IU South Bend Libraries

Strategic Plan 2022-2024

Mission Statement

As the intellectual center of the campus, the IU South Bend Libraries support and advance excellence in teaching, learning, research and outreach by providing access to, and facilitating the use of, a broad array of quality information resources for students, faculty and staff. Its many services and programs promote academic engagement, respect diverse approaches, further information and digital literacy, encourage life-long learning and foster intellectual discovery. The Libraries are committed to providing students, faculty and staff the highest level of customer service to fulfill this mission.

The Libraries are guided by the campus mission and strategic plan, and the Library Bill of Rights, endorsed by the American Library Association.

Vision Statement

The IU South Bend Libraries strive to cultivate and celebrate the centrality of the Library to student success, community engagement, and to research and scholarship through professional expertise, innovative programs and services, diverse spaces, and access to strong collections.

Goal 1. The IU South Bend Libraries will support the success of students through diverse and targeted services and resources.

1.1 **Create a sense of belonging for students.**

Action 1.1	Measure
Establish a Library Master Plan for effective use of library spaces to create welcoming spaces that foster a sense of belonging and promote diversity	Master Plan completed. Number of library space projects implemented
ACE will offer virtual tutoring to increase student's access to tutors	Number of virtual tutoring sessions and number of students participating in virtual tutoring
Promote use of library to student groups	Record promotions to student groups and feedback. (Athletes, SGA, Study tables)
Host programming relevant to students	Record events and attendance (Gaming nights at WERC, food during finals, etc.)
Market library resources and services to students	Record messages sent, promotions and events Rhonda
Library displays that promote inclusivity, students, or student organizations	Number of displays and title of each display. Number of titles from collection used in display
Introduce Library in the First Year Experience courses	Meet with FYE Coordinator. Create/develop brief orientation, video, subject guide. Record known outcomes

Establish Student Advisory Group to solicit student input	Group established, meetings held, input received, and collaborative solutions presented
Revise website to be more user friendly and inclusive for all users	Target websites designed for students. Will work with *Writing for the Web* course fall 2022
Review collection development practices to ensure development of and access to a collection to support the curriculum	Review titles purchased annually by LC ranges with circulation history. Compare with program enrollment. Review filled and unfilled department requests

1.2 Remove barriers to student success by encouraging faculty to utilize free, open access textbooks, open access resources, and resources provided by the campus libraries.

Action 1.2	Measure
Promote OER resources to faculty	Record events, meetings, promotional efforts, and number of inquiries, number of adoptions. Document communication sent to faculty about new OER textbooks. Participate in IU OER promotional activities
Market library resources to faculty through subject librarian communication	Messages sent. Inquiries received. Resources used
Outreach to departments to consider purchasing textbooks as eBook with unlimited user license	Craft outreach message. Measure response, purchase, usage

1.3 Teach students to be information literate.

Action 1.3	Measure
Teach courses that fulfill the campus General Education requirement for information literacy	Number of sections of Q110 and tagged information literacy courses taught each semester. Nancy/Subject Librarians
Increase the number of students who successfully complete Q110 and Tagged courses (SO)	End of semester assessment data on student performance
Communicate with the instructors of the tagged classes to revise the teaching methods and the contents to better meet the student's needs	Record number of communications and revisions implemented
Create an information literacy subject guide that faculty can incorporate in Canvas	Subject guide finalized and marketed to faculty. Record usage stats
Develop mechanism to systematically follow-up with students from Q110 and tagged courses the following semester to see if they need assistance	Subject librarians to reach out to students. Record number of messages sent per semester

1.4 Support high quality, equitable educational opportunities, and high-impact practices.

Action 1.4	Measure

Promote use of Archives and Special Collections in undergraduate curriculum	Report number of undergraduates who have requested to use or assistance in using the archives and number of instruction sessions specific to archives
Purchase information resources to support the curriculum	Annual statistics on purchase and use – See previous action and measure 1.1
Library Prize for Undergraduate Research	Awarded annually
Publish student research through IU ScholarWorks	Number added annually
Student Employment/Internships	Record number of student employees and internships annually, retention of student employees, and diversity of student employees
Support Honors Program through assigned subject librarians, tutoring, employment opportunities, and student advisory group	Record activities and contacts annually
Develop mechanism to empower library student employees to advocate for library services in their classes	Mechanism developed, piloted, results recorded
Enhance the library student worker experience through targeted training, job mentoring, resume-building projects / programs	Supervisor Committee established. Record meetings, projects, programs, and outcome

Goal 2: IU South Bend Libraries will engage with the community through programming, resources, services, and partnerships.

