

Action plan for Access, Research, & Instruction Services 2022-2023

Units represented: Circulation, Curriculum Materials Center (CMC), Interlibrary Loan (ILL), Research Support, Scholar Studio

Unit	Goals/Objectives	Strategies	Point person/people	Assessment/completion date	Outcome (plus thoughts for 22-23 planning)
Circulation	Evaluate student wages and ensure they are calibrated for equity and consistency. (Strategic priority 4)	Review equitable wages for student workers. Collaborate with the Student Assistant Supervisors committee and survey the academic landscape to make recommendations. Update the student hiring guidelines and practices. Submit for unit review.	Day Circulation Supervisor (Val)	June 30, 2023	
Circulation, CMC, ILL, Subject Liaisons	Create a uniform user experience with equitable, consistent, and accurate policies. (Strategic Priority 2)	<ol style="list-style-type: none"> 1. Develop a schedule for procedural manual and policy reviews and updates. Include responsible parties/positions. 2. Update a Borrowing procedures manual for ILL. 3. Complete in-progress review of policies and procedures in Access Services. 4. Review and update all CMC manuals and procedures. 5. Revise library copyright policy. 	<ol style="list-style-type: none"> 1. Department Head (Sarah) 2. ILL Borrowing Coordinator (Dan) 3. ILL Borrowing Coordinator (Dan) Night Circulation Supervisor (Chase) 4. CMC Specialist (JoAnn) 5. Scholarly Communication Librarian (Scottie) 	June 30, 2023	4. CMC Manuals completed – JM 9/14/22
Circulation, Scholar Studio	Increase accessibility and discoverability of collections and building access with effective signage and wayfinding (Strategic Priority 3)	<ol style="list-style-type: none"> 1. Review and update previously conducted signage audit, then prepare recommendations for changes or updates. Present to library leadership team. 2. Suggest 3 or more optimal places for dual-language signage based on high-use spaces/resources. 	<ol style="list-style-type: none"> 1. Day Circulation Supervisor (Val) 2. Day Circulation Supervisor (Val) 3. ABC Express Coordinator (Tim), Department Head (Sarah) 4. Scholar Studio Specialist (Lucretia) 5. Scholar Studio Specialist (Lucretia) 	June 30, 2023	

		<ol style="list-style-type: none"> 3. Assist with implementation and marketing of StackMap wayfinding software. 4. Assess accessibility of Scholar Studio spaces and signage. 5. Update Scholar Studio signage. 			
Circulation, Subject Liaisons	Review data collection and dissemination procedures, simplify internal access.	<ol style="list-style-type: none"> 1. Review all data being collected, identify collectors and storage procedures. 2. Create a plan to automate collection and/or dissemination of data to internal stakeholders (ie the dean's office). Include notes on any data that cannot be automatically collected disseminated, with notes on the nature of the barriers. Present to dean of HL. 3. Review and organize reference-related statistics archives for internal use and external reporting. 	<ol style="list-style-type: none"> 1. Day and Night Circulation Supervisors (Val and Chase) 2. Access Services Manager (vacant), Day and Night Circulation Supervisors (Val and Chase) 3. Reference Specialist (Elizabeth) 	June 30, 2023	
Circulation, ILL	Expand cross-training and staffing initiatives. (Strategic Priority 4)	<ol style="list-style-type: none"> 1. ILL employees will learn/refresh circulation desk staffing procedures. 2. RIS Department head will explore and prepare a report on additional cross-staffing abilities. 3. RIS Department Head will initiate and facilitate consideration of student and intern-sharing initiatives. 	<ol style="list-style-type: none"> 1. ILL Borrowing Coordinator (Dan) and ILL Technician (Pam) 2. RIS Department Head (Sarah) 3. RIS Department Head (Sarah) 		
Circulation, Scholar Studio	Contribute to function and innovation in Scholar Studio. (Strategic Priority 2)	<ol style="list-style-type: none"> 1. Conduct a gap assessment to find opportunities in service and software offerings. May focus on music production software and larger booths. 	<ol style="list-style-type: none"> 1. Scholar Studio Librarian and Specialist (Cara and Lucretia) 		

		<p>Begin implementation process, based on findings.</p> <ol style="list-style-type: none"> 2. Launch Cricut services. 3. Investigate development of mixed reality, particularly the feasibility of a mixed or reality scavenger hunt event. 4. Review Scholar Studio How To guides and update where necessary to reflect changes in newer versions of software. 	<ol style="list-style-type: none"> 2. Scholar Studio Librarian and Specialist (Cara and Lucretia) 3. Night Circulation Technician (Ken) 4. Night Circulation Technician (Ken) 		
Subject Liaisons	Review the print collection and purchasing strategies for currency and relevance. (Strategic Priority 1, 3)	<ol style="list-style-type: none"> 1. Weed Health & Humans Sciences print titles with emphasis on R section. 2. Review D-DA section of history print collection. 3. Investigate feasibility of individual e-book title suppression, when titles arrive as part of a package. 4. Weed economics print titles. 5. Review general collection reference titles. 6. Weed and locate replacements in musical score collection. 7. Weed computing print section (QA range). 8. Weed criminal justice administration section of general collection. 9. Continue print/electronic format preference assessment, with students. Findings will help guide weeding and purchase efforts. 	<ol style="list-style-type: none"> 1. HHS Liaison (Ann) 2. History Liaison (Heidi) 3. HHS Liaison (Ann) 4. Business Liaison (Sarah) 5. Business Liaison (Sarah) 6. Fine & Performing Arts Liaison (Cara) 7. STEM Liaison (Krista) 8. Criminal Justice Liaison (Scottie) 9. STEM Liaison (Krista) 		
Liaison Librarians	Expand print and electronic content	<ol style="list-style-type: none"> 1. Work with COM representatives to secure 	<ol style="list-style-type: none"> 1. Fine & Performing Arts Liaison (Cara) 		

