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## *Unit Level Strategic Planning*

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### **Library**

**Strategic Plan 2020-2026**



## Library Mission, Vision, and Values

### **Mission:**

The Library supports the University's efforts toward meaningful education, enabling learners from diverse backgrounds to achieve intellectual, cultural, and social enrichment. The library encourages and supports intellectual inquiry from the campus community and beyond.

### **Vision:**

The Montana State University Billings Library is a partner in creating a dynamic community of learners and information-literate global citizens.

### **Values:**

- Openness and Access
- Diversity, Equity, and Inclusion
- User-centeredness

**UNIVERSITY CORE THEME 1. Build educational programs to support student needs**

**UNIVERSITY OBJECTIVE 1 EDUCATE: Ensure a high level of effective teaching and learning across the curriculum**

**LIBRARY OBJECTIVE 1: Support the learning and research of the University Community**

Unit Objective	Strategies And Deliverable(s)	Person(s) Responsible	Metric(s)	Budget/Resource Analysis	Start and End Dates	Status
<p><b>1.1</b> Support current &amp; upcoming academic programs (collections)</p>	<p><b>A.</b> Keep abreast of Strategic Program Alignment (SPA) activities and continue library membership on Academic Senate (Library Director) &amp; General Education Committee (Assessment Librarian)</p> <p><b>B.</b> Purchase the items that relate to the programs we offer.</p> <p><b>C.</b> Adopt just-in-time collection development strategies; i.e. identifying and purchasing resources that support the faculty</p>	<p><b>A.</b> Library Director will continue on Academic Senate Electronic Resource &amp; Assessment Librarian will continue on General Education Committee</p> <p><b>B. &amp; C.</b> Library Collection Development Committee</p>	<p>Map academic programs to collections (physical &amp; electronic). Usage statistics (ALMA &amp; Vendor dashboards)</p>	<p>Varies—evaluation on a case-by-case basis</p>	<p>2020-2026</p>	

	& program in a timely manner					
<b>1.2</b> Diversify collections – evaluating the print collection	<p><b>A.</b> Meet with outreach committees, and with authorities of certain groups, categories</p> <p><b>B.</b> Purchase items that reflect the ethnicities of the patrons we serve</p>	<p><b>A.</b> Library Director &amp; Liaison Librarians</p> <p><b>B.</b> Collection Development Committee</p>	<p>Update/expand collection areas. Subject heading analysis</p> <p>Ask institutional Research for specific demographics for campus</p>		2020-2026	
<b>1.3</b> Increase electronic access to collections	<b>A.</b> Review available electronic access to library print collections for purchase.	<b>A.</b> Collection Development Committee	Comparison of physical versus electronic materials (ACRL Annual Report). Usage statistics.		1.3- 2020-2026	
<b>1.4</b> Update web resources- i.e. for Library Instruction/ Promoting & using Critical library research skills <b>1.4.A</b> D2L/ Information Literacy – extra outreach to online students	<p><b>A.</b> Update “how do I?” videos</p> <p><b>B.</b> Library Instruction for Online classes- Create WebEx Live meetings for online instruction</p> <p><b>C.</b> Collaborate with ASC – instruction resources offered</p>	<p><b>A.</b> Distance Learning Librarian</p> <p><b>B.</b> Research &amp; Instruction Librarian and Distance Learning Librarian</p> <p><b>C.</b> Librarians</p>	<p>How many classes/faculty use the informational videos &amp; Critical Library Research Skills</p> <p>Assess use of new instruction modes in online courses. eLearning may be able to help with this.</p>		1.4- 2020-2026 1.4.A- 2020-2026	

