

WCU Library Services Strategic Plan: Vision, Mission, Values, Goals and Objectives

Approved by Library Advisory Committee, 14 April 2009

1. VISION STATEMENT

West Chester University Libraries are the hub of the University's intellectual and cultural life. They are places where study, research, and the free exchange of ideas occur in an atmosphere of civility and respect. They provide the best possible resources, services and facilities for library users, creating an exciting environment for inquiry and activity. Library resources embody the breadth of human experience and expression, representing a good balance of traditional and new materials. Those who work in the University Libraries are dedicated to this vision, and have the skills, experience and flexibility to carry it out.

2. MISSION STATEMENT

West Chester University Library Services provides the best possible support for West Chester University's mission of educational excellence by offering the highest quality collections, services, and facilities for learning, teaching, and research.

3. VALUES STATEMENT

Knowledge

- We support student learning success.
- We support teaching and teacher education.
- We support research and inquiry.
- We support intellectual and academic freedom.
- We support life-long learning.
- We encourage reading as a lifelong activity for curiosity and pleasure.

Service

- We offer library services characterized by flexibility, creativity, and a positive, friendly attitude.
- We make library resources easily accessible to our scholarly community.
- We maintain an attractive and secure place for study and the exchange of ideas.
- We evolve to meet the changing information needs of our patrons.
- We provide access to materials, services and facilities in accord with library policy to library users.
- We provide a "barrier free" environment for all patrons.
- We think and act both globally and locally in our service.

Civility

- We believe in the inherent worth of each individual library patron.
- We provide an inclusive and diverse learning environment.
- We value differences of opinion and perspective.
- We have compassion and respect for those who work in the library and those who use it.
- We encourage a positive attitude and a sense of humor in the libraries.

Communication

- We engage in open and honest communication.
- We recognize the importance of participation by all library stakeholders.
- We engage in collaboration both within and beyond the university.

Quality

- We attract and retain talented people to accomplish our mission.
- We acquire high-quality, appropriate resources of all types.
- We support individual and organizational growth.
- We take responsibility for our actions and follow through on our commitments.

Stewardship

- We engage in environmentally sustainable practices.
- We engage in the preservation of the intellectual record.
- We manage fiscal resources responsibly and efficiently.
- We support the principle of intellectual property protection.

Goals and Objectives

1. Instruction: To teach effective research strategies and critical thinking about sources.
 - 1.1. Establish the elements of a core information literacy curriculum.
 - 1.2. Increase opportunities for the university community to receive direct instruction in the use of library resources.
 - 1.3. Develop library online support for instruction.
 - 1.4. Align assessment of library performance with student learning outcomes.
2. Library Resources: To acquire, preserve and organize the best and most appropriate resources.
 - 2.1. Maintain an up-to-date collection development policy.
 - 2.2. Investigate appropriate tools to analyze library resources and use of resources.
 - 2.3. Ensure that library materials are processed and made available in a timely manner.
 - 2.4. Organize library resources in a logical, accessible and cost-effective manner.
 - 2.5. Increase collection preservation efforts.
3. Library Services: To facilitate convenient and effective access to library resources.
 - 3.1. Maintain and expand the availability of services in the library.
 - 3.2. Develop and maintain a library website that provides the best possible gateway to library services.
 - 3.3. Explore web-based and other technologies to improve services.
 - 3.4. Ensure continued improvement of library services by assessment and follow-through.
4. Human Resources: To recruit and retain a competent and diverse library workforce.
 - 4.1. Hire a diverse workforce to meet the library's current and future needs.
 - 4.2. Provide an environment in which people can work in an effective, innovative and safe manner.
 - 4.3. Support professional development for librarians and staff.
5. Facilities: To provide the best possible library facilities in support of instruction, scholarship and learning.
 - 5.1. Move towards greater environmental sustainability in library operations.
 - 5.2. Create and adopt a disaster recovery plan.
 - 5.3. Maintain and improve the libraries as an inviting, comfortable and safe place to study.
 - 5.4. Employ up-to-date equipment possible to support learning and research.
6. Revenue: To secure the fiscal resources necessary to implement the library strategic plan.
 - 6.1. Spend current funds effectively and efficiently.
 - 6.2. Explore additional sources of funding.
 - 6.3. Maximize consortial purchasing.
 - 6.4. Add a library development position.
7. Outreach: To promote the library's unique role in the university and community and to build effective relationships on campus and beyond.
 - 7.1. Create, implement and assess a library marketing plan to promote the value of the library to the university.
 - 7.2. Strengthen outreach to campus and support of WCU mission, goals, transformations, initiatives and projects.
 - 7.3. Strengthen outreach to community, library consortia and professional associations.
 - 7.4. Promote the library as a cultural and intellectual center.