Southern Appalachian Digital Collection (SADC). These documents will include well-defined roles, transparent processes, and measurable benchmarks. Concurrently, establish the SADC Steering Committee, responsible for the formal approval of these documents.

Spring 2024 Commence proactive outreach initiatives to potential partners immediately following the formal approval by the SADC Steering Committee. These efforts are aimed at cultivating collaborative engagement and amplifying the regional impact of SADC.

Goal Name **(Future)** Collection access to new user groups **Strategic Priority** SP2.3

Department(s) COMET, Choose an item. **Owner** Emily, Erica

Academic Year **2024/25** Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

Summer 2024 Identify additional user groups that the library would like to begin granting remote access through conversations with Library Leadership and other campus partners.

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Fall 2024 Identify licenses which permit additional user groups (e.g., alumni, EBCI members, Friends of the Library)

Fall 2024 Explore technical capabilities for granting remote access to licensed e-resources to non-employee, non-student individuals (e.g., Emeritus faculty without wcu email addresses)

2.4	Create a research plan to measure and explain the library's contributions to student success and persistence
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2.5	Engage students and student groups with programming, library-sponsored events, and relationships
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Goal Name Library career awareness **Strategic Priority** SP2.5

Department(s) COMET, Choose an item. **Owner** Erica

Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

Fall 2023 Organize two engagement opportunities with students and student groups on campus to increase visibility of the library.

Spring 2024 Participate in one career event at WCU to highlight aspects of librarianship to increase awareness of library careers.

Goal Name Banned Book Week 2023 **Strategic Priority** SP2.5

Department(s) ARIS, Choose an item. **Owner** Jazmine

Academic Year 2023/24 Choose an item.

End Date 10/31/2023 **CIR?**

Objective(s)

2023/2024 Goal Planning

Oct 2023 Engage the campus community in Banned Books Week through education, advocacy, and the creation of programming about the problem of book censorship.

- Host library event with discussion panel and presentations from English 207 students. [Jazmyne, Heidi, & Sarah]
- With Last Minute Productions (LMP), screen a movie based on a banned book [Jazmyne, Erica]
- Collaborate with students from Dr. Kinser's English 207, Popular Literature and Culture (focused on Banned Books), to create library book displays. [Heidi, Cara]
- Trivia night at Innowhee [Erica & Krista]
- Engage directly with students via student whiteboard takeover [Tim] and social media posts [Krista]

Goal Name Librarian-student connections **Strategic Priority** SP2.5
Department(s) ARIS, Choose an item. **Owner** Sarah, Meredith
Academic Year 2023/24 Choose an item.
End Date Click or tap to enter a date. **CIR?**

Objective(s)

2023/2024 Expand or refine methods of long-term student engagement that foster deeper/more meaningful relationships (e.g., hosting interns, working with student organizations, hosting or working with communities of practice, teaching credit-bearing courses or multi-week curricula, building individual connections)

2023/2024 Coordinate engagement activities with the marketing committee.

Summer 2024 Assess the efficacy of individual engagement approaches. Come together as a group to share what has been learned and reflect on how individual work has affected library engagement, burn-out, and job satisfaction.

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Strategic Priority 3: Environments and UX

3

General Environments and UX Goals

Goal Name Wayfinding **Strategic Priority** SP3 General

Department(s) Committee, Choose an item. **Owner** Beth, Wayfinding tf

Academic Year 2023/24 Choose an item.

End Date 6/30/2024 **CIR?**

Objective

Fall 2023 Review recordings of students from space usability study and identify common wayfinding pain points.

Spring 2024 Create a comprehensive wayfinding and signage system in the library that reduces user confusion and enhances navigation efficiency, resulting in a 20% increase in user success wayfinding scores based on post-implementation assessment.

3.1

Create and execute a space plan based on student perceptions of comfort, inclusion, and representation

Goal Name Space planning – study rooms **Strategic Priority** SP3.1

Department(s) Committee, Choose an item. **Owner** Space Planning TF 2024

Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

Fall 2023 Analyze current study room use as part of the broader space plan.

Spring 2024 Conduct requirements gathering and talk to libraries who have already created sensory and/or meditation/prayer spaces.

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Spring 2024 In conjunction with the space planning task force, provide the library and leadership team a proposal for repurpose individual and/or group study rooms to create a sensory room and/or meditation/prayer/reflection space.

