FLORIDA ATLANTIC UNIVERSITY LIBRARIES

2012-2017 STRATEGIC PLAN

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Introduction

The Florida Atlantic University (FAU) Libraries 2012-2017 Strategic Plan is designed to be a road map for assessment and to promote an environment of continuous feedback and improvement. The seven goals of this Strategic Plan contain elements from all four University goals which are: Goal I (Enrich the educational experience), Goal II (Inspire research, scholarship and creative activity), Goal III (Increase FAU’s community engagement) and Goal IV (Leverage momentum toward achieving FAU’s strategic goals by being good stewards of its human, technological, physical and financial resources).

Accountability and compliance have become ever more critical as funding for universities, including libraries, continues to decrease. It is, therefore, increasingly important to provide a structure for evaluating progress on a continuous basis within the FAU Libraries. The feedback from both internal and external constituents provides a valuable means for making improvements within the FAU Libraries and for refining the current Strategic Plan periodically to ensure that it continues to be relevant.

The seven goals included in this FAU Libraries 2012-2017 Strategic Plan are informed by the following six overarching FAU Libraries’ priorities.

1) Improve, enhance and ensure appropriateness of library collections by continuously engaging faculty in the collection development process, employing established library methodologies and being vigilant to the ever-changing needs of the University;

2) Support the information needs and the advancement of research by providing appropriate access to resources to faculty, students and researchers;

3) Instruct faculty, students and staff in the use of the library and its resources through various informal and formal methods and to promote student success through information literacy and life-long learning;

4) Highlight FAU Libraries’ commitment to community engagement by increasing the visibility of its distinctive collections and providing diverse, high-quality, educational and cultural experiences for faculty, students, staff and surrounding communities;

5) Provide education and training in the use of continuously updated technological improvements;

6) Provide a safe and comfortable physical environment for users that maximizes the utilization of current facilities and fosters research, scholarship and creative activities.

Most of the Libraries’ goals and activities are continuous and ongoing. Accordingly, this Strategic Plan, while based on these overarching goals of the Libraries, emphasizes current areas where active assessment is taking place.
LIST OF ACRONYMS

ADA – Americans with Disabilities Act
CCLA - College Center for Library Automation
COOP - University’s Continuity of Cooperation
FCLA - Florida Center for Library Automation
FLVC - Florida Virtual Campus
GOBI - Global Online Bibliographic Information
HBOI - Harbor Branch Oceanographic Institute
ILL – interlibrary loan
JCBA - Jaffe Center for Book Arts
OIT – Office of Information Technology
PDA - Patron Driven Acquisitions
RSA – Recorded Sound Archives
SEFLIN - Southeast Florida Library Information Network
STEM - Science, Technology, Engineering, Mathematics
Goal I: Collections

This Library Goal includes elements from University Goals I (Enrich the educational experience) and II (Inspire research, scholarship and creative activity).

Select, acquire, manage, preserve and provide access to FAU Libraries’ collections, which support the diverse information needs of the FAU community.

Objective A: Improve strategies for engaging faculty in collection development decisions.

Outcome: Communication between library selectors and teaching faculty will become more efficient and effective, especially as they relate to book/ e-book purchases and Global Online Bibliographic Information (GOBI) notifications.

Strategy A.1: Conduct a survey to promote the use of the GOBI collection development service, to help determine how faculty representatives would like to participate in collection development and to discover ways to improve communication between library selectors and faculty.

Baseline: An exploratory survey was sent to all Jupiter faculty members in FY2011/2012.
Tool: Faculty survey
Target Outcome: Faculty representatives will be more aware of the GOBI service and ways they wish to receive information regarding how collection development will be identified.
Campus: Jupiter
Target Date: 2013-2015
Accountable Department or Unit: Jupiter Campus Library, Assessment and Strategic Planning

Objective B: Improve FAU Libraries’ collections by using state of the art technology and other means.

Outcome: FAU Libraries’ collections will use evolving technologies and other means to better meet the educational needs of faculty.

Strategy B.1: Work with the State University System Patron Driven Acquisitions (PDA) Implementation Team to gather information and set up future plans for analyzing the usage and effectiveness of e-books. The Libraries will participate in the PDA project along with other State University Libraries after the appropriate subject areas are chosen by the PDA Selection Team and the project is implemented statewide.

Baseline: No assessment on usage of e-books has been conducted at this time.
Tool: Usage statistics will be provided by the vendor.
Target Outcome: FAU Librarians will use the PDA project to assist them in making e-book selections in areas that are heavily used by students and faculty.
Campus: Boca Raton
Target Date: Ongoing
Accountable Department or Unit: Collection Development
Strategy B.2: Work with the Florida Virtual Campus (FLVC) to review the electronic resource needs of the State of Florida university and college libraries, and make recommendations on behalf of FAU to develop a state funded electronic resources collection.

