LIBRARY

Annual Plan Objectives

June 1, 2018 to May 31, 2019

Version 2.0

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Year end report:

19	✓ completed this year
20	in progress and will continue in 2019-2020
4	postponed to another year
2	on hold
3	cancelled
48	

ORGANIZE FOR EMPOWERMENT

Empower library staff to develop skills and knowledge, and to share expertise

1. ✓ *Deliver the 23 Things for Digital Knowledge programme (completed)*
2. ✓ *Broaden and expand pedagogical practices in support of the ACRL Framework for Information Literacy, JISC Digital Literacies, etc. (completed)*
3. ✓ *Develop and apply basic knowledge of user experience and service design methods (completed)*
4. Assess issues with Sharepoint and recommend new guidelines and standards for improved management and use *(in progress)*
5. ✓ *Develop and implement a training plan for professional staff, support staff, and technical staff for 2018-2019 based on the professional development conversations with employees (completed)*
6. ✓ *Offer an open house event for Library staff (completed)*

Engage in evidence-informed decision making for planning and improvement of library services and processes

7. Create an ongoing evaluation program for technology spaces (*postponed*)
8. Conduct a wayfinding study in Webster and Vanier Libraries *(in progress)*

UNIVERSITÉ Concordia UNIVERSITY

LIBRARY

PROVIDE SPACES FOR LEARNING AND RESEARCH

Complete the transformation of the Webster Library

9. Complete Phase 5 of the Webster Transformation (signage, journal displays, deficiencies) *(in progress)*

Plan and begin the transformation of the Vanier Library

10. Plan the transformation of the Vanier Library (includes consultation program, communication plan, master plan, collections assessment) (*postponed*)

Establish the Library as a safe and comfortable environment for learning, collaboration, and cultural activities

11. ✓ *Propose and implement a plan for cultural programming (completed)*

TRANSFORM LIBRARY SERVICES IN LINE WITH CHANGING NEEDS

Offer an outstanding user experience

12. Conduct an IT assistance service <u>or</u> do a needs assessment for IT assistance at Ask-Us *(postponed)*
13. Develop the preservation policies, infrastructure, and activities necessary for ensuring the enduring usability, authenticity, discoverability, and accessibility of digital content from Spectrum and Special Collections *(in progress)*
14. ✓ *Review service offer for bibliographic management system (completed)*
15. Develop a plan for a focused instructional program that meets student learning needs in a scalable and sustainable way *(in progress)*
16. ~~Adopt best practices for continually building a strong service mindset (as identified in previous year)~~ *(on hold)*
17. ✓ *Operationalize new service model for Centre for Continuing Education students (completed)*
18. ✓ *Prepare for open educational resource (OER) adoption/development at Concordia (completed)*
19. ✓ *Refresh our service approach in Access Services with assistance from external consultants (completed)*

20. ~~Develop a service model with Data Scientifique for providing data assistance/workshops to researchers and students~~ *(cancelled)*

Empower students and faculty members to make better use of Library services and collections

21. ~~Move the graduate study room at Vanier from VL-307 to VL-205~~ *(cancelled)*
22. Research data management service plan and implementation *(in progress)*
23. Implement ORCID within the University *(in progress)*
24. ✓ *Involve support staff in Open Access Author Fund process (completed)*
25. Plan and launch digital scholarship services *(in progress)*

Improve user awareness of Library services and resources

26. Develop and implement a communication plan to improve awareness of Library services for alumni *(in progress)*
27. ~~Explore possibilities for embedding chat in various online spaces e.g. Moodle, eConcordia, Discovery Search~~ *(cancelled)*
28. Develop and embed a series of short instructional videos across library website, online learning environments, etc. *(in progress)*
29. ✓ *Develop a program to use and publish Library data openly (Open Data Project) (completed)*

Enhance library support for research activities

30. Implement approved top priorities for the development of Spectrum *(in progress)*

Create the Concordia University Press to disseminate engaging research in the form of open access scholarly books

31. ✓ *Publish 2 titles and establish 2 series in the Concordia University Press (completed)*
32. ✓ *Undertake to bring projects into the Concordia University Press with the goal of publishing 5 books in 2019-2020 (completed)*

Develop programs to foster a culture of experimentation with new technologies

33. ✓ *Define, implement and assess the Visualization Studio service offering for the first year (completed)*

COLLECTIONS AT THE HEART OF TEACHING, LEARNING AND RESEARCH

Ensure print and digital collections meet users' needs and support the teaching, learning, and research activities of Concordia University

34. ~~Explore the creation of a graphic novel collection~~ *(on hold)*
35. ✓ *Integrate using the Center for Research Libraries (CRL) collections and services within Interlibrary Loans processes (includes piloting the use of RapidILL, a CRL service) (completed)*
36. ✓ *Develop and apply a method for determining monograph budget allocations by subject (completed)*
37. Inventory and review the thesis collection to ensure the library maintains a public access copy in a preferred format, as well as a preservation copy, of all Concordia theses *(in progress)*
38. Inventory Webster and Vanier print monograph circulating collections *(in progress)*
39. Develop a disaster prevention and recovery plan for the general collection *(in progress)*

Ensure timely access to print and digital collections

40. Contribute to the development of and prepare for the BCI shared platform (includes preparing bibliographic, item, and order, etc. data for migration) *(in progress)*
41. Pilot the use of approval plans in selected subject areas *(in progress)*
42. ✓ *Implement authority control processes using vendor services which deliver relevant new and updated authority records for names and subjects (completed)*
43. Initiate a request for proposal (RFP) process to select a preferred serials subscription agency *(in progress)*
44. ✓ *Establish a portrait of the hidden (uncatalogued) collections (completed)*

Develop, manage, promote, and preserve the Library's special collections and archival holdings

45. Plan for and begin to transfer descriptions for audiovisual research archives into the Library's AtoM database (*in progress*, to continue for 2 more years)(*in progress)*
46. Implement an interim solution for ensuring appropriate climate control in the Special Collections vault (until Vanier Library is renovated) *(in progress)*
47. Develop a disaster prevention and recovery plan appropriate for Special Collections *(in progress)*
48. Reprocess the Special Collections book collection according to current best practices for preservation and complete the ongoing inventory *(postponed)*