	options and offerings. (Strategic Priority 1)	<ul style="list-style-type: none"> contacts with additional book vendors (aside from GOBI and Amazon). 2. Create a learning object LTI repository for faculty. 3. Continue to prepare for and execute pre-2009 thesis, dissertation, and disquisition digitization initiative. 4. Expand LGBTQ+ archive with 10 new artifacts. 	<ul style="list-style-type: none"> 2. Humanities Liaison (Heidi) 3. Scholarly Communication Librarian (Scottie) 4. Gender & Sexuality Liaison (Sarah) 		
All	Arrange and complete professional development to deepen understanding of reference, service, and DEI topics. (Strategic Priority 4)	<ul style="list-style-type: none"> 1. Each employee (all units) will complete one diversity, equity, and inclusion-oriented professional development session or reading. (Any format.) 2. Arrange professional development on empathy and perspective taking in librarianship/DEI work. 3. Arrange session on JEDI (justice, equity, diversity and inclusion) work as it relates to instruction. 4. Arrange research support-oriented back-to-basics training. 5. Arrange one-shot instruction professional development for liaisons. 6. Arrange advanced PowerPoint animation training for interested liaisons. 7. Expand and share knowledge of how cognitive biases can affect information literacy instruction. 	<ul style="list-style-type: none"> 1. All, RIS Assistant will compile statistics (Joshua E) 2. Department Head (Sarah) 3. Education Liaison (Jazmyne) 4. Scholar Studio Specialist (Lucretia) 5. Humanities Liaison (Heidi) 6. Scholar Studio Librarian (Cara) 7. HHS Librarian (Ann) 8. Scholar Studio Librarian, Scholar Studio Specialist (Cara, Lucretia) 		

		8. Arrange refresher training on Scholar Studio services.			
Subject Liaisons	Pilot innovative events and programming to highlight library collections, spaces, and services. (Strategic Priority 2, 3)	<ol style="list-style-type: none"> 1. Host a drag queen story time and a JEDI (justice, equity, diversity and inclusion) story time. 2. Arrange one appearance on local/university podcasts or radio shows, investigate a library-themed radio show or podcast. 3. Arrange a game night to highlight new gaming collection. 4. Continue arrangements to host the Human Library. 5. Teach a course section (full term) of USI 101, freshman orientation. 	<ol style="list-style-type: none"> 1. Education Liaison (Jazmyne) 2. Education Liaison (Jazmyne) 3. Undergraduate Experience Librarian (Josh R) 4. Undergraduate Experience Librarian (Josh R) 5. Undergraduate Experience Librarian (Josh R) 		
Subject Liaisons	Offer innovative programming and support for student data and research literacy skills. (Strategic Priority 2, 3)	<ol style="list-style-type: none"> 1. Plan content for Open Access Week. 2. Offer data literacy-related content for I love Data/international Data Week. 3. Plan and delivery publishing support workshops for students engaged in undergraduate research. 	<ol style="list-style-type: none"> 1. Scholarly Communication Librarian, STEM Liaison (Scottie, Krista) 2. Scholarly Communication Librarian, STEM Liaison (Scottie, Krista) 3. Scholarly Communication Librarian (Scottie) 		
Subject Liaisons	Refresh or expand communication models and approaches with key stakeholders. (Strategic Priority 2)	<ol style="list-style-type: none"> 1. Investigate COVID-times efficacy of in-person outreach model for one non-academic unit. 2. To improve quality of after-hours chat staffing service, investigate creating FAQ 	<ol style="list-style-type: none"> 1. Education Liaison (Jazmyne) 2. Reference specialist, Chat Coordinator (Elizabeth, Ann) 3. Department Head (Sarah) 		

		<p>knowledge base those staffers can use.</p> <p>3. To improve undergraduate retention, coordinate with Student Affairs offices (WaLC, MaPS, CAPS, ICA) to consider our plan for reaching students who are struggling.</p> <p>4. Create a communication plan to keep staff informed of Library Leadership Team meetings and decisions.</p>	<p>4. Staff Library Leadership Team representative (Reference Specialist, Elizabeth)</p>		
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Hold for consideration in future years

Engage in long-term planning for collection shifts, including anticipation of library renovation possibilities	Review proposed renovation plans and create a proposal for shifting/moving the collection	Associate Dean/Circulation Managers	Unsure	Unsure about this overall. Other than regular collection maintenance, no official proposal for shifting/moving the
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				collection was presented during this year.
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Responsive contingency/continuity planning (Circulation)	<ol style="list-style-type: none"> 1. Engage in scenario planning (such as pandemic response) or emergency closings 2. Review business continuity plan 2x per year 	Associate Dean/Circulation Managers/ILL Staff	<ol style="list-style-type: none"> 1.) Not Complete 2.) Not Complete 	<ol style="list-style-type: none"> 1.) Not complete. We did not engage in any scenario planning for emergency closings. 2.) Same.
Develop a continuous improvement plan for Access Services (Circulation and ILL)	<ol style="list-style-type: none"> 1. Seek and use feedback for continuous improvement in services and access 2. Pursue ongoing training for staff in Access Services 3. Stay up to date on trends in Access Services within the UNC system 	Associate Dean/Circulation Managers/ILL Staff	<ol style="list-style-type: none"> 3.) Unsure 	<ol style="list-style-type: none"> 1.) Unsure about this overall. This is vague, we did not have an actual continuous improvement plan written for us. I am not sure what the feedback plan was either. 2.) Partially complete? Would we be able to use some of our individual trainings we did this year for this? 3.) Unsure about this. <p>3.)</p>