

Amelia V. Gallucci-Cirio Library

Mission

The Amelia V. Gallucci-Cirio Library supports the teaching and scholarship mission of Fitchburg State University by providing a dynamic and collaborative learning space, both physically and virtually. Actively developing, maintaining, and creating accessible collections with evolving services is essential to this mission.

Librarians and staff teach key information literacy skills that enable users to effectively find, manage, critically evaluate, and use information. Creating an environment that fosters intellectual curiosity and the social, cultural and professional development of students, faculty and staff is the library's goal.

Vision

The library will be an integral component of a nationally recognized University. The library and its resources will be the primary intellectual space, both physically and virtually, for the University community. We accomplish this by:

- Creating collaborative learning environments that will adapt to the changing needs of the University.
- Integrating librarians, programs, and services into the academic curriculum.
- Developing and providing access to rich and diverse resources regardless of format, location, or mode of access.
- Utilizing relevant current and emerging technologies effectively.
- Acting in partnership with faculty for the development and enhancement of academic courses and programs.

Values

The Library staff recognizes the importance of providing responsive services to all students, faculty and staff.

We promote open access to information and ideas and recognize users' right to privacy.

We value a collection of materials, information resources, and services that will support the curriculum and teaching needs of the faculty.

We are committed to advancing information literacy skills by providing instruction and resources that meet the needs of our students.

We value collaboration with the academic departments, divisions, and other offices to achieve common goals for the good of the University.

We keep pace with emerging technologies and resources and integrate them into our services and programs.

We plan for library success through the development and assessment of clearly defined goals, objectives, and strategies.

We value a collegial atmosphere that allows input and discussion among all library staff.

We encourage the professional growth of all library staff through training and other opportunities.

We value providing an environment that is safe, inviting, attractive and conducive to study and learning.

Amelia V. Gallucci-Cirio Library
Strategic Plan 2011-14
September 2011

Goal 1

The library staff will integrate librarians, resources and services into courses throughout the curriculum using the embedded librarian model. (Embedded Librarian)

Objectives

1A. Embedded Librarian Project: Expand the current pilot program into a formalized service.

Staff: L LeBlanc; K Wells

When: SP 2011

Assessment: The Embedded project will have at least one course for each department that volunteers to participate

1B. First Year Experience: Asses the impact of the library on the first year experience courses and implement needed enhancements to the program to maximize the value to students and faculty.

Staff: J. Fielding

When: 2012-13

Assessment: Jennifer Fielding was a member of the 2010 project organized by the office of Student Services. The project itself depended on the voluntary attendance by students and it was decided to rework the project.

1C. Distance Learning: Adapt the library service model for the FYE courses to all distance learning courses.

Staff: L. LeBlanc

When: Ongoing

Assessment: The Embedded project will be implemented for appropriate online courses coordinated by the each course which has the Access Services Librarian.

1D. Extended Learning: Adapt the library service model for the FYE courses to all extended learning courses.

Staff: L. LeBlanc

When: Ongoing

Assessment: The Embedded project will be implemented for appropriate online courses coordinated by the each course which has the Access Services Librarian.

1E. Information Literacy Integration: Create a plan to address information literacy integration and assessment at the academic program level and ensures students in all academic disciplines graduate with the information literacy competencies defined by the academic core learning competencies.

Staff: J. Fielding

When: 2012

Assessment: A pre-test/post-test survey will be used and the post test results will show a minimum of 50% increase from the pre-test results.

Goal 2

A collaborative learning environment is the set of physical and virtual spaces and tools which enable learners to collaborate on projects to meet learning goals. The library will transform its physical spaces and provide tools which foster collaborative learning. (A Collaborative Learning Environment)

Objectives

2A. Layout of Collections: Renovate the layout and flow of library collections to improve access and user self-sufficiency.

Staff: L. LeBlanc, J. Fielding, N. Turnbull

When: Collection established summer 2010 and ongoing

Assessment: Identify and establish collections. Create a baseline of circulation and usage statistics for future comparisons.

2B. Individual, Group and Collaborative Spaces: Optimize library space to make available individual (quiet), group and collaborative (technology-enabled) spaces to meet user needs for learning and study.

Staff: R. Foley, Capital Planning Staff

When: 2013-14

Assessment: The library survey will show an 85-90% satisfaction rate.

2C. Finding Aids: Signage for library collections and services to improve access and user self-sufficiency will be installed.

Staff: R. Foley, Capital Planning and Library staff

When: 2013-14

Assessment: The library survey will show an 85-90% satisfaction rate.

2D. Facilities: Improve furnishings and lighting in user spaces to facilitate learning and study.

Staff: R. Foley; Capital Planning staff

When: 2013-14

Assessment: The library survey will show an 85-90% satisfaction rate.

2E. A Collaborative Learning Environment: Implement recommendations from the 2008 Plan and the 2010 Architect's Plan.