Baseline: The Florida Center for Library Automation (FCLA) funded a collection of electronic resources shared among the state universities; one third of the FAU Library electronic resources subscriptions were funded by FCLA. The College Center for Library Automation (CCLA) funded a shared collection supporting the state colleges. As of July 1, 2012 FCLA and CCLA ceased to exist and the Florida Virtual Campus (FLVC) was formed as the successor organization and will oversee centralized purchasing of a shared college and university libraries collection.

Tool: Usage statistics will be provided by the vendor. The Electronic Resources Unit will also review current FAU curriculum and FTE enrollment.

Target Outcome: To aid in the development of a state-funded collection that supports the curriculum of FAU and reduces its expenditure on selected shared databases.

Campus: Boca Raton

Target Date: 2013-2014, depending on decisions of FLVC

Accountable Department or Unit: Electronic Resources

Supporting Department or Unit: Collection Development

Strategy B.3: Develop a model for prioritizing and selecting journals, which support the College of Medicine and is based on local research, curriculum needs and national best practice metrics.

Baseline: FAU has an historical and current medical journal collection largely developed as a result of state level collaborative agreements.

Tools: Information will be gathered using the following three methods: (1) a citation analysis of the last 5 years of published research in the College of Medicine (2) utilization of the B.S. Shearer et al 2009¹ core journal list for a new medical school, and (3) a comparison of FAU holdings with the two state universities of closest size and curriculum focus.

Target Outcome: The FAU Libraries' medical journal collection will become more focused to better support the new medical school curriculum and FAU Science, Technology, Engineering, Mathematics (STEM) research goals within the college.

Campus: Boca Raton

Target Date: 2012-2013

Accountable Department or Unit: Medical and Health Sciences Collections and User Services

Supporting Department or Unit: Assessment and Strategic Planning

Objective C: Enhance Harbor Branch Oceanographic Institute (HBOI) library collections to support new University initiatives and signature themes.

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Outcome: HBOI library collections will address the changing teaching, research and service needs of HBOI faculty, researchers, and students.

**Strategy C.1:** Nursing books from the Treasure Coast Campus Library will be redistributed and reprocessed to the HBOI Library.

- **Baseline:** There is no collection for nursing students and faculty at the present time.
- **Tool:** Record the number of appropriate nursing books incorporated into the HBOI Library collection.
- **Target Outcome:** The HBOI Library will establish a collection of nursing books.
- **Campus:** Harbor Branch
- **Target Date:** The books will be processed in Technical Services and added to ALEPH, the FAU Libraries’ information management system, for circulation by August 2013. They will be reorganized and shelved for student and faculty use by September, 2013.
- **Accountable Department or Unit:** Technical Services, Access Services, HBOI Library

**Strategy C.2:** Improve the HBOI marine science book collection using the collection development model that was created as a result of the HBOI Library peer comparison analysis.

- **Baseline:** Existing marine science book collection at the HBOI Library.
- **Tool:** Number of books added to the marine science collections based on the HBOI Library peer comparison analysis model.
- **Target Outcome:** The HBOI Library’s marine science collection will improve both quantitatively and qualitatively.
- **Campus:** Harbor Branch
- **Target Date:** 2012-2014
- **Accountable Department or Unit:** Technical Services, HBOI Library

**Strategy C.3:** Assess satisfaction and usage of marine science books and journals at the HBOI Library.

- **Baseline:** No survey has been conducted to date.
- **Tool:** Survey sent to HBOI Research Council to measure satisfaction and use.
- **Target Outcome:** Baseline of satisfaction by HBOI faculty, researchers, and students with the collection of marine science books and journals will be ascertained.
- **Campus:** Harbor Branch
- **Target Date:** 2012-2014
- **Accountable Department or Unit:** HBOI Library, Assessment and Strategic Planning

**Objective D:** Enhance management of the FAU Libraries’ collections through increased knowledge of national and international standards for both print and electronic resources.

**Outcome:** Cataloging staff will be competent in cataloging and metadata standards and local best practices.
**Strategy D.1:** All cataloging staff will learn about the new *RDA (Resource Description & Access)* standard, a replacement to the 30+ year-old *AACR2 (Anglo American Cataloging Rules)* and *RDA* cataloging will be integrated into the responsibilities of each cataloging staff member.

**Baseline:** Cataloging staff have knowledge of cataloging tools and sources of bibliographic records and how to use them including bibliographic utilities and Aleph.

**Tools:** Implement an in-house training program that develops knowledge of *RDA* cataloging; provide opportunities for hands-on training; knowledge will be enhanced through participation in a variety of workshops and webinars. Designated staff will have expertise in *RDA*.

**Target Outcome:** Well-trained staff will be able to move easily between cataloging in *AACR2* and *RDA*.

**Campus:** Boca Raton
**Target Date:** 2013-2014
**Accountable Department or Unit:** Technical Services Department and appropriate supporting units

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**Goal II: Services**

This Library Goal includes elements from University Goals I (Enrich the educational experience) and II (Inspire research, scholarship and creative activity).