Spring 2024 Review location of new parent's room

Goal Name	Sensory mapping	Strategic Priority	Sp3.1
Department(s)	Organization, ARIS	Owner	Access Services
Academic Year	2023/24 Choose an item.		
End Date	Click or tap to enter a date.	CIR?	<input type="checkbox"/>

Objective(s)

2023/2024 Talk to WCU Office of Accessibility Resources for information on current needs and best practices. Enhance signage and library maps to provide information on lighting, sound levels

3.2

Redesign Hunter Library main floor to create user-centered flexible learning spaces

Goal Name	Space plan	Strategic Priority	SP3.2
Department(s)	Admin, Committee	Owner	Space Planning TF 2024
Academic Year	2023/24 Choose an item.		
End Date	Click or tap to enter a date.	CIR?	<input type="checkbox"/>

Objective(s)

Fall 2023 Charge and form a space planning task force to develop a prioritized plan for improving or renovating library spaces.

Fall 2023 Analyze current space utilization, including study rooms, bookings, and seating on ground and main floors.

Fall 2023 By November, provide the library leadership team a prioritized list of spaces or space projects, a brief description of the project, and an order of magnitude cost estimate.

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Spring 2024 For the approved projects, conduct a needs assessment, list of requirements, pricing, etc.

2024/2025 Begin fundraising and/or grant-seeking for strategic space projects.

3.3	Create a process to review and improve services and technology offerings in library sandbox spaces (e.g., Scholar Studio, VR/Gaming Room, tech lending, and leisure collections)
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Goal Name Create a Technology Steering Committee **Strategic Priority** SP3.3

Department(s) Admin, Committee **Owner** Kristin Calvert

Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

Fall 2023 Charge and form committee to develop, advise, and resource new technology-related initiatives. Develop processes and documentation.

3.4	Advocate for building and facilities enhancements that meet 2010 ADA Standards for Accessible Design
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Strategic Priority 4: Staffing and Expertise

4	General Staffing Goals
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Goal Name New position lines **Strategic Priority** SP4 General

Department(s) ARIS, Choose an item. **Owner** Meredith

Academic Year 2023/24 2024/25

End Date Click or tap to enter a date. **CIR?**

Objective

2023/2024 Goal Planning

2023/2024 Analyze departmental workload, program growth, and library use to build a case for a new faculty or staff line.

4.1	Create robust onboarding procedures, training, and support mechanisms for new library employees
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Goal Name Onboarding procedures **Strategic Priority** SP4.1

Department(s) Admin, Organization **Owner** Chuck, Meredith

Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

Fall 2023 Gather extant onboarding and training documentation; work with employees hired within the past 2 years to identify gaps in the onboarding process.

Spring 2023 Create a common set of training materials and onboarding checklists for all new employees.

Goal Name Hiring best practices **Strategic Priority** SP4.1

Department(s) Admin, Organization **Owner** Meredith, Chuck

Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

Fall 2023 Finalize library hiring manual.

Fall 2023 Create a "Welcome to WNC" libguide aimed at new and potential library hires, modeled after Clemson's "Living in the Upstate" guide, by January 2024. [Emily, Tim]

Spring 2024 Provide potential candidates additional information about positions via recorded videos or virtual information sessions.

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4.2	Align professional development and position levels and responsibilities with the skills needed for the next 5-10 years of library services
4.3	Review and assess current library position classifications and salary scales and address deficiencies
4.4	Formalize support for library internships, including structures, policies, and evaluation

Goal Name Internship program **Strategic Priority** SP4.4
Department(s) Admin, Choose an item. **Owner** Heidi
Academic Year 2023/24 Choose an item.
End Date Click or tap to enter a date. **CIR?**

Objective(s)

Spring 2024 Investigate barriers to paying interns. Develop a list of set of principles for library internships. List what internships the library can viably support.

Spring 2024 Explore partnerships between ALA accredited programs and other departments on campus to formalize a library-wide internship program. [Rebecca, Erica]

Strategic Priority 5: Adaptive & Effective Organization

5	General Organization Goals
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Goal Name BEAP **Strategic Priority** General SP5
Department(s) Committee, Admin **Owner** Chuck
Academic Year 2023/24 Choose an item.
End Date Click or tap to enter a date. **CIR?**

Objective(s)

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Fall 2023 Form Employee Safety and Emergency Planning task force. Ensure annual procedures for updating Building Emergency Action Plan (BEAP).

