

UNIVERSITY LIBRARIES' STRATEGIC PLAN
PUBLIC SERVICES GOALS 2005-2006
Departmental and Personal

GOAL 1: INFORMATION RESOURCES. Improve breadth, depth and accessibility of information resources and library collections required to support instruction and research.

Action 1. Improve breadth and depth of information resources.

- *Collaborate with the Coordinator to evaluate the print reference collection.*

Action 2. Improve accessibility of information resources.

- *Collaborate with the ADTS to implement electronic reserves.*

GOAL 2: SERVICES. Develop and deliver services that support teaching, learning, discovery and the exploration of ideas.

Action 1. Develop a culture of user-centered public service.

- *Evaluate the organizational structure of the Public Services department and prepare a summary report with recommendations for action.*
- *Collaborate with the Coordinator to develop a library marketing plan.*
- *Investigate the learning styles of the current generation of university students and design reference and instruction services based upon the results.*
- *Improve training materials and training processes for circulation student workers.*
- *Collaborate with the LA II Systems to improve and streamline circulation notices and processes in circulation using Millennium.*

Action 2. Investigate alternative reference and instruction models to ensure we instruct patrons in a user-centered, point-of-need fashion.

- *Investigate virtual reference services in academic libraries and prepare a summary report with recommendations for action. (Dec. 30, 2005 deadline)*
- *Participate in the state-wide virtual reference service KANAnswer.*
- *Analyze and use assessment results to improve reference and instruction services.*

Action 3. Develop a program of education of Washburn University students and faculty so they become more familiar with, and use effectively, Mabee Library's services and resources.

- *Develop research guides based upon a priority list, and work with the LA II Systems to post them to the library Web site and develop the page for optimal access and use..*

GOAL 3: ASSESSMENT. Continue to assess the effectiveness and impact of library collections and services in meeting user needs and take steps to ensure continued success and improvement.

Action 1. Assess effectiveness of information resources.

Action 2. Assess effectiveness of services.

- *Participate in WOREP during the spring 2006 semester.*
- *Investigate information literacy assessment instruments and prepare a summary report with recommendations for action.*

UNIVERSITY LIBRARIES' STRATEGIC PLAN
CRC DEPARTMENTAL GOALS
2005-2006

Goal 1: Information Resources. Improve breadth, depth and accessibility of information resources and library collections required to support instruction and research.

Action 1. Improve breadth and depth of information resources.

- *Evaluate the CRC textbook collection and investigate ways to improve our science holdings.*
- *Evaluate CRC collections in light of ACRL standards.*
- *Collaborate with the Education Department to evaluate and improve ESL collections, preK-12 reading and writing traits materials (FY 2006 ILDP grant), and educational software.*

Action 2. Improve accessibility of information resources.

- *Collaborate with the ADPS to implement electronic reserves of CRC materials.*
- *Collaborate with the ADTS to develop a plan and timeline for the processing of CRC uncataloged items.*

Goal 2: Services. Develop and deliver services that support teaching, learning, discovery and the exploration of ideas.

Action 1. Develop and deliver services.

- *Investigate ways to make our primary patron groups aware of the CRC mission, services and collections and collaborate with the ADPS and RIG on the development of a marketing plan.*
- *Collaborate with the ADPS to investigate alternative methods of providing bibliographic instruction for education majors.*
- *Collaborate with the RIG and use the SAILS results to evaluate the delivery of bibliographic instruction and communicate results to the HPEES and ED departments.*

Goal 3: Assessment. Continue to assess the effectiveness and impact of library collections and services in meeting user needs and take steps to ensure continued success and improvement.

Action 1. Assess effectiveness of information resources.

Action 2. Assess the effectiveness of services.