**Support the information needs of the Libraries’ users and the advancement of research by facilitating ease of access to the Libraries’ resources in a user-centered environment.**

**Objective A:** Incorporate emerging digital technologies to offer enhanced access to the Libraries’ resources across various forms.

**Outcome:** Interactive and social tools will be incorporated into the Libraries’ website to improve access to library resources.

**Strategy A.1:** Increase mobile use of library resources.

**Baseline:** Statistics for mobile device use in FY 2011-2012 will be used. The FAU Libraries is currently participating in a Southeast Florida Library Information Network (SEFLIN) grant opportunity for Novare Library Services to create mobile-optimized website templates for the Boca Raton and partner campus libraries. The mobile-optimized website will be accessible via FAU Mobile, the University mobile application through Blackboard Mobile.

**Tool:** Usage statistics from Google Analytics or other sources will be collected and analyzed.

**Target Outcome:** There will be an increase of 10% in mobile use of library resources annually.

**Campus:** All campus Libraries
**Target Date:** Ongoing
**Accountable Department or Unit:** Reference and Instructional Services
**Supporting Department or Unit:** Library Systems, Electronic Resources

**Strategy A.2:** Promote the use of library collections through the use of QR codes.
Baseline: There are currently no statistics for the use of QR codes.
Tool: Record and analyze usage statistics for QR codes for a period of two academic years.
Target Outcome: Baseline of QR code usage will be established.
Campus: Jupiter
Target Date: 2013-2014 and 2014-2015
Accountable Department or Unit: Jupiter Campus Library
Supporting Department or Unit: Library Systems, Electronic Resources, Assessment and Strategic Planning

**Objective B:** Develop and enhance the Libraries’ interlibrary loan (ILL) services to support the research, scholarship, and creative activities of faculty and students.

Outcome: Results from the survey will be used to assess current policies and guide any future changes.

**Strategy B.1:** Assess faculty and student user satisfaction with ILL services.

Baseline: LibSat customer satisfaction survey by Counting Opinions results for 2009, 2010, and 2011, as far as satisfaction with ILL services, will be used as a point of comparison.
Tool: Create a brief survey to assess satisfaction with ILL services that will be linked to the LibSat survey with a “trigger” question.
Target Outcome: 80% of survey respondents will be very satisfied with ILL services.
Campus: All campus libraries
Target Date: 2013-2014
Accountable Department or Unit: Assessment and Strategic Planning
Supporting Department or Unit: ILL Department, Assistant Dean of Public Services

**Objective C:** Provide and support ease of access to the collections through the Libraries’ online catalog, website, electronic resources, digital collections, and Web scale discovery service, Summon (aka SearchWiSE).

Outcome: The majority of the Libraries’ collections will be easily and widely available to all FAU faculty and students at all locations.

**Strategy C.1:** Assess library users’ ease of access to the Libraries’ collections using the current Web scale discovery service, Summon.

Baseline: Information collected from LibSat comments, results of mini-survey, and research reported in the library literature will be used.
Tool: Standalone online survey.
Target Outcome: 80% of respondents will indicate that SearchWiSE is easy to use.
Campus: All campus Libraries
Target Date: 2012, 2013
Accountable Department or Unit: Electronic Resources
Supporting Department or Unit: Assessment and Strategic Planning, Library Systems
**Strategy C.2:** Increase available content of FAU Digital Library collections. The FAU Digital Library collects and digitizes content held in FAU Libraries Special Collections and Archives, scholarly output contributed by FAU researchers, students, and faculty, and content in collaboration with external partners.

**Baseline:** The baseline equals the number of items in FAU’s digital collections which for FY2011-2012 is 10,353.

**Tool:** Annual data will be collected and measured for an increase in collection content.

**Target Outcome:** A 5% increase in digital repository content is projected annually.

**Campus:** Boca Raton

**Target Date:** Ongoing

**Accountable Department or Unit:** Digital Library

**Supporting Department or Unit:** Collection Development

**Strategy C.3:** Maintain 24/7 access to FAU Libraries’ electronic journal subscriptions.

**Baseline:** The Technical Services Serials Unit plays a proactive role in ensuring ongoing effective access for discovery and retrieval by implementing a strategy, along with policies and procedures, for ongoing maintenance by checking the links to electronic journal subscriptions according to a scheduled date determined by the Serials Unit.

**Tools:** Information will be gathered using the following methods: (1) Keep statistics about electronic journal subscriptions link checking that is conducted according to a scheduled date, and (2) count the number of electronic journal subscriptions that are checked by the scheduled date and the number that are checked after the scheduled date.

**Target Outcome:** All FAU Libraries’ electronic journal subscriptions will be checked for access by a scheduled date and reported to the publisher for lack of access, if needed.

**Campus:** Boca Raton

**Target Date:** 2013-2017

**Accountable Department or Unit:** Technical Services Department and appropriate supporting units

**Objective D:** Develop HBOI as an additional FAU Libraries location to support the teaching, research, and service needs of faculty, students, and researchers.

