Rollins

**2022 OLIN LIBRARY
STRATEGIC AGENDA**

Rollins

OLIN LIBRARY VISION
Olin Library aspires to be an exemplary liberal arts college library that collaborates with our diverse academic community in teaching, learning, and knowledge creation.

OLIN LIBRARY MISSION
Empowering the College community through mentoring, curating vital resources, strategic partnerships and providing services in accessible learning environments.

OLIN STRATEGIC OBJECTIVES

1 Continually improve and update our research assistance service and instruction models

2 Promote and communicate better about our resources and services

3 Further an innovative culture that encourages open sharing of ideas

4 Update the building to create spaces that are relevant and responsive to student needs

5 Value and advance inclusivity; develop Olin as a force in DEI work creating a culture of belonging

DEPARTMENT GOALS

ARCHIVES	ACCESS SERVICES	COLLECTIONS	RESEARCH SERVICES	TWC
• Foster academic excellence • Support and document DEI collections and initiatives at Rollins and locally with community partners • Ensure the sustainability of records for the long term, including critical digital assets	• Welcome back community as we reopen (2,3,5) • Work to implement a sustainable Bike Program (2,3,4) • Better Use Social Media (1, 2,3) • Expand student assistant duties to prepare them for the future(3,4,5) • Market Olin to better reach first and second year students (2,5) • Improve coordination w/ IT (2,4) • Develop skills & policies for patron challenges (2,4,5)	• More automation and easier processing for better service • Spotlight physical and virtual collections for increased reach and usage • Update and improve patron-facing elements of library systems including the website, LibGuides, and Primo	• Evolve Instruction using data-driven methods and collaboration (1) • Hire, train, and manage student employee(s) for assistance (1) • Expand development of tutorials and promote research services impacts (1, 2) • Collaborate to highlight and develop inclusivity resources (3)	• Contribute to a culture of collaborative learning on campus • Conduct regular needs assessments across Rollins demographics • Evaluate the effectiveness of our services and implement changes as needed.

OUR CULTURE

RULES OF ENGAGEMENT	VALUES	SERVICE EXCELLENCE STANDARDS
• Create a community of belonging through the practice of diplomacy, openness, trust, and mutual respect • Create a one team mentality focusing on positive professionalism and collaboration in a safe environment • Proactively seek opportunities to productively engage, communicate, and debrief • Prioritize effective communication and positivity • Encourage and support each other to be a success	• Service • Knowledge creation • Openness • Inclusivity • Innovation	• Responsive • Respectful • Collaborative • Competent • Inclusive

Access Services Goals

Strategic Objective Link: 2, 3, and 5	Strategic Objective Link: 2, 3, and 4	Strategic Objective Link: 1, 2 and 3	Strategic Objective Link: 3,4 and 5	Strategic Objective Link: 2 and 5	Strategic Objective Link: 2 and 4	Strategic Objective Link: 2, 4, and 5
Welcome back the community as we reopen	**Work to implement and sustain sustainable Bike Program**	**Make Better Use of Social Media**	**Expand student assistant duties to better prepare them for the future**	**Market Olin to better reach first and second year students**	**Improve coordination with IT to better hand off students between desks**	**Develop skills & policies for patron challenges**
Measured by: • Multi-point data tracking	**Measured by:** • Check out more bikes back in circulation	**Measured by:** • More social media posts • Variety of posts across platforms	**Measured by:** • Student assistant retention • Supervision structure • Tracking what displays students create • Performance Rubric for student assistants	**Measured by:** • Count number people who attend tables • Count how many fill out QR codes/sign forms	**Measured by:** • LibInsight to track walk-aways • Fewer walk-aways • Signage pointing to I.T. – Building directory • I.T. Student Assistant at reference desk (track statistics)	**Measured by:** • How many professional trainings attended • How many action plans created • Fewer calls to campus safety • Number of incident reports
Key Actions: • Activities/ features to make community members feel welcome • Contact with WPPL • Appropriate community use of Olin	**Key Actions:** • Availability of bikes or alternative transport to Rollins students • Sustainable budgeting • Sustainable maintenance • Continue to collaborate with Sustainability on the future of the bike program	**Key Actions:** • Collaboration w/ Digital Services Specialist • Student assistant input • Sharing information: Hours, events, services, etc. • Videos for student assistant training, patrons, and promotion	**Key Actions:** • Student involvement in social media • Student participation in creating displays	**Key Actions:** • Participate in events that involve: Tables on campus lawn and/or elsewhere; offer equipment form sign-up, QR code with Library FAQ • "Donuts with the Dean"	**Key Actions:** • Increase the number of routine IT questions Circ can answer • Increase number of students getting Help Desk assistance	**Key Actions:** • Departmental review of policies • Session with Accessibility Services to discuss specific service issues • Improved assistance to neurodivergent patrons

Archives' Strategic Goals: with our historical collections, rich resources and critical archival services, we strive to support (1) Academic Excellence, (2) Diversity, Equity & Inclusion Work, and (3) Sustainability Initiatives at Rollins.