<p><b>1.5</b> Develop student research scholarship – from library</p>	<p>Reach out to the Foundation, former student workers. Coordinate with Foundation</p>	<p>Library Director</p>	<p>Completed or not Track number of recipients as well as \$ amount rewarded.</p>		<p>2024- 2026</p>	
<p><b>1.6</b> Support faculty in their research and use of Open Educational Resources <b>1.6.A</b> Support university administration in pursuing textbook affordability</p>	<p><b>A.</b> Collaborate with OER coordinator to hold on-site OER training/workshop during summer <b>B.</b> Regularly communicate with Faculty about OER opportunities <b>C.</b> Investigate other library software that can supplement textbook content (e.g. Leganto)</p>	<p>Research &amp; Instruction Librarian (Lead)/Librarians (Support role)  Assistance from MSUB IR Office</p>	<p>Statistics from OER coordinator at TRAILS. Include faculty participation in trainings, use of OERs in class, and monetary savings for students, grants received OER use surveys from MSUB IR Look into gathering MSUB specific statistics (IR &amp; TRAILS OER Representative)  Statistics regarding textbook affordability from OCHE &amp; TRAILS OER Lead MSUB Bookstore may also have statistics</p>		<p>2020-2026</p>	

**UNIVERSITY CORE THEME 2. Progressively grow the university**

**UNIVERSITY OBJECTIVE 2.2 RECRUIT/RETAIN: Improve student retention and graduation rates**

<b>LIBRARY OBJECTIVE 2: Reimagine the Information Commons</b>						
<b>Unit Objective</b>	<b>Strategies And Deliverable(s)</b>	<b>Person(s) Responsible</b>	<b>Metric(s)</b>	<b>Budget/Resource Analysis</b>	<b>Start and End Dates</b>	<b>Status</b>
<b>2.1</b> Collaborate with ASC, IT and Facilities to establish a task force	<p><b>A.</b> Establish task force</p> <p><b>B.</b> Devise plan to expand services offered in former Information Commons, possibly including: Writing tutor IT help desk</p>	Library Director (establish task force) Taskforce will implement ideas	<p>Completed or Not Track floor count and type of activities taking place on first floor.</p> <p>ASC software WCONLINE IT statistics software</p>		2023-2026	
<b>2.2</b> Re-brand Information Commons	<p><b>A.</b> Review trends in Learning Commons – what is out there now.</p> <p><b>B.</b> Student survey “What do they want?”</p> <p><b>C.</b> Create catchy name</p>	Taskforce	<p>Completed or Not Floor counts for traffic on first floor Heat maps</p> <p>Student polls</p>		2023-2026	

	<p>that encompasses services offered</p> <p><b>D.</b> Design proper signage</p> <p><b>E.</b> Create marketing plan</p>					
<b>2.3</b> Modify open study spaces that are more appealing and functional	<p><b>A.</b> Add modular furniture</p> <p><b>B.</b> Update décor to create comfortable spaces</p>	A taskforce of Library Staff in conjunction with the new taskforce (IT/ASC/Library/Facilities)	<p>Completed or Not</p> <p>Floor counts for traffic on first floor</p> <p>Student polls</p>		2024- 2026	

<b>LIBRARY OBJECTIVE 3: Develop relationships with students</b>						
<b>Unit Objective</b>	<b>Strategies And Deliverable(s)</b>	<b>Person(s) Responsible</b>	<b>Metric(s)</b>	<b>Budget/Resource Analysis</b>	<b>Start and End Dates</b>	<b>Status</b>
<b>3.1</b> Strategize outreach opportunities for students	<p><b>A.</b> Partner with other campus departments</p> <p><b>B.</b> Participate on Campus Student Activities Committee</p>	Committee of Library staff	Attendance numbers (LibInsight) and add partnership tracking. Survey for event attendees Data from Jacket Journal		2020-2026	