Goal Name Library Policy Review **Strategic Priority** General SP5
Department(s) Admin, Choose an item. **Owner** Chuck
Academic Year 2023/24 Choose an item.
End Date Click or tap to enter a date. **CIR?**

Objective(s)

Fall 2023 Conduct a transparent review of all current library policies. Ensure each policy has a key contact and is updated, as needed. Ensure all external policies are available from a single web page, linking out to university policy where appropriate.

Spring 2024 Identify gaps in current policies (e.g., policy for spending indirect costs, updated privacy policy, etc.)

Spring 2024 Ensure all internal policies are up-to-date and centrally located on the information hub (see SP5.1 Goal).

Goal Name Collections Disaster Plan **Strategic Priority** General SP5
Department(s) COMET, Choose an item. **Owner** Beth
Academic Year 2023/24 Choose an item.
End Date Click or tap to enter a date. **CIR?**

Objective(s)

Fall 2023 Meet with library stakeholders of various collection formats to gather input, insights, and best practices for creating robust and practical emergency processes.

2023/2024 Develop comprehensive processes and documentation to effectively manage and respond to a variety of emergencies related to collections, ensuring the safety and preservation of valuable and historical items by collaborating with all units in the COMET Department to gather input, insights, and best practices for creating

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robust and practical emergency processes. An initial draft of the emergency procedures and documentation will be completed by June 2024..

5.1	Implement recommendations from the Internal Communication Task Group and the Diversity, Equity, Inclusion, and Belonging committee
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Goal Name Information Hub **Strategic Priority** SP5.1
Department(s) Organization, Choose an item. **Owner** Heidi, Kristin
Academic Year 2023/24 Choose an item.
End Date Click or tap to enter a date. **CIR?**

Objective(s)

Summer 2023 Charge departments and units to review documents stored on L: and decide what should be archived, updated, or migrated.
Fall 2023 Migrate existing library SharePoint to a new SharePoint Teams Hub and evaluate capabilities. Present the leadership team with a list of actions that addresses the Communication Technology Working Group recommendations, before seeking library feedback.
2023/2024 Provide training to library employees on software and communication policies.

5.2	Ensure program review report recommendations are addressed
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5.3	Create a framework for evaluating cooperative partnerships
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2023/2024 Goal Planning

5.4

Create a targeted plan for improving organizational health with measurable milestones

Goal Name Organizational health **Strategic Priority** SP5.4
Department(s) Organization, Choose an item. **Owner** Heidi, Kristin
Academic Year 2023/24 Choose an item.
End Date Click or tap to enter a date. **CIR?**

Objective(s)

Summer 2023 Dean Thomas meets with library staff to identify pain points.
Fall 2023 Dean Thomas meets with library faculty to identify pain points.
Fall 2023 Distribute ClimateQUAL survey to library employees, follow up with small groups and focus groups.
Spring 2023 Review results and identify next steps.

Goal Name Emergency Preparedness **Strategic Priority** SP5.1
Department(s) Admin, Choose an item. **Owner** Dana Boyer
Academic Year 2023/24 Choose an item. **Semester** Choose an item.
End Date Click or tap to enter a date. **CIR?**

Objective(s)

Fall 2023 Investigate and plan training: active shooting training, CPR, stop the bleed, AED.
Spring 2024 Establish and differentiate Campus Police versus library response procedures.
Spring 2024 Investigate feasibility of installing an emergency button for service desks.

5.5

Pursue new approaches for increasing and sustaining both recurring and non-recurring funding for the library

Goal Name Building/infrastructure funding **Strategic Priority** 5.5
Department(s) Admin, Choose an item. **Owner** Chuck

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Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

2023/2024 Gather data to support non-recurring funding requests to address major environmental issues. Advocate with academic deans to strongly support library budget requests.

2023/2024 Investigate building maintenance items owed to all academic buildings not required to be paid by the tenant.

Goal Name Funding strategy development **Strategic Priority** 5.5

Department(s) Admin, Choose an item. **Owner** Chuck

Academic Year 2023/24 Choose an item.

End Date Click or tap to enter a date. **CIR?**

Objective(s)

2023/2024 Develop new, non-inflation-based strategies for making recurring collection requests.

2023/2024 Increase philanthropic outreach to the local business community.