**Outcome:** HBOI Library services and resources will be appropriate to support the University’s teaching, research, and service needs for that campus.

**Strategy D.1:** Assess needs of HBOI faculty, researchers, and students to determine the appropriateness of services and resources that support new disciplines and research initiatives.

**Baseline:** Results of informal email survey of faculty and researchers conducted in 2010-2011 were inconclusive.

**Tool:** Online or email needs assessment survey

**Target Outcome:** Baseline will be created to determine user satisfaction with the HBOI services and collections in support of new disciplines.

**Campus:** Harbor Branch
Target Date: 2013, 2014
Accountable Department or Unit: HBOI Library
Supporting Department or Unit: Assessment and Strategic Planning

Strategy D.2: Increase contacts with departments and groups for the purpose of providing additional resources and services in support of new disciplines or research initiatives.

Baseline: Needs identified in surveys, both formal and informal.
Tool: Record and analyze the number of formal and informal contacts with departments and groups.
Target Outcome: Communication will be increased.
Campus: Harbor Branch
Target Date: Ongoing
Accountable Department or Unit: HBOI Library
Supporting Department or Unit: Assessment and Strategic Planning

Objective E: Expand the use of Internet, formal and informal communications with academic departments, and other methods to promote the Libraries’ Special Collections.

Outcome: There will be an increase in the usage of Special Collections by faculty and student (both graduate and undergraduate) researchers.

Strategy E.1: Promote awareness and increase usage of the Libraries’ Special Collections.

Tool: Collect and analyze usage statistics for a five year period.
Target Outcome: Usage of Special Collections will increase on average 5% per year.
Campus: Boca Raton
Target Date: Ongoing
Accountable Department or Unit: Special Collections
Supporting Department or Unit: Assessment and Strategic Planning

Goal III: Instruction

This Library Goal includes elements from University Goals I (Enrich the educational experience) and II (Inspire research, scholarship and creative activity).

Promote scholarly inquiry, lifelong learning, and student success through the FAU Libraries’ Information Literacy Program with an emphasis on evaluation of students’ needs, satisfaction, and learning outcomes, and the development of collaborations to enable curriculum integration and immersion and community engagement.

Objective A: Evaluate and increase students’ understanding about information literacy and how to effectively use the library when searching for information.
Outcome: The FAU library staff will become better informed about the student’s knowledge of information literacy and be able to address skills that students do not understand.

Strategy A.1: Assess information literacy skills of ENC 1102: College Writing 2 students to establish a baseline for future improvement and to identify problem areas in a student’s understanding of basic concepts.

Baseline: There is no baseline at this time.
Tool: A post-test will be administered to students in ENC 1102 classes after a library session to determine their understanding of basic library concepts.
Target Outcome: A baseline for students’ understanding of basic library concepts will be established and any problems areas will be identified.
Campus: Boca Raton
Target Date: 2013
Accountable Department or Unit: Assessment and Strategic Planning
Supporting Department or Unit: Reference and Instructional Services

Objective B: Support the research needs of distance learners and other library users through online instructional materials.

Outcome: Online instructional materials will be appropriate to meet the research needs of distance learners and other library users.

Strategy B.1: Assess the needs of distance learners to identify existing and potential forms of outreach.

Baseline: Some services are in place, such as online tutorials and LibGuides (library research guide).
Tool: Conduct a needs assessment survey of distance learners, through LibSat.
Target Outcome: Distance learners will be satisfied with the instructional materials developed specifically for their support in using the Libraries’ website.
Campus: All campus Libraries
Target Date: 2013-2014
Accountable Department or Unit: Reference and Instructional Services, Assessment and Strategic Planning
Supporting Department or Unit: Library Systems

Strategy B.2: Assess the satisfaction and usability of LibGuides to meet the research needs of undergraduate and graduate students, including distance learners.

Baseline: There is no baseline at this time.
Tool: Embed a link to a user survey for each LibGuide. Aggregate responses from all the LibGuides and analyze them.
Target Outcome: Establish a baseline.
Campus: All campus Libraries
Target Date: 2013-2014
Accountable Department or Unit: Reference and Instructional Services
Supporting Department or Unit: Assessment and Strategic Planning

Objective C: Build inter-departmental campus collaborations aimed at integrating information literacy into the curriculum through targeted programs and embedded librarianship and seek out community partnerships.

Outcome: More inter-departmental campus collaborations will be established to integrate information literacy into the curriculum and community partnerships.

Strategy C.1: Provide an overall integrated library presence to Blackboard users.

Baseline: Some course reserves and other links to FAU Libraries’ electronic resources have already been incorporated into Blackboard.

Tool: Creation of a consistent library link for all Blackboard users in collaboration with Office of Information Technology (OIT).

Target Outcome: 100% of Blackboard users will have access to a tab link to library instructional resources within two years.