Strategic Objective Link: #1,2,3	Strategic Objective Link: #1,2,3,5	Strategic Objective Link: #2,3,4
Support teaching & learning with rich collections and expertise; Support the full scholarly lifecycle work; Grow and enhance access to collections, and provide excellent services to archival users.	Actively collect around minority experiences at Rollins; Partner with local cultural heritage organizations to contribute to the bigger, and increasingly diverse, picture of Central Florida history.	Investigate in digital preservation solutions; Ensure quality stewardship of college records through an active records management work.
Key Actions: • Host class visits & collaborate with faculty and students in liberal arts learning; • Host and promote faculty and student publications in Rollins Scholarship Online • Promote Open Access scholarship • Improve access to archival collections • Grow our ongoing digitization initiatives	**Key Actions:** • Establish connections with student, staff, and faculty groups and departments • Foster alumni relationships and gather missing pieces of Rollins history • Develop joint programming, educational offerings, and other community-based work	**Key Actions:** • Identify, review, and select a tool in digital preservation • Establish and sustain records stewardship • Collect data and monitor digital assets for future assessment and continued improvement • Use NDSA (National Digital Stewardship Alliance) digital preservation standards to document digital preservation strengths, capacity, and gaps
Measured by: • Number of classes and student inquiries • Faculty partnerships established and sustained • Number of submissions and usage statistics from RSO analytics • website usage, number of collections arranged and described, research assistance provided; archival usage statistics and number of digital collections created & preserved	**Measured by:** • New collections & new records added to archival portals; guest blog posts by faculty and students; oral history interviews • Number of partners, programs, projects that connect with local communities; quality of community partner feedback; and possibly external funding or grants that have a diversity and/or community focus	**Measured by:** • Digital preservation policy developed and digital preservation systems explored • Regular review, updates and communications with records officers across campus • Quantity and quality of archival data and digital assets saved; digital preservation projects implemented

Collections Goals

Strategic Objective Link: #2	Strategic Objective Link: #2	Strategic Objective Link: #3	Strategic Objective Link: #3	Strategic Objective Link: #5
Upgrade delivery services for acquisitions and for interlibrary loan	Increase use of collections	Launch Open Educational Resources and Open Access Initiatives	Enhance Collections staff knowledge, skills, and abilities	Provide accessible and inclusive collection
Key Actions: • Identify cost of GOBI API for Alma or alternative • Integrate ILL with Alma • Offer mediated DDA for eBooks • Configure Alma to automatically notify Interested Users when a requested title becomes available • Deploy use of signs to communicate status of books on carts and shelves throughout Collections area	**Key Actions:** • Feature books and databases on social media, including YouTube • Implement LibGuides A-Z Database List • Add signs in the stacks about eBooks, databases, and streaming video options • Implement the Resource Recommender in Primo • Create video tutorials for databases and link to them next to the database name • Create FAQs for most asked collections questions and add them to the website…	**Key Actions:** • Hire Metadata and Scholarly Communications Coordinator • Research textbook affordability • Add Open Access information to OER page	**Key Actions:** • Cross-train all Collections roles to have a better understanding of duties • Have Collections team cross-train with Circulation team • Create and maintain documentation of procedures for all Collections processes • Collaborate with Archives to grow the Book Arts and digital collections • Promote awareness of professional development opportunities…	**Key Actions:** • Coordinate a training with Accessibility Services • Create and promote accessible workstations • Review accessibility of collections, print and electronic • Update Subject Headings in Primo • Analyze collection for representation • Collect VPAT for all databases • Add info dot to Primo explaining "include results beyond…" …
Measured by: • Improve turnaround time of ILL requests by 15% • Respond to patrons within one business day	**Measured by:** • Increase circulation stats by 5% • Increase database usage stats by 5% • Increase LibGuides usage stats by 10%	**Measured by:** • Metadata Coordinator is hired • OER page is updated	**Measured by:** • Documentation is completed • 3 new Book Arts titles and 1 new digital collection are added to Archives • Each Collections team member attends at least one professional development opportunity each semester	**Measured by:** • Accessibility Services training is scheduled • Accessible workstations are installed • Subject Headings are updated • Representation in collection is improved by 5% • VPATs are collected

Collections Goals

Strategic Objective Link: #2	Strategic Objective Link: #3	Strategic Objective Link: #5
Increase use of collections	Enhance Collections staff knowledge, skills, and abilities	Provide accessible and inclusive collection