Staff: R. Foley, Library staff, Capital Planning staff

When: 2012-14

Assessment: The librarians will meet with the consultant, projects will be identified and changed as necessary and implemented.

Goal 3

The library staff will continuously explore means to enhance existing and provide new services for library users in order to meet their evolving needs and expectations.

Objectives

3A. Self-service Interlibrary Loans: Investigate, evaluate and implement a means to facilitate self-service ILL/document delivery services for users.

Staff: L. LeBlanc, K. Boudreau

When: Fall 2012

Assessment: Turnaround time for requests will be reduced by an average of two days

3B. Improve Delivery Options for Distance and Extended Campus Learners: Explore means to provide cost-effective and expedient delivery.

Staff: L. LeBlanc

When: Fall 2012

Assessment: Turnaround time for requests will be reduced by an average of one day

3C. Research Aid to Faculty. Work within the structure of the university's mission to assist with the research needs of the faculty.

Staff: J. Fielding

When: Fall 2011-Summer 2012

Assessment: Have a forum with interested faculty to ascertain their wishes, develop a plan, a budget, etc

3D. The professional staff will continue to meet the collection Development needs of the academic disciplines.

Staff: Librarians

When: Summer 2012

Assessment: Additional appropriate online database i.e., full-text journals, primary source documents and e-books for the Arts and Sciences and Nursing will be identified by discipline and purchased as appropriate.

3E. Improve communication and outreach by reviewing the design and functionality of its Web site in light of emerging Web technologies and evolving user needs and expectations.

Staff: J. Simon, N. Turnbull and librarians

When: Fall 2011

Assessment:

A Web analyzer will compare monthly/annual usage statistics. Visitor usage statistics will show a minimum annual increase of 2-3%
A monthly analysis of the OPAC search log will be completed on and the percentage of searches resulting in zero hits will continue to show a 2-3% decrease per year.

Goal 4

Student enhancement and faculty teaching skills will be improved by the utilization of technologies provided by the library. (Utilizing Current and Emerging Technologies)

Objectives

4A. Emerging Technologies: Develop a structure and process to identify, evaluate and implement new technologies to enhance existing or provide new services to users.

Staff: All librarians and Director

When: Ongoing

Assessment: Reports identifying technologies, strengths and weaknesses and decisions regarding purchases will be made accordingly on an annual basis.

4B. Digitizing Projects: Implement the means to digitize special collections held by the library to improve visibility and access.

Staff: K. Wells, R. Foley, J. Simon, IT staff

When: Spring 2012

Assessment: Implement the framework processes for establishing the repository with ContentDM. Establish a workflow using the ACC proposals to determine best practices.

4C. Digital Repository for Faculty Publications: Collaborate with faculty and administration to implement a digital repository of faculty publications.

Staff: K. Wells, R. Foley, J. Simon, J. Dennis, IT staff

When: Spring 2013

Assessment: Implement the framework processes for establishing the faculty repository with ContentDM and establish standards regarding copyright and access.

4D. Integrated Library System:

Staff: N. Turnbull, L. LeBlanc

When: 2013

Assessment: Vendors will be investigated and a report with recommendations will be issued in 2013

Goal 5

Developing staff skill and competencies will be of the utmost importance.

Objectives

5A. Work flow analysis.

Staff: Library Staff

When: Summer 2012

Assessment: Reports identifying technologies, efficiencies strengths and weaknesses and decisions regarding purchases and procedural changes will be made on an annual basis.

5B. Identify core staff technology competencies and incorporate them into position descriptions for all library staff.

Staff: Library staff

When: Summer 2012

Assessment: Revised and accepted Library Assistant Form 30s will be placed on file at the end of summer 2012

5C. Identify, evaluate and implement collaborative means to enhance internal communication, information-sharing and decision-making.

Staff: Library staff

When: Ongoing

Assessment: An annual library staff survey will be undertaken to determine effectiveness.

Goal 6

Graduating students will acquire sophisticated skills in evaluating information sources (Assessment)

Objectives

6A. Create an assessment plan which addresses and defines library stakeholders, reporting requirements, outcomes-based measures, and accreditation requirements. The staff will evaluate the adequacy, utilization, and impact of the library and information resources and services to improve and increase the effectiveness of these services. Assessment Plan

Staff: R. Foley, C. Cratsley, Librarians

When: Fall 2012

Assessment: A plan will be developed and implemented by Spring 2013

6B. Ensure graduating students have developed competencies and skill in evaluating the quality of information sources appropriate to their field of study.

Staff: J. Fielding

When: Fall 2012

Assessment: A plan will be developed and implemented by Spring 2013

6C. Investigate, select and implement models and tools for information literacy assessment.

Staff: J. Fielding

When: Spring 2012

Assessment: Select pilot courses to implement tools and analyze effectiveness