Campus: Boca Raton
Target Date: 2012-2014
Accountable Department or Unit: Reference and Instructional Services
Supporting Department or Unit: Library Systems

Strategy C.2: Provide more library instructional opportunities in the HBOI Library and throughout the HBOI site through collaborative efforts with HBOI departments, units or individuals.

Baseline: Statistics from previous annual reports on library instruction.

Tool: Collect and record statistics on types of library instructional sessions conducted (e.g. orientation) monthly and annually, specifically collaborative efforts.

Target Outcome: There will be an increase of 5% annually in the number and types of library instructional sessions conducted through collaborative efforts with HBOI departments, units or individuals.

Campus: Harbor Branch
Target Date: Ongoing
Accountable Department or Unit: HBOI Library
Supporting Department or Unit: Assessment and Strategic Planning

Strategy C.3: Initiate instructional collaborations at HBOI with FAU academic units and community organizations such as Marine & Oceanographic Academy (MOA) and the St. Lucie School System.

Baseline: Although, there are collaborative educational projects at the present time, the HBOI Library does not participate, so there is no baseline.

Tool: Collect and record number of synergistic instructional collaborations to create a baseline
between the HBOI Library and the HBOI educational outreach program and community organizations such as MOA and the St. Lucie School System.

**Campus:** Harbor Branch

**Target outcome:** HBOI Library will initiate an information literacy program of community outreach in collaboration with the HBOI Education Department.

**Target Date:** 2013-2014

**Accountable Department or Unit:** HBOI Library

**Strategy C.4:** Work in collaboration with classroom instructors to have “roving librarians” provide instruction on library resources for a specified period of time to enhance the concept of embedded librarianship.

**Baseline:** Preliminary sessions were conducted with classes from the School of Nursing.

**Tool:** Record the number and informally survey professors before and after each “roving librarian” session conducted for targeted classes.

**Target Outcome:** There will be an increase in the number of “roving” librarian sessions and informal data about each instructor’s expectations and satisfaction will be collected.

**Campus:** Boca Raton

**Target Date:** Ongoing

**Accountable Department or Unit:** Reference and Instructional Services

**Supporting Department or Unit:** Assessment and Strategic Planning

**Objective D:** Increase the Libraries’ role in assisting students to acquire the research skills needed for their career success.

**Outcome:** The Reference and Instructional Services Department will be able to identify the research skills that students need for career success and how the Libraries can help students in acquiring these skills through library instruction.

**Strategy D.1:** Evaluate the needs and perceptions of administrators, faculty, and students regarding the Libraries’ contributions in terms of helping students to acquire the research skills needed for career success through library instruction.

**Baseline:** Results of interviews conducted with the College of Business administrators and faculty and student surveys in the spring 2012 will be used.

**Tool:** Conduct interviews with College administrators and faculty, and survey students regarding the Libraries’ contributions as far as helping students to acquire the research skills needed for career success through library instruction.

**Target Outcome:** 80% of administrators, faculty, and students will be satisfied with the Libraries’ contributions, as far as instruction, in helping students to acquire the research skills needed for career success.

**Campus:** Boca Raton

**Target Date:** 2012-2013
**Accountable Department or Unit:** Assessment and Strategic Planning  
**Supporting Department or Unit:** Reference and Instructional Services

**Goal IV: Meeting Community Needs**

This Library Goal includes elements from University Goals II (Inspire research, scholarship and creative activity) and III (Increase FAU’s community engagement).

Drawing upon its collections and resources, FAU Libraries will enhance educational and cultural experiences for its students, faculty, staff and its surrounding communities through presentations, workshops, exhibitions, concerts, lectures, and interactive internet applications; FAU Libraries will strive to increase internal partnerships with academic units and external partnerships with other community educational and/or non-profit organizations/institutions/libraries.

**Objective A:** FAU Libraries will utilize its collections and resources to create presentations, exhibitions, concerts, lectures, workshops and internet applications which provide and enhance educational /cultural experiences for the community.

**Outcome:** FAU students, faculty, staff and residents of surrounding communities will increasingly view FAU Libraries as a relevant and diverse educational and cultural resource.

**Strategy A.1:** Create presentations, exhibitions, concerts, workshops and lectures for specific and diverse audiences on a variety of topics.

- **Baseline:** Annual reports.  
- **Tool:** Collect and analyze statistics to ensure diversity of presentations.  
- **Target outcome:** Activities presented will provide enhanced educational and cultural experiences to diverse audiences.  
- **Campus:** Boca Raton  
- **Target Date:** Ongoing.  
- **Accountable Department or Unit:** Communications, Cultural Affairs, and Donor Relations (CCADR) and appropriate supporting Departments

**Strategy A.2:** Evaluate community/audience satisfaction in regards to library events as an aid for future relevant planning.

