

UNT LIBRARIES
Strategic Plan
2008-2009

Information Control: Collections

Goal 1: Design and deliver services that enhance access to all collections.

Obj. 1: Create more finding aids for existing collections. (3)

Obj. 2: Provide better access to and publicize hidden collections. (3)

Goal 2: Enhance the quality and scope of the physical and electronic collections.

Obj. 1: Identify and digitize collections and individual materials to support the curriculum and research. (1)

Obj. 2: Identify and prioritize for purchase collections to support the curriculum and research. Purchase as funds allow. (3)

Obj. 3: Identify and prioritize collections and items for preservation and begin preservation efforts. (3)

Goal 3: Create research level collections that support UNT's curriculum and scholarship.

Obj. 1: Evaluate collections in all formats using peer group analysis, national standards and other standard library measures. (4)

Obj. 2: Revise collection development policies to respond to the results of the collection evaluation. (1)

Obj. 3: Weed to enhance the usability of the collections and create space.

Obj. 4: Make and implement recommendations for continuing or canceling serials and electronic resource subscriptions.

Information Control: Electronic Interface

Goal 1: Enable users to find information on their own.

Obj. 1: Improve website functionality and content based on investigation of user search behaviors and needs. (7)

Obj. 2: Identify and implement improvements to the WebPac that allow patrons to be more self-sufficient. (2)

Customer Service

Goal 1: Increase user awareness of current collections and services.

Obj. 1: Improve employee knowledge of existing and new collections and services. (4)

Obj. 2: Create an internal and external marketing plan. (1)

Obj. 3: Increase internal and external community outreach. (3)

Goal 2: Improve in-person and virtual customer service.

Obj. 1: Assess user needs and make changes based on results. (12)

Obj. 2: Evaluate existing services in support of distributed learning and make improvements or additions based on the results. (5)

Goal 3: Develop an employee training program.

Obj. 1: Provide customer service training to all staff. (1)

Obj. 2: Provide training to promote awareness of existing services and collections. (2)

Obj. 3: Provide mentoring and training for employees with potential and desire for professional growth.

Obj. 4: Increase employee interaction.

Library as Place

Goal 1: Create more functional library spaces to create a welcoming and comfortable environment.

Obj. 1: Work with facilities to improve the cleanliness of the environment.

Obj. 2: Provide flexible spaces to meet customer needs. (2)

Obj. 3: Use best practices and universal design concepts in all renovation projects.

Obj. 4: Identify and collaborate with campus entities to use spaces outside the library to provide services and instruction.

Obj. 5: Provide flexible work spaces to meet staff needs. (4)