

Library of Tomorrow Strategic Plan

Preamble The *Library of Tomorrow* strategic plan provides a three year view of Penfield Library's roadmap for moving into the future. The performance drivers have been chosen to build on current strengths, embrace exciting opportunities, address key challenges, and align with the Impacts identified by SUNY Oswego's *Tomorrow* plan. High priority strategies have been identified through focus groups with students, teaching faculty, and library faculty and staff.

Through all of our work we will infuse our commitment to high quality service for, and collaboration with, an increasingly diverse array of students and colleagues. Services and resources will be accessible for all students and faculty, including those teaching and learning in virtual, distance and on-campus environments.

Penfield Library Mission Statement

We are active partners in the teaching and learning process, connecting members of the SUNY Oswego community with meaningful resources, user-centered services and engaging spaces and experiences.

Penfield Library Impacts and Drivers in alignment with SUNY Oswego's *Tomorrow* plan and the Division of Academic Affairs Goals.

Impact One: Our students and graduates thrive and succeed.

1.1 Performance Driver: Provide emerging technologies and information resources appropriate to current student learning environments.

Academic Affairs Goal 3: *Provide educational opportunity.*

Strategies:

1. Investigate current learning technologies and plan initiatives to provide students with new tools and services
2. Investigate and develop new formats and delivery options for information resources, including streaming media

Key Indicators: Availability and use of current learning technologies and resources

1.2 Performance Driver: Foster a library-wide culture of caring that provides excellent customer service and research assistance, and personalized mentoring.

Academic Affairs Goal 2: *Support personal growth.*

Strategies:

1. Assist, guide and instruct individuals in the use of information sources, learning technologies, and collections
2. Provide customized instruction and mentoring for special student populations

Key Indicators: Use of Ask A Librarian services; Provision of instruction and orientation sessions

Impact Two: Our education ecosystem is highly collaborative and engaged.

2.1 Performance Driver: Promote and recommend information resources and services that have proven essential for academic programs and research.

Academic Affairs Goal 1: *Enrich academic excellence, and 5:* *Demonstrate accountability.*

Strategies:

1. Increase information exchange between the library and library users
2. Collaborate with academic and student services units for student programming and program support
3. Develop and implement a promotion plan

Key Indicators: Effective collaborations for programming; awareness of library services; feedback from library users

2.2 Performance Driver: Implement and support professional development needed for future librarian and library staff roles and responsibilities.

Academic Affairs Goal 2: *Support personal growth.*

Strategies:

1. Evaluate current library personnel responsibilities and plan for future needs
2. Support professional development opportunities for changing library roles

Key Indicators: Participation in relevant professional development activities; resources available

Impact Three: Our communities and partnerships are enriched and supported. (Engagement)

3.1 Performance Driver: Improve sharing and access to our unique Special Collections archives, including college history materials.

Academic Affairs Goal 4: *Promote social responsibility*

Strategies:

1. Offer open access to current collections, including digital collections
2. Collaborate with community partners to expand access to physical and digital collections for research, teaching, and learning

Key Indicators: Use of archival materials, print and digital; new collections and partnerships

3.2 Performance Driver: Communicate to the public the presence and value of Penfield Library programs and services.

Academic Affairs Goal 4: *Promote social responsibility.*

Strategies:

1. Invite public to speaker/exhibit events
2. Promote community borrower privileges
3. Investigate improved parking for community members
4. Collaborate with K-12 educators on services for their students and faculty

Key Indicators: Public use of library materials and attendance at events

Impact Four: Our proven institutional effectiveness results in increased resources, flexibility, academic capacity and institutional success. (Space/Resource Enhancement)

4.1 Performance Driver: Put physical resources and technological capabilities to their highest usefulness, and ensure they are strengthened to advance continuous improvement.

Academic Affairs Goal 5: *Demonstrate accountability.*

Strategies:

1. Increase availability of electricity and outlets, within the limitations of our facility
2. Maintain comfortable, varied and inviting gathering spaces; update and improve as funds permit
3. Explore/expand new more financially sustainable models for resource provision (e.g., patron driven acquisitions, e-textbooks)
4. Enhance library website to improve discoverability and usability of online resources and services.

Key Indicators: Improved spaces and electricity access; use of new resources; web statistics and user feedback

Impact Five: Our faculty, staff, and students move the dial on grand challenges of our time.

5.1 Performance Driver: Preserve, provide access to, and celebrate the college's relevance through history.

Academic Affairs Goal 1: *Enrich academic excellence;* **and 4:** *Promote social responsibility.*

Strategies:

1. Plan and prioritize future development of cultural and historical collection-building by the Special Collections unit (print and electronic)
2. Investigate options for improving Special Collections archives environmental controls
3. Investigate and develop local digital library to improve access and support for future digital collections projects.

Key Indicators: Improved physical space for Special Collections; use of print and digital collections

5.2 Performance Driver: Equip students with critical literacies for lifelong learning.

Academic Affairs Goal 2: *Support personal growth.*

Strategies:

1. Instruct students in Information and digital literacies
2. Provide appropriate spaces for scholarly and creative activities

Key Indicators: Requests for multimedia and information literacy instruction, group and individual; use of the Multimedia Production Rooms and technology