- **Baseline:** Event attendance statistics.  
- **Tool:** Exit surveys and attendance statistics.  
- **Target outcome:** 80% of survey respondents will be satisfied and events will be well attended.  
- **Campus:** Boca Raton  
- **Target Date:** 2013-2014.  
- **Accountable Department or Unit:** CCADR and appropriate supporting departments

**Objective B:** FAU Libraries will support efforts to share the unique and distinctive work of such Library enterprises as the “Shelf to Stage” music initiative, the Recorded Sound Archives (RSA), and the Jaffe Center for the Book Arts with the wider community.
**Outcome:** FAU’s Libraries’ distinctive enterprises, such as the “Shelf to Stage” music initiative, RSA and the Jaffe Center for the Book Arts, will share its work with FAU students, faculty and the wider community by both providing innovative educational/cultural activities and creating internet access to unique digitized materials.

**Strategy B.1:** Increase public availability and use of FAU Library’s RSA by expanding website content and improving access.

- **Baseline:** The RSA at FAU Libraries public website (www.fau.edu/jsa) is available internationally via the internet. Modern smart phones and i-pads cannot access the site. The website is the largest online collection of Judaic music in the world (15,000 music tracks).
- **Tool:** Content analysis of RSA website.
- **Target Outcome:** The RSA public website will be expanded to include FAU Library’s newly digitized collections such as: Jazz, Early Americana (1900-1923), and Vintage Children’s Music. RSA website will become compatible with mobile devices.
- **Campus:** Boca Raton
- **Target Date:** 2015
- **Accountable Department or Unit:** RSA

**Strategy B.2:** Expand the collection of “Shelf to Stage” transformative arrangements and orchestrations created from original historic sheet music in the FAU Print Music Collection and provide internet access to them.

- **Baseline:** Fifty-five “Shelf to Stage” arrangements are currently available on the FAU Libraries’ website at http://www.library.fau.edu/depts/spc/shelftostage/fullscores.php.
- **Tool:** Record the number of “Shelf to Stage” pieces created annually.
- **Target Outcome:** There will be an increase of 5% annually in the number of “Shelf to Stage” pieces added to the website.
- **Campus:** Boca Raton
- **Target Date:** 2015
- **Accountable Department or Unit:** Music Performance and Education

**Strategy B.3:** Showcase the work of the Jaffe Center for Book Arts (JCBA) by creating new and innovative educational/cultural experiences for FAU and the wider community.

- **Baseline:** JCBA currently offers exhibitions, workshops, film screenings, gallery talks, and other relevant programs related to the book arts and a general expansion of creativity.
- **Tool:** Record statistics on events and attendees at each event, especially as it relates to new and innovative educational/cultural experiences.
- **Target Outcome:** A wider audience will be drawn to JCBA as a result of focusing on creative programming, with equal attention on FAU students and the general public.
- **Campus:** Boca Raton
- **Target Date:** 2015
- **Accountable Department or Unit:** JCBA

**Objective C:** Expand formal collaborations with FAU academic units and seek out community partnerships.
**Outcome:** FAU Libraries will increase its participation as a cultural and educational partner with FAU academic units and community organizations.

**Strategy C.1:** Seek out appropriate synergistic opportunities with FAU academic units and community organizations when planning events.

**Baseline:** Annual reports.

**Tool:** Collect and record information on synergistic collaborations.

**Target outcome:** FAU Libraries’ collaborations with FAU academic units and community organizations will increase.

**Campus:** Boca Raton

**Target Date:** Ongoing.

**Accountable Department or Unit:** CCADR and appropriate supporting departments

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**Goal V: Building a State of the Art Information Technology Environment**

This Library Goal is related to University Goal IV (Leverage momentum toward achieving FAU’s strategic goals by being good stewards of its human, technological, physical and financial resources).

Continually seek out ways to improve the technology available to the Libraries’ staff and users. Create an environment of education and training for staff and users on new technologies.

**Objective A:** Continually update the Libraries’ technological resources and communicate changes to the Libraries’ staff and users.

**Outcome:** The Libraries’ technology will meet the needs of the faculty, students, and staff.

**Strategy A.1:** Provide current Americans with Disabilities (ADA) software and hardware to support students with disabilities and assess satisfaction of students who use the Assistive Technology workstations at the Jupiter Campus Library.

**Baseline:** ADA software was upgraded through a funded FY 2009-2010 technology fee proposal and additional hardware, software, and physical accommodations requests were submitted in a spring 2012 technology fee proposal, which was approved by the Technology Fee Oversight Committee in May 2012. A small number of students currently use Jupiter’s ADA equipment on a regular basis, but there is no satisfaction baseline.

**Tool:** Research national standards and new technologies in collaboration with FAU Diversity Student Services and conduct a brief survey to assess satisfaction with students of assistive equipment.

**Target Outcome:** Specialized hardware/software will be kept up-to-date and 80% of survey respondents will indicate that they are satisfied with using the assistive technology station.

**Campus:** Jupiter

**Target Date:** 2013-2014

**Accountable Department or Unit:** Jupiter Campus Library, Assessment and Strategic Planning

**Supporting Department or Unit:** Library Systems
**Strategy A.2:** Evaluate public computers and software to determine if the technology is meeting research, teaching, and study needs, and as appropriate, in collaboration with other departments.

