

Strategic Plan 2014–2019

Pullman

OUR VISION

The WSU Libraries are vital to the teaching, learning, research, and outreach mission of the University.

OUR MISSION

We aspire to exceed the needs and expectations of the WSU community by:

- Selecting, organizing, preserving, and providing access to sources of knowledge in all formats.
- Designing and delivering information services to support our public land-grant university.
- Providing environments for individual and collaborative discovery, study and learning.
- Offering instructional services to promote information literacy and lifelong learning.

OUR VALUES

The Washington State University Libraries serve the evolving needs of teaching and learning, research and service for the University and provide opportunities for the lifelong learning of the citizens of the state.

- We value communication that is open, creative, consultative and responsive to individual differences, and user and organizational needs.
- We value trust, openness, integrity, and respect which allow individuals to work productively and effectively so both the individual and the organization thrive.
- We value our collective knowledge, experience, and skills and utilize them to work at our fullest potential to provide service to users.
- We value the opportunity for each member of the WSU Libraries to be both a leader and a follower.
- To meet the challenges of a continually changing academic and information environment, we embrace innovative thinking and flexibility. We approach our work cooperatively and with a good sense of humor.

GOAL 1

*Promote responsive
and effective library
services through a
user-centered perspective*

Service is at the core of what we do, across every part of the WSU Libraries

Strategies

1. Provide excellent customer service in person and across all modes of virtual communication
2. Evaluate and adapt services and processes frequently to improve services to the WSU community
3. In partnership with the Orbis Cascade Alliance and other consortia partners, expand access to resources in support of WSU'S research, education, and professional programs
4. Acknowledge and align faculty and staff expertise to provide optimal information services to all users
5. Foster an environment that encourages and supports professional development for staff and faculty
6. Raise awareness of the Libraries' services and resources
7. Conduct formal user studies to evaluate effectiveness of services

Alignment with WSU Strategic Themes

- Theme 2: Transformative Student Experience
- Theme 4: Institutional Effectiveness: Diversity, Integrity, and Transparency

GOAL 2

*Collaborate with
partners in support of
scholarly endeavors*

Alternative funding streams and partnership opportunities are actively pursued.

Strategies

1. Enhance services to assist individuals and academic units in assessing and strengthening impact and visibility of research and scholarship
2. Encourage faculty and graduate students to deposit scholarship in the Libraries' Research Exchange
3. Develop measures for assessing library support of research and scholarly exchange
4. Align library programs and exhibits with university teaching and research initiatives
5. Engage faculty in integrating library services and resources to enhance teaching and learning
6. Develop and articulate a cohesive message promoting user services and resources to the WSU community
7. Collaborate with consortia partners to expand access to resources and create cost savings
8. Seek funding opportunities to support enhancements to library resources, facilities, and services

Alignment with WSU Strategic Themes

- Theme 1: World-Class Innovation, Discovery, and Creativity
- Theme 3: High-Impact Outreach and Engagement
- Theme 4: Institutional Effectiveness: Diversity, Integrity, and Transparency

GOAL 3

Develop an infrastructure supporting a 21st century information environment

Create the WSU Libraries of the future with a robust, flexible, and dynamic infrastructure.

Strategies

1. Provide library environments that foster enhanced learning opportunities
2. Enhance availability of study spaces for group and individual study
3. Investigate effectiveness of library spaces and facilities in a continuing environment of changing user behaviors
4. Implement and evaluate the impact of next-generation discovery tools
5. Institute a program of regular usability testing of our web presence
6. Increase accessibility of WSU's unique collections through expansion of the Libraries' digital and archival collections
7. Streamline access to resources online and in print
8. Adopt solutions that support users through inter-unit collaborations
9. Provide access to materials outside the Libraries' collection via Summit and ILL
10. Evaluate collections based on usage, age, and alignment with contemporary campus priorities
11. Embrace cooperative collection development opportunities in developing financially responsible solutions and delivering services and resources efficiently

Alignment with WSU Strategic Themes

- Theme 1: World-Class Innovation, Discovery, and Creativity
- Theme 2: Transformative Student Experience
- Theme 4: Institutional Effectiveness: Diversity, Integrity, and Transparency

APPENDIX

GOAL 1 VALUES

Promote responsive and effective library services through a user-centered perspective

Service is at the core of what we do, across every part of the WSU Libraries

- We are eager, collegial partners in the research process
- We pursue new models of acquisition and deliver more relevant material more quickly
- We actively remove barriers to access, and improve discoverability of not just research resources, but of our own expertise
- We are a team, supporting and respecting each other in our work to provide excellence in public service
- We are transparent, not only in our communications out, but in soliciting and acting on feedback from our many stakeholders
- We are curious, challenging ourselves to develop innovative and creative solutions for our users
- We measure our success and make adjustments with the support of meaningful assessments

GOAL 2 VALUES

Collaborate with partners in support of scholarly endeavors

Actively pursuing additional and alternative funding streams and partnership opportunities

- We are engaged in the scholarly communication environment, and knowledgeable about new developments which we promote and share
- We pursue opportunities for collaboration with the WSU community and beyond
- We build on our strengths to do our best work together
- We are a core part of supporting scholarship from the novice to the expert
- We foster partnerships with the global WSU community seeking development opportunities to enhance user services

GOAL 3 VALUES

Develop an infrastructure supporting a 21st century information environment

Looking ahead to the Libraries of the future

- We are nimble and flexible in our approach to acquiring, preserving, and expanding access to critical resources as well as our own unique collections
- We reconfigure our physical and digital presences to support the changing needs of the WSU community
- We embrace technology solutions in a framework of resource stewardship, making choices that are sustainable
- We are active participants in consortia collection building efforts to expand access and minimize costs