Hilton M. Briggs Library

Strategic Plan

*July, 2013*

**A Strategic Vision for   
Hilton M. Briggs Library**

**Mission**

The Hilton M. Briggs Library is a 21st century learning and research center that inspires academic excellence, creative scholarship, student engagement, and lifelong curiosity.

**Vision**

The Hilton M. Briggs Library will be a premier research library that transforms the discovery, use, and preservation of information.

**Core Values**

* Excellence and responsiveness in service and collection development
* Ready and equal access to all library resources
* Intellectual freedom
* Innovation
* Collaboration with on-campus and off-campus partners
* Education and lifelong learning
* Diversity in thought and practice
* Library users’ rights to confidentiality and privacy
* Stewardship and preservation of the intellectual record
* Inclusive environment welcoming to all
* Global perspective

**Strategic Goals with Action Steps**

**Goal 1: Provide robust virtual and physical collections that advance learning, research, and scholarship.**

a. Ensure that collections are aligned with the teaching and research priorities of the university.

b. Fuel and support university scholarship by providing ready access to relevant resources.

c. Collect and maintain an appropriate balance of virtual and physical resources.

d. Solicit, preserve, and provide access to archives and special collections of significance to the history and life of the university and state.

e. Digitize collections of highest interest and benefit to library users.

f. Develop an institutional repository that digitally collects, preserves, and showcases the intellectual output of the university.

**Goal 2: Offer welcoming, accessible environments that nurture creativity, collaboration, reflection, and engagement**

a. Adopt innovative technologies and maintain a dynamic Web presence that enhance discovery of and provide seamless access to information resources.

b. Develop and begin implementation of a comprehensive building plan that will improve accessibility and expand the capacity for learning, research, programming, collaboration, and creative activity. Ensure that the plan considers the roles filled by International Affairs and Outreach, the Teaching Learning Center, and the Writing Center and ties the library into the vision for the Jackrabbit Green.

c. Develop and implement a shelving plan that invites use of physical collections while facilitating other utilization of library space.

d. Design and install signage that directs, informs, and engages library users.

**Goal 3: Foster academic excellence, facilitate learning and research, and stimulate personal growth of students, faculty, and staff through effective and responsive services.**

a. Cultivate lifelong inquiry by offering a coordinated program of information literacy instruction.

b. Provide research assistance and expertise to facilitate intellectual and creative exploration by library users.

c. Enhance access to research materials through streamlined interlibrary loan and document delivery services.

d. Provide programs to promote learning, diversity, and cultural enrichment.

e. Pursue collaborative relationships to further learning and academic achievement.

f. Integrate services within the library building and across the university.

**Goal 4: Respond to and apply changing financial and management models to direct resources to highest priority services, collections, and spaces.**

a. Utilize emerging tools and adopt new strategies to address changing practices in the publishing industry and to best provide resources to meet the needs of library users.

b. Transition as a service center to the decentralized budget model for improved and transparent budget forecasting and financial management.

c. Pursue grants, fundraising, and public/private partnerships that align with and strengthen services, collections, and facilities.

d. Develop and implement Lean processes to enhance efficiency and efficacy of library practices and procedures for library patrons.

e. Devise methods to evaluate and prioritize services, resources, and staff responsibilities for focused and efficient management.

f. Serve as a leader within the state and region for innovation in access, service, and preservation.