<p><b>3.2</b> Develop communication plan</p>	<p><b>A.</b> Individual plans for online and on-campus students</p> <p><b>B.</b> Investigate Texting options for students</p> <p><b>C.</b> Continue and expand social media outreach</p>	<p>Library Taskforce Including: Distance Learning Librarian, ILL Technician (Tipasa) Circulation Technician (Alma) And possibly other library staff</p>	<p>Possible data available from Joann or University Relations Possible focus groups to assess awareness of library services and programs Residence Life stats/survey info</p>		<p>2020-2026</p>	
<p><b>3.3</b> Establish student lounge/ wellness space</p>	<p><b>A.</b> Collaborate with Student Health to determine student needs</p> <p><b>B.</b> Evaluate spaces that are not high use areas for potential spaces.</p>	<p>Library Taskforce include a representative from Student Health, Facilities</p>	<p>Completed or not Floor counts Student polls Student Health polls/info – is there a need?</p>		<p>2025-2026</p>	
<p><b>3.4</b> Curate revolving display space</p>	<p><b>A.</b> Collaborate with departments such as Art and history to display their students work through the semester</p> <p><b>B.</b> Marketing plan for the</p>	<p>Library Taskforce include a representative from Art Department</p>	<p>Completed or not Track number of student pieces displayed Guest book, feedback for artist, or something similar</p>		<p>2021-2026</p>	

space					
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**UNIVERSITY CORE THEME 3. Strengthen relationships with the community to enhance partnership opportunities**

**UNIVERSITY OBJECTIVE 3 PARTNERSHIP: Develop and enhance public-private partnerships at the local and regional levels**

**LIBRARY OBJECTIVE 4: Strengthen existing and develop new community partnerships**

<b>Unit Objective</b>	<b>Strategies And Deliverable(s)</b>	<b>Person(s) Responsible</b>	<b>Metric(s)</b>	<b>Budget/Resource Analysis</b>	<b>Start and End Dates</b>	<b>Status</b>
4.1 Community partners	Foster the relationships from Library lecture series	Library Director	Track partnerships in events for in LibInsight		2020-2026	
4.2 State partnerships – TRAILS	Continue TRAILS membership & collaboration on TRAILS Committees	Library Director & Library Staff	ROI statistics from Pamela		2020-2026	

**UNIVERSITY CORE THEME 4. Unify, invigorate, and engage MSUB’s structure and culture**

**UNIVERSITY OBJECTIVE 4 UNIVERSITY FOUNDATIONS: Stimulate student success by enhancing campus facilities and services to effectively support academic and co-curricular programs**

<b>LIBRARY OBJECTIVE 5: Assess and Improve physical Library space</b>						
<b>Unit Objective</b>	<b>Strategies And Deliverable(s)</b>	<b>Person(s) Responsible</b>	<b>Metric(s)</b>	<b>Budget/Resource Analysis</b>	<b>Start and End Dates</b>	<b>Status</b>
<b>5.1</b> Add sound control	<p><b>A.</b> Work with Facilities on cost-effective and efficient sound control products for study rooms, especially on 3<sup>rd</sup> floor</p> <p><b>B.</b> Beyond study spaces look at same options for all library staff areas</p>	Library Administration	Completed or not		2021- 2026	
<b>5.2</b> Remodel to create new spaces on 3rd floor	Create a variety of study spaces sizes, both for individual and groups to cater to patrons needs.	Library Taskforce Library Director Library Administrative Associate	Completed or not Floor counts for traffic on 3 <sup>rd</sup> floor		2023- 2026	

<b>5.3</b> Purchase new customer service desk	<p><b>A.</b> Research customer service desk designs and vendors</p> <p><b>B.</b> Investigate what other libraries have done</p>	Library Taskforce	Completed or not		2021- 2026	
<b>5.4</b> Redesign 117 to create a flexible learning space to support library instruction and various learning activities.	<p><b>A.</b> Research other Libraries ALC designs</p> <p><b>B.</b> Research teaching trends for the future</p> <p><b>C.</b> Determine library instruction needs</p>	Library Taskforce with assistance from IT and Facilities	Completed or not Track usage and type of usage (class, scheduled study group, drop in use, etc.)		2023- 2026	