

**Mount Saint Vincent University Library
Strategic Plan 2009 - 2012**

Mount Saint Vincent University Library Vision

As a preferred centre for learning, the Mount Saint Vincent University Library will provide barrier-free physical and virtual environments to support reading and reflection, research, independent thinking, and the exploration and exchange of ideas. The Library will be a leader in the provision of services, enabling technologies and access to collections to facilitate high achievement in teaching, learning and research activities. We will promote a culture of life-long learning and innovation among both users and staff.

Mission Statement

The Mount Saint Vincent University Library is a service-oriented research centre committed to providing the highest level of support for, and encouragement of, learning, teaching, research, the production of knowledge, and scholarly communication.

We value:

- cooperative and consortial partnerships which benefit the Mount community and beyond
- excellent user-centered service and continuous improvement
- inclusiveness, diversity and respect for the individual
- open access to information
- intellectual freedom and critical inquiry
- accountability and professionalism
- creativity, engagement, collaboration, and innovation

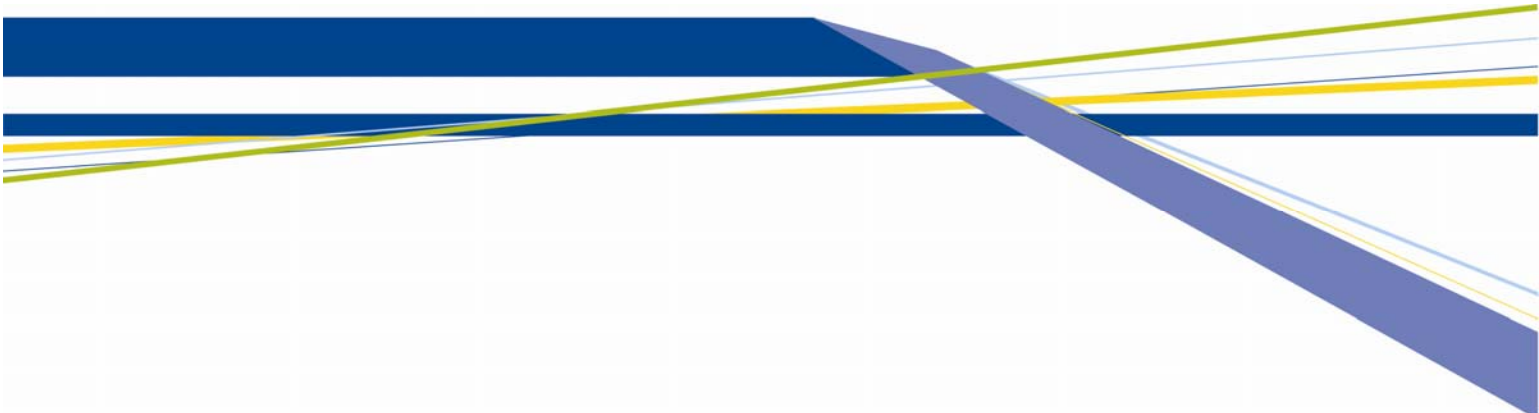
Mount Saint Vincent University Library Goals & Objectives

1) Staff: provide a sufficient number of trained and motivated staff to carry out the mission of the Library

- i) Identify new in-house or inexpensive training opportunities for customer service, new technologies and the provision of basic reference services
- ii) Formalize continuous service improvement program
- iii) Conduct semi-annual departmental workflow analysis / redesign
- iv) Continue flex-time program and improve vacation scheduling capacity
- v) Maintain a commitment to staff cross-training to ensure flexible and timely response to service demands

2) Cooperation: achieve economies of scale through internal and external cooperation

- i) Assess CAUL, CRKN, and Novanet consortial participation to maximize benefits; continue to support related initiatives in elected and volunteer roles
- ii) Work with Mount departments to deliver consolidated services in the Library when appropriate (further develop ID card / UPass / address updating service and Writing Resource Centre service in Library)

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- iii) Collaborate with Mount faculty to support student success, faculty development, librarian research through joint programming, course delivery and other initiatives
 - iv) Expand Outreach programming to include surrounding community members, women's organizations, cultural groups, Mount alumnae; continue to support *Libraries Nova Scotia* initiative
 - v) Serve as a resource for Mount initiatives such as digitization / records management initiative, transfer of CRC records into Novanet, design of new Mount website

3) Collections: acquire and maintain strong collections

- i) Conduct gap analysis for print and electronic sources; consider new models such as rent-to-own for e-books
- ii) Develop, launch and promote institutional repository with goal of collecting and disseminating research, archival and cultural content from Mount communities – Graduate Studies, Atlantis, Art Gallery, student societies, teaching materials, research data sets, grey literature, etc.
- iii) Create an Open Access Publishing policy and begin awareness campaign
- iv) Identify new digitization initiatives based on Archival and MacDonald Room holdings
- v) Expand and promote Liaison Librarian services

4) Access: improve access to information and services for students, faculty, staff, community members and sister institutions

- i) Review website usability and interactivity; port to new Content Management System
- ii) Further develop LibGuides, online tutorials, other interactive content to enhance resource discovery and to improve the distance learning experience
- iii) Explore use of mobile options to deliver content to smart phones etc.
- iv) Technological initiatives to enhance access to collections; implement WorldCat Local, port to hosted versions of Link Manager and SingleSearch
- v) Revise ID Card production to increase turn-around time, reduce costs and better serve distance students

5) Information Literacy: promote lifelong learning and information literacy competencies

- i) Offer Library course LIBR 2100 twice per calendar year; evaluate course
- ii) Promote and expand One-on-One Research appointment service
- iii) Evaluate and expand virtual reference services, increase LiveHelp hours

6) Space: provide productive, inspiring workspace and workstations for Library users

- i) Continue to develop Learning Commons; flexible use of space
- ii) Develop satellite locations for Learning Commons across Campus
- iii) Modify space for Library collections to suit changing needs; install more compact shelving

Revised April 28th, 2009