Key Actions:
• Collections updates
  • Add color coded spine labels on Juvenile Collection (JUV)
  • Rename JUV to be JUV-Non-Fiction, since we have JUV-Easy and JUV-Fiction
  • Improve signage around JUV Collections
  • Revamp the first floor collections
  • Replace the branch out display
  • Explain the Fiat Lux and Rollins Collections
  • Use the empty display case in front of Blake's office to promote research done by librarians
  • Update the Popular Reading collection
  • Update the wooden directory signs – (Can Alyssa H. do this?)
  • Put directory maps in the elevators
  • Add collections maps on the website
  • Implement mediated DDA
  • Promote subscription notifications – like Harvard Business Review and JAMA
  • Get involved with New Faculty Orientation
  • Add LibAnswers FAQs to the website – make one for streaming video and one for ILL
	Key Actions:
	• Put together a plan of who is going to what conferences and make sure we have the funding for it
		Key Actions:
		• Change Primo wording from "Everything" to "Almost Everything"
		• Conduct Diversity Audit of the collection
		• Train librarians on screen reader software

Measured by: • Increase circulation stats by 5% • Increase database usage stats by 5%	**Measured by:** • Spreadsheet is created	**Measured by:** • Wording is updated • Diversity audit is completed and new books are purchased to improve standing by 5% • Training is completed

Research Services Goals

Strategic Objective Link: #1, 2, 3, 5	Strategic Objective Link: #1, 2, 3	Strategic Objective Link: #1, 2, 3	Strategic Objective Link: #3, 4, 5
Evolve Instruction using data-driven methods and collaboration	Hire, train, and manage student employee(s) for assistance	Expand development of tutorials and promote research services impacts	Collaborate to highlight and develop inclusivity resources
Measured by: • Progress toward Usability/Accessibility (1, 5) • Develop at least 10 FAQs in year one (2) • Completion and maintenance of a research services strategic plan • Number of experimental workshop sessions and feedback from librarians and students (1, 3) • Collaborative review of Library Instruction Evaluation form (1, 3)	**Measured by:** • Use the information from the exploration of patron roles to move forward or not (2, 3) • Hire a student employee and work to review and expand the program (1)	**Measured by:** • Add additional skills to Your Librarian pages (1) • Develop new library instruction tutorials (1) • Work with digital services specialist to create end of semester reports on research assistance and instruction that demonstrate librarian impact	**Measured by:** • Meeting with key stakeholders to review website for inclusive language (3, 5) • Formation of a collaborative cross-departmental library faculty/staff team to review library spaces (4, 5)
Key Actions: • Collaborate on a review of website for information discovery (1, 5) • Collaborate on the development of outward facing FAQs (2) • Experiment with other library instruction models (1, 3) • Develop and implement a process for reviewing Library Instruction Evaluation form (1, 3) • Explore workshops (look to MISO for need) (1, 3)	**Key Actions:** • Explore hiring a student employee for assistance (1) • Continue to consider a plan to hire student assistants to participate in research assistance	**Key Actions:** • Add special expertise to Your Librarian (SPSS, NVIVO, systematic reviews, data visualization) (1) • Collaborate on the development of video and Canvas tutorials about library topics (1) • Explore information pages tailored for roles of faculty, staff, and students (2, 3)	**Key Actions:** • Collaborate on review of website for accessibility (3, 5) • Collaborate with CICI and others to highlight inclusivity resources (5) • Evaluate signage for clarity, need, and accessibility (4, 5) • Collaborate on evaluation of spaces in building for user experience and usage (4, 5)

TWC Goals

Strategic Objective Link: 1, 3	Strategic Objective Link: 1, 3, 5	Strategic Objective Link: 2, 3, 5	Strategic Objective Link: 4, 5
Evaluate the effectiveness of our service offerings and implement changes as needed.	Conduct regular needs assessments re: collaborative learning needs (tutoring) across Rollins demographics.	Contribute to a culture of collaborative learning on campus by amplifying student voices and scholarship.	Signal student belonging with our artwork, displays, and furnishings.
Measured by: • Gather feedback from at least 100 distinct Rollins community members per academic year.	**Measured by:** • Gather feedback from at least 20 staff and faculty members per academic year about their perceptions of student tutoring needs • Gather feedback from at least 50 students who did *not* use our services.	**Measured by:** • Sponsor at least one student scholarship event per semester with at least 20 participants in attendance. • Increase traffic to our social media and other public platforms by 10%	**Measured by:** • Expand collection of student artwork on display by 2 pieces per year. • Collect data about use of TWC space at least 5 times per semester.
Key Actions: • Analyze GPA data for students who use TWC services compared to those who do not. • Do raffles for those who complete post-visit survey responses. • Motivate tutors to tell students about the post-visit survey.	Key Actions: • Implement at least 3 different methods of gathering feedback about our services (such as focus groups with students, faculty, staff; a "Tell us how we're doing" whiteboard) per year. • Create a survey for faculty and staff based on	Key Actions: • Create a TWC blog by Jan 2023! • Design and implement a Student Day of Scholarship and/or a Symposium of Student Writing • Sponsor and/or collaborate with campus partners on events such as PowerPoint Parties and panels that highlight faculty, staff, and student expertise	Key Actions: • Collaborate with Art Dept. and other campus partners to develop a display/pipeline • Prepare budget to purchase new furniture, educational tools, etc. as need/indicated through assessments.