

Polk Library Strategic Plan 2017 – 2019

Mission:

Polk Library provides the UW Oshkosh community with high quality research collections to promote academic excellence in teaching, learning and professional activities. Dedicated staff provide innovative approaches to the selection, accessibility and preservation of materials to support faculty, staff and student success. Librarians instruct students in the critical evaluation and ethical use of information resources. Polk Library provides a welcoming and safe environment that offers a variety of spaces for quiet concentration and collaborative work. The Library partners with other libraries, both in Wisconsin and beyond, to provide users with the resources they need. As a service to advance the region and beyond, the library offers a variety of services to all researchers regardless of University affiliation.

Vision:

Polk Library will collect, preserve and provide access to quality collections to support a research-enhanced comprehensive university. We will be the campus leader in information literacy instruction for on-campus and online learners. We will innovate through a focus on assessment of space, services, and collections in order to better serve our user communities as an essential part of campus. Through policies and institutional culture, we will foster a supportive environment that promotes workplace joy and work-life balance.

Values:

- 1) Student Success
- 2) Inclusivity
- 3) Creativity
- 4) Collaboration
- 5) Equitable Access
- 6) Customer Service
- 7) Knowledge

Foundational Elements – Infused in All We Do

User Focus & Communication

As a service-driven organization, Polk Library aims to be responsive to user needs observed or anticipated. User satisfaction is actively pursued and feedback is responsive. Various communication methods and social media platforms are used to creatively market the library's services to the UW Oshkosh community.

Information Access & Research

Equitable and efficient access to information by all users is fundamental to Polk Library. With a strong commitment to electronic delivery methods, 24/7 access to resources is offered to the UW Oshkosh community, whether on-campus or at a distance. Polk Library actively seeks to increase the efficiency of the research process by pursuing emerging formats and access models. Collaboration with UW System partner libraries is vital to the library's ability to provide users with world class resources and historical materials.

Assessment & Innovation

Polk Library aims to ethically gather and evaluate data on library users, spaces, services and collections in order to evolve as a library. Participation in university initiatives is vital in order to promote the library's role in student success. Reimagining library spaces to accommodate changing physical collections and emerging student and campus needs is a continual process.

Teaching & Learning

Polk Library has a responsibility to go beyond mere access to teach users the most effective and ethical ways to choose and use information. Polk Library provides information literacy training or research assistance to both on-campus and online learning students. Utilizing campus learning management systems and other communication technology to effectively reach online users is key. Polk Library staff collaborate with faculty and instructors to provide research support. Instruction is provided across the curriculum, including supporting the University Studies Program.

Strategic Priority A: Build a collection that supports a research-enhanced university

Goal 1: Funding to implement a research collection, based on need

Action Items:

- 1) Develop and present a research-enhanced funding proposal for university administration

Goal 2: Collection management process and implementation for preserving and promoting research

Action Items:

- 1) Investigate the needs and implementation strategy for a local institutional repository service
- 2) Pursue additional demand-driven and evidence-based acquisitions to enable research enhanced university

Goal 3: Test & learn and build a discipline for how best to partner on grants and emerging programs

Action Items:

- 1) Partner with office of grants & faculty development for collections support of grant recipients
- 2) Empower an individual to liaison with emerging disciplines

Strategic Priority B: Create library spaces that enhance student success.

Goal 1: Research options to optimize library spaces

Action items:

- 1) Relocate the entire Main Collection to one floor (2nd floor north and south) considering cascading related issues (relocation of Bound Periodicals, opportunities for different study spaces, signage, etc.)
- 2) Purchase modular furniture for common spaces to support group collaboration of varying sizes
- 3) Investigate adding soundproof group study spaces

- 4) Repurpose current EMC office
- 5) Explore remodeling 116a and 202 including investigating university plans for 116b
- 6) Replace tables in 3rd North large group study room

Goal 2: Plan for expansion of university archives and Area Research Center (ARC)

Action items:

- 1) Explore space and climate needs of the University Archives and Area Research Center

Goal 3: Investigate feasibility of relocating related student services into the library

Action items:

- 1) Investigate with university administration, the potential of related student services moving to the library. If possible, research needs and costs associated with the move.