**Performance Indicators**

**Goal 1: Provide robust virtual and physical collections that advance learning, research, and scholarship.**

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| **PERFORMANCE INDICATORS** | **BASELINE** | **2018 TARGET** | **RESPONSIBLE OFFICE (INDIVIDUAL)** | **DEFINITION/SOURCE** |
| Collection analysis on disciplines | 1 (FY13) | 1 per year | Technical Services | Use FY13 consultant’s work as a model. Select disciplines based on accreditations and LibQUAL results. |
| LibQUAL results | 6.36  (Perceived level of service mean score ) | 7.76  (Desired level of service mean score) | Collections and Connections | Increase overall user satisfaction with electronic information resources available. (IC 4 summary results) This will be a “stretch” measure |
| Linear feet processed in archives | 2300 linear feet | 2800 linear feet | Archives | Total processed collection volume including Daschle collection. |
| Number of digitized items available on the Web | 200 | 2000 | Digitization Team | In 2018 consider adding usage of digitized items, if available, as an indicator. |
| Citations analysis of thesis, dissertations and faculty publications | Unknown | Decrease outside sources by 10% | Collections and Connections | Random sample of SDSU scholarship analyzed for citations to items available from Briggs Library. Collect baseline in FY14. |

**Goal 2: Offer welcoming, accessible environments that nurture creativity, collaboration, reflection, and engagement**

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| **PERFORMANCE INDICATORS** | **BASELINE** | **2018 TARGET** | **RESPONSIBLE OFFICE (INDIVIDUAL)** | **DEFINITION/SOURCE** |
| Building Renovation plan developed | No plan | Plan is completed and implementation begun | Chief University Librarian | Will work with Facilities and Services personnel |
| LibQUAL results | 6.33  (Perceived level of service mean score) | 7.26  (Desired level of service mean score) | Chief University Librarian’s office | Increase overall user satisfaction with “Library As Place” (Summary Results) This will be a “stretch” measure. |
| Website usability testing | No usability testing completed | Four tests and resulting revisions completed | Web Team | Revisions based on usability testing. |
| Accuracy of links and bibliographic records | No baseline | Improve by 20% | Public and Technical Services | Random sample of links to resources (total is over 34,000) will be analyzed for percentage accurate. Collect baseline in FY14. |

**Goal 3: Foster academic excellence, facilitate learning and research, and stimulate personal growth of students, faculty, and staff through effective and responsive services.**

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| **PERFORMANCE INDICATORS** | **BASELINE** | **2018 TARGET** | **RESPONSIBLE OFFICE (INDIVIDUAL)** | **DEFINITION/SOURCE** |
| LibQUAL service results | 7.42  (Perceived level of service mean score) | 7.85  (Desired level of service mean score) | Public Services | Increase overall user satisfaction based on “Affect of Service” measure (Summary Results) This will be a “stretch” measure. |
| Number of subject librarian contacts with liaison department faculty/students | No baseline | Increase by 50% over FY14 baseline | Public Services | Contacts with faculty in each assigned discipline per year (i.e. face-to-face meeting, email, phone conversation, consultation, instruction session, etc.). Collect baseline in FY 14. |
| Average ILL time from request to fill | 1. 8.4 days 2. 11.3 days 3. 7.52 days 4. 4.07 days | 1. 5 days 2. 8 days 3. 3 days 4. 3 days | ILL | 1. Time for electronic delivery of ILL 2. Time for physical delivery of ILL 3. Time for electronic document delivery for distance students and faculty 4. Time for physical document delivery for distance students and faculty |
| Number of new and updated research guides and tutorials | 297 guides  13 tutorials | Increase by 30% | Public Services/Archives |  |

**Goal 4: Respond to and apply changing financial and management models to direct resources to highest priority services, collections, and spaces.**

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| **PERFORMANCE INDICATORS** | **BASELINE** | **2018 TARGET** | **RESPONSIBLE OFFICE (INDIVIDUAL)** | **DEFINITION/SOURCE** |
| External funding from donors | $11,930 | 10% per year increase | Chief University Librarian | Dependent on availability of development officer |
| Number of Lean processes reviewed | 1 (FY 2013) | 3 per year | All |  |
| Approved decentralized budget | None | Annual approval of Library budget | Chief University Librarian | Decentralized budget approved by University Budget Oversight Committee |
| Peer Comparison | Ranked last | Move up in position to mid-range | University | US DoE National Center for Education Statistics library expenditures per FTE students |