

LIBRARY STRATEGIC PLAN

HAGGERTY LIBRARY | MOUNT MARY UNIVERSITY
2019-2022 | JUNE, 2019

OVERALL AIMS

Haggerty Library's first strategic plan has five main themes, to correspond with the 2019-2025 Mount Mary University Strategic Plan (MMUSP).

Each main theme aligns with one or more MMUSP themes, outlined below. Each theme also contains goals and tactics for achieving them.

This plan will be revisited tri-annually.

LIBRARY PLAN THEMES

- **Library Services and Technology** (aligns with MMU themes 1-4)
- **Growing Library Collections** (aligns with MMU themes 1-3)
- **Transforming Library Spaces** (aligns with MMU themes 3,4)
- **Data and the Library** (aligns with MMU themes 1-5)
- **Communicating the Library** (aligns with MMU themes 1-4)

UNIVERSITY PLAN THEMES

- 1) Academic Programs and Delivery Systems
- 2) Enrollment Growth
- 3) Wellness and Campus Culture
- 4) Facilities That Attract and Engage
- 5) Financial Vitality

MISSION AND VISION

Mission

Haggerty Library encourages and supports student, faculty, and staff academic and work endeavors by providing carefully curated, useful resources and services.

Vision

Challenging ourselves to be at the center of inquiry and curiosity at Mount Mary University, Haggerty Library will examine present and future trends, as well as listen to the Mount Mary community, to provide resources that will help its members transform the world.

CORE VALUES

- Open Access to information
- Teaching and learning
- Inclusive collecting practices
- Outreach/communication
- Collaboration
- Adaptability/agility
- Respect
- User privacy
- Support all MMU course delivery methods

LIBRARY SERVICES AND TECHNOLOGY

Continue developing library services including circulation, reference, instruction, Library Liaisons, and technology support that respond to and anticipate user preferences, and maintain library technology for users and for library staff that is highly functional, user-friendly, and flexible over time

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LIBRARY SERVICES & TECHNOLOGY, CTD.

- >Evaluate library services based on usage statistics and user feedback.
- >>Develop new methods of feedback, such as usability testing for Primo, LibGuides, and any new home page.
- >>Examine and utilize Alma and Primo analytics and reporting.
- >Work toward short instructional videos and screen shots for reference, as well as distance education interactions.
- >>Leverage Skype for Business to aid this and look into similar technologies, such as Zoom.
- >Tweak and start utilizing pre- and post-"tests" for library instruction sessions.
- >Collaborate to see how the library can be of use for the Compass Year and Undecided initiative overall.
- >Create and put forward a proposal for a .5 credit library course to Mount Mary administration.
- >Identify new collaborative possibilities across campus and uphold previous collaborations.
- >>Work with the Student Success Center on the Career Books section.
- >Continue developing cataloging procedures and workflows in Alma.
- >>Consider joint cataloging options within SWITCH or WAICU.
- >>Create thesis and dissertation submission policy.
- >Solidify faculty relations best practices for Library Liaisons.

- >Library Liaisons will meet at least each semester and during the summer to discuss ideas and initiatives.
- >>Including how to reach untapped Liaison departments and expanding technologies in instruction sessions.
- >Continue developing LibGuides.
- >Provide feedback and recommendations to IT regarding iPads, laptops, and campus printing.

GROWING LIBRARY COLLECTIONS

Develop engaging, useful, and cost-effective library collections that anticipate user preferences across print, online, and streaming formats

- >Investigate additional Demand Driven/Patron Driven Acquisition models, such as print and e-books, and look into utilizing this feature in Alma.
- >Library Liaisons will examine possible disciplines for individual e-book ordering in their subject areas.
- >Continue using vendor and ILL usage statistics to help develop online serials and print books.
- >Evaluate the future of print periodicals, including the Current Periodicals area.
- >Identify additional possibilities for lending, such as extension cords.
- >Continue developing ILL within Alma and OCLC Worldshare.
- >Maintain SWITCH involvement.

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TRANSFORMING LIBRARY SPACES AND USE

Cultivate user-centered, functional, and flexible library spaces and make them more welcoming

- >Evaluate library spaces and wayfinding through staff observations and prioritize achievable tasks.
- >Obtain spaces feedback from the Mount Mary community, starting with students, through physical means and online.
- >>Identify short-, medium-, and long-term solutions.
- >>Implement short-term solutions as quickly as possible.
- >Examine accessibility issues for the library and recommend solutions.
- >Advocate for the library cafe space to be used as retail space again, or to be re-purposed.
- >Improve access to commonly requested office supplies.
- >Figure out how to best publicize and add importance to the Library Emergency Plan.
- >>Create and maintain Library Emergency Kit.
- >Look into developing a Student Advisory Board for the library.
- >Look into creating a Friends of Haggerty Library group

DATA AND THE LIBRARY

Collect and leverage library data to solidify service, space, and purchase decision making

- >Use serials COUNTER reports and Alma Analytics to inform
- >Utilize Gimlet to record and analyze Reference interactions
- >Employ annual library surveys to obtain qualitative data about how students use the library and its services
- >Explore focus group possibilities for library tool feedback, such as Primo or LibGuides
- >Explore additional methods to capture patron counts

COMMUNICATING THE LIBRARY

Promote library services, spaces, and online tools in as many ways as possible as often as possible

- >Utilize Mount Mary announcements and email lists to reach the ideal group
- >Submit State of the Library report and survey infographics and reports annually
- >Use the WordPress blog to communicate library information and events, as well as the wider world of information
- >Communicate with faculty through our *Librarians* newsletter and their email list
- >Explore additional options for promotion online at the point of need