Strategic Priority C: Transform library support services for students, faculty and staff in their research and learning, and prepare students for their careers.

Goal 1: Explore unmet service needs of faculty and staff.

Action Items:

- 1) Explore and test new services to help faculty and staff with research and scholarship
- 2) Explore and test new delivery and pickup options of resources

Goal 2: Understand unmet service needs of students

Action Items:

- 1) Hold focus groups with advanced student researchers (via undergrad research office, Honors College, McNair scholars, etc.) to learn about their unmet needs
- 2) Survey students on their technology needs within the library
- 3) Explore, develop and test an enhanced primary source literacy program in University Archives and Area Research Center
- 4) Explore opportunities for connecting with parents
- 5) Enhance the library's relationship with CAPP program
- 6) Explore and test new delivery options for online learning students

Goal 3: Use assessment to improve teaching and learning of information literacy to promote the library's role in student academic success

Action Items:

- 1) Analyze questions from Infodesk email, Library H3lp, QuestionPoint transcripts & Gimlet
- 2) Engage QUEST student peers to learn about student needs and to build advocacy
- 3) Utilize data in ALMA to analyze student physical item use and correlate to GPAs
- 4) Use the SSC tool to track and evaluate the impact of RAP and instruction sessions on student outcomes
- 5) Implement SAILS information literacy assessment program
- 6) Develop formal feedback system after instruction sessions for both faculty and students

Strategic Priority D: Provide inclusive and supportive institutional environments for students (on campus and online learners), staff and faculty.

Goal 1: Promote workplace joy and work life balance for our staff

Action Items:

- 1) Survey library staff on Workplace Joy and Work/Life Balance
- 2) Explore more opportunities for flexible hours/alternative schedules

Goal 2: Ensure and promote an inclusive environment for library users

Action Items:

- 1) Encourage staff to participate in SAFE Training & TSAFE
- 2) Explore the feasibility of offering a gender-neutral bathroom
- 3) Pursue baby changing stations in two bathrooms
- 4) Redesign name tags with preferred pronouns listed
- 5) Audit website, marketing materials, instructional materials and built-environment for issues contrary to inclusive messaging (including gender neutral language, diversity and accessibility issues).
- 6) Explore outreach opportunities with student veterans

Goal 3: Encourage student exploration in library careers

Action Items:

- 1) Develop and propose an undergraduate student experience in library administration through use of internships or STEP monies
- 2) Dialogue with school library certificate program on campus regarding increased interactions between program students and Polk EMC staff
- 3) Investigate regular participation in internship/practicum experiences for MLS students at UW Madison and Milwaukee

Strategic Priority E: Establish procedures and services for the combined libraries of UW Oshkosh, UW Fond du Lac, and UW Fox Valley.

Goal 1: Ensure collections access and delivery options for access campus faculty, staff and students.

Action items:

- 1) Create a new website iteration that serves 3 campuses and emerging University branding
- 2) Establish request and delivery procedures for resource sharing and interlibrary loan.
- 3) Explore and test configuration changes for fulfillment and reserves.
- 4) Evaluate archival materials at the access campuses and develop a management plan.
- 5) Work with other UW Receiving Institutions to implement a pilot for centralized processing of print materials.
- 6) Prepare for the potential addition of UW Colleges' electronic resources and for allocating collection dollars to the access campuses to support their needs.

- 7) Establish collection development procedure for recommendations from access campus faculty, staff and students. Create inventory and weeding procedures for access campus collections.
- 8) Review community user policies and procedures and recommend any changes or improvements to this service.

Goal 2: Integrate access campuses into UW Oshkosh services

Action items:

- 1) Establish collaborative procedures for instruction/reference librarians to share ideas amongst all 3 libraries.
- 2) Provide training and Library H3lp accounts for the July 1, 2019 chat service transition
- 3) Create procedures for integrating access campus library statistics (IPEDS, ACRL, Instruction, Reference) into UW Oshkosh statistics.

Goal 3: Establish communications procedures and organizational documentation.

Action items:

- 1) Produce an organizational chart reflecting reporting structures that integrates the access campuses.
- 2) Establish communication methods for regular updates, both to and from, the access campus libraries
- 3) Create recommendations for integrating access campuses into the library representatives program
- 4) Integrate access campuses into the communication plan.