**Baseline:** Statistics from FY 2011-2012 and LibSat survey results.
**Tool:** Survey equipment and technology, and research industry standards. Informally assess needs of faculty and students and implement technology projects and proposals to improve software, equipment, and facilities.
**Target Outcome:** The technology found in the Libraries will meet the industry standards and the research, teaching, and study needs of faculty, students, and staff.
**Campus:** Boca Raton, Harbor Branch, Jupiter
**Target Date:** Ongoing
**Accountable Department or Unit:** Library Systems, HBOI Library, Jupiter Campus Library
**Supporting Department or Unit:** Access Services

**Strategy A.3:** Assess and meet the technology needs of the Library faculty and staff and respond to new needs in a timely manner.

**Baseline:** The Systems Department is currently meeting the hardware and software needs of library faculty and staff.
**Tool:** Informal and formal communication will identify needs regarding new and developing hardware and software.
**Target Outcome:** The Library Systems Department will customize new software to provide a more efficient workflow for the FAU Libraries faculty and staff.
**Campus:** All campus libraries
**Target Date:** Ongoing
**Accountable Department or Unit:** Library Systems and appropriate supporting departments

**Objective B:** Provide training and support to all Library staff on new and emerging technologies. Educate users on how to use the Libraries’ technical equipment.

**Outcome:** The Library Systems Department program for training the Library faculty and staff on how to assist the end user will be expanded.

**Strategy B.1:** Provide informative and easy to understand documentation and training that will be created by Library Systems to assist the Library faculty and staff in gaining proficiency in using public equipment, training the public, and resolving basic issues.

**Baseline:** The Library staff has received targeted IT training in the past.
**Tool:** Number of IT “help” sessions will be recorded and new “help” LibGuides will be created.
**Target Outcome:** Systems will create IT “help” LibGuides and offer training sessions such as informal brown bag sessions, one-on-one training, informational email updates, and the sharing of IT information at library meetings.
**Campus:** All campus libraries
**Target Date:** Ongoing
**Accountable Department or Unit:** Library Systems
**Supporting Department or Unit:** Public Services
Goal VI: Facilities

This Library Goal is related to University Goals II (Inspire research, scholarship and creative activity) and IV (Leverage momentum toward achieving FAU’s strategic goals by being good stewards of its human, technological, physical and financial resources).

Create a safe, comfortable physical environment for users and maximize the utilization of facilities to promote study, research, creative activity and collaboration.

Objective A: The Libraries will provide a safe environment for staff and users.

Outcome: The Library staff will understand current policies and know how to react in an emergency situation.

Strategy A.1: Ensure that the FAU Libraries’ policies and guidelines for disaster preparedness are in line with and support the University’s Continuity of Cooperation (COOP) Plan.

Baseline: Use current policies/guidelines of FAU Libraries and University's COOP Plan for disaster preparedness.
Tool: Revise and update library policies to be sure that they are appropriate and in line with and support the University’s COOP Plan.
Target Outcome: Library policies/guidelines will be revised to support the University’s COOP Plan and submitted to the Dean of Libraries for approval and made available to all staff.
Campus: All campus Libraries
Target Date: 2013
Accountable Department or Unit: Technical Services, Library Administration
Supporting Department or Unit: Access Services

Strategy A.2: Develop and implement an informational session and LibGuide about disaster preparedness for the Libraries’ staff.

Baseline: Use revised policies of FAU Libraries and University’s COOP Plan.
Tool: Library staff will be informed about disaster preparedness procedures through an information session such as an informal brown bag session and LibGuide.
Target Outcome: Staff will be knowledgeable and understand about current library and University’s COOP Plan for disaster preparedness and will be prepared to respond appropriately to any emergency.
Campus: All campus libraries
Target Date: 2013-2014
Accountable Department or Unit: Library Administration, Technical Services, Reference and Instructional Services
Supporting Department or Unit: Access Services
**Strategy A3:** Develop a preparedness plan for the FAU Libraries that would ensure the safety of library staff and users in the event of an “active shooter.”

**Baseline:** Use the University Police “Active Shooter/Hostile Intruder Procedures” and adapt them for the Library.

**Tool:** Develop a preparedness plan for the Library in the event of an “active shooter” in line with the University Police “Active Shooter/Hostile Intruder Procedures.”

**Target Outcome:** Library staff will be informed about the “active shooter” project and about preparedness procedures through a formal information session conducted by the University Police and an informal session conducted by the Library’s Active Shooters Working Group.

**Campus:** Boca Raton

**Target Date:** Ongoing

**Accountable Department or Unit:** Access Services

**Supporting Department or Unit:** Library Administration

**Objective B:** Ensure a comfortable physical environment conducive for study, research, creative activity and collaboration.

**Outcome:** Adequate quiet study areas, individual and group work spaces and the appropriate equipment and furnishings will be provided to meet the needs of students.

**Strategy B.1:** Assess the existing quiet areas and study spaces to meet the changing needs of students in the Wimberly Library.

**Baseline:** Use LibSat survey results to provide student feedback.

**Tool:** Informal observations regarding student space utilization will be conducted and an evaluation of the Wimberly Library’s designated quiet individual study areas and noisy group study spaces will be requested from the appropriate University offices.

**Target Outcome:** The quiet areas and study spaces will be allocated more efficiently in the Wimberly Library to meet the study and research needs of students.

**Campus:** Boca Raton

**Target Date:** Ongoing

**Accountable Department or Unit:** Access Services, Assessment and Strategic Planning

**Supporting Department or Unit:** Library Administration, Library Systems

**Strategy B.2:** Assess student needs regarding equipment, furnishings and seating in the Wimberly Library.

**Baseline:** Access Services does a seating inventory annually. Use results from previous LibSat surveys and other surveys.

**Tool:** Assess student needs about appropriate equipment, furnishings and seating for the Wimberly Library by conducting a brief survey.

**Target Outcome:** The equipment, furnishings and seating will be allocated appropriately in the Wimberly Library.
**Campus:** Boca Raton  
**Target Date:** 2013-2014  
**Accountable Department or Unit:** Assessment and Strategic Planning  
**Supporting Department or Unit:** Access Services

**Strategy B.3:** Increase and improve the study areas in the HBOI Library and access.

**Baseline:** There is no baseline.  
**Tool:** Informal meetings with faculty, administrators and students will be conducted to determine appropriate collaborative study areas and access to the latest technology.  
**Target Outcome:** Information will be gathered to make appropriate decisions about collaborative study areas and the latest technology.  
**Campus:** Harbor Branch  
**Target Date:** Ongoing  
**Accountable Department or Unit:** HBOI Library  
**Supporting Department or Unit:** HBOI IT and Library Systems (Boca Raton)

**Goal VII: Increasing FAU Libraries Visibility**

This Library Goal includes elements from University Goals II (Inspire research, scholarship and creative activity) and III (Increase FAU’s community engagement).

**Objective A:** Encourage increased print and internet media coverage of the Libraries’ distinctive collections, activities and research opportunities by providing timely and relevant information to appropriate media markets.

**Outcome:** FAU Libraries will become known as an active and significant educational and cultural resource with multifaceted creative programming and a prominent repository for distinctive collections.

**Strategy A.1:** Expand distribution of targeted media materials for local, regional and national print and online media markets.

**Baseline:** Annual reports.  
**Tool:** Collect and record analysis of external coverage regarding FAU Libraries.  
**Target outcome:** Targeted media materials will be created and distributed to local, regional, national and international print and online outlets resulting in expanded media coverage.
Strategy A.2: Expand distribution of publicity and marketing materials to FAU on-campus media outlets.

Baseline: Annual reports.
Tool: Collect and record number of publicity materials for FAU on-campus media outlets.
Target outcome: Publicity materials will be distributed for FAU on-campus media outlets.
Campus: Boca Raton
Target Date: Ongoing
Accountable Department or Unit: CCADR and appropriate supporting departments

Objective B: Increase scholarly research through enhanced internet access to specialized digital collections at FAU Libraries.

Outcome: FAU Libraries will enhance its reputation as a resource for scholarly research by expanding access to its digitized online collections.

Strategy B.1: Develop a secure scholarly online resource that will provide scholarly access to unique and copyrighted materials in the RSA at FAU Libraries.

Baseline: The RSA public website (www.fau.edu/jsa) reaches almost a thousand users per day around the world and provides listening rights to over 15,000 song tracks. Only recordings in the public domain and those with express written consent from the copyrights holder can be included on the public website.
Tool: Google analytics for a newly developed password protected RSA Scholar’s Research Station.
Target Outcome: Password-protected access will be secured to digitized copyrighted materials for scholarly research and will be made available to all FAU students and faculty through network computers and EZ-Proxy. Scholars throughout the USA and around the world will become aware of the extent of FAU Libraries’ extensive digitized collection of recorded sound and the possibility of internet listening privileges for research and other scholarly purposes.
Campus: Boca Raton
Target Date: 2016
Accountable Department or Unit: RSA

Strategy B.2: HBOI Library will create a website linked to http://www.fau.edu/hboi/ which will highlight HBOI Library’s digitized scholarly resources and provide access to them.

Baseline: There is currently no HBOI Library link from the HBOI home page.
Tool: Google Analytics for new HBOI Library website.
Target Outcome: HBOI Library, in conjunction with FAU Digital Library and HBOI’s Office of Information Technology, will have created an HBOI Library website linked to HBOI’s home page which will permit access to digitized collections of lectures and scientific publications.
Campus: Harbor Branch
Target Date: 2015
Accountable Department or Unit: HBOI Library and appropriate supporting departments