2.1 Increase targeted outreach activities to increase awareness of IU South Bend in the community.

Action 2.1	Measure
Provide research assistance to local high schools and middle school classes	Number of classes and students
Provide library cards to local high school students	Number of cards issued/no. of materials checked out
Provide information to outside student groups on IU South Bend (Prospective students)	Number of students
Update and promote subject guide for high school students	Guide updated. Record number of views
Provide support to local teachers (WERC)	Visits to WERC by local teachers
WERC to provide promotional materials on attending IU South Bend to Home School Association	Number of materials provided
Provide support to local homeschoolers (WERC)	Visits to WERC by local homeschooling parents
Conduct camps/education opportunities for local k-12 students (coding, math camp)	Number of camp session /no. of participants
ACE will place IU South Bend tutors and mentors in schools and community organizations	Number of tutors placed in schools and community organizations

2.2. Partner with local agencies to develop meaningful programs that teach about resources and information literacy.

Action 2.2	Measures
Joint programming with Public Library (Information Literacy, One Book One Michiana)	Number of events, number of attendees
Veterans Book Club	No. of events, no. of attendees
Alumni/donors Book Club	No. of events, no. of participants
One Book One Michiana	No. of events/no. of participants Rhonda
Sankofa (Partnership with local libraries to highlight African American programs and resources)	Information added to libguide/ Use of libguide
La Casa de Amistad programming	Need to investigate

Goal 3. IU South Bend Libraries will enhance and promote diversity, equity, and inclusion.

3.1 The library will strive to increase the diversity of collections.

Action 3.1	Measure
Conduct a diversity audit of collections	Record section and number of titles reviewed, and result (i.e. titles purchased, removed, etc.)
Be more intentional in the purchase of DEI materials for the collection	Will review end of year titles purchased. Number of titles purchased

3.2 Review library materials, e.g. website, PR materials, IUCAT, to ensure inclusive language is present.

Action 3.2	Measure
Review and update language in library documents, policies, and procedures to ensure inclusive language is present	Record information viewed and number of changes
Review and update language used in library website	Number of webpages reviewed. Record changes, number of changes

Collaborate with other IU campuses to review subject headings and follow national standards for DEI	Record participation in IU collaborative efforts

3.3 Highlight professional development opportunities for library faculty and staff.

Action 3.3	Measure
Establish DEI module for library student employees	Module created and used. Record number of students who have completed
For new librarian positions, will ask for a Diversity Statement as part of application	Diversity Statement requirement posted in position announcement
Provide programs and training for libraries' staff to strengthen cultural competencies and awareness	Record the number of programs and training opportunities and attendance. Also record attendance at independent training pursued by staff

3.4 Increase services and spaces conducive to promoting diversity and a sense of belonging.

Action 3.4	Measure
Participate in campus programs that promote diversity, i.e. Educational Symposium	Number of events the library participates in
Multicultural space for students	Library master plan

Goal 4. Cultivate a flexible, agile, and responsive environment that promotes innovation, fosters creative thinking, and attracts and retains skilled staff (organizational health)

4.1. Ensure adequate staffing

Action 4.1	Measures
Ensure adequate staffing to complete essential functions	Annual review of staffing, service, and service statistics
Monitor workloads	Annual review of accomplishments and work left undone
Review and revise organizational structures, workflows, and processes to ensure efficiency and effectiveness, and that staffing aligns with evolving priorities	Structures, workflows, and processes reviewed. Actions recorded

4.2 Build an engaged environment for staff.

Action 4.2	Measures
Provide annual customer service training for all staff	Training scheduled. Record attendees and known outcomes
Provide DEI training	Training scheduled. Record attendees and known outcomes

Schedule Brown Bags	Brown Bags scheduled. Record number of Brown Bags, number of attendees, and known outcomes
Workshop and conference attendance	All library employees will provide an annual list of workshops and conferences attended.
Support and encourage professional development and research activities	Professional development activities listed in Friday news, scheduled in library, and undertaken
Include question for students about diversity in application or interviews	Supervisor committee to develop questions to ask during interviews, i.e. How important is it to you to work with a diverse population?
Participate in Regional Campus Library Strategic Plan	Strategic Plan in place with shared achievable and measurable goals

4.3 Ensure adequate funds to support library resources, services, and activities.

Action 4.3	Measures
Fundraising plan that includes diversified revenue sources	Fundraising Committee established. Record meetings, initiatives, amount received annually
Seek grant funding	Record number of grants received with amount, and outcome
Continue to review library operations for efficiencies and partner with RCL to achieve efficiencies as applicable	Review and analysis of efficiencies. Record efficiencies implemented.
Stabilize funding for collections and subscriptions to support the curriculum through increased budget, negotiations, partnerships, and diversified revenue	Aggressive negotiation with vendors on subscription cost, implement collaborative subscriptions, look for additional funding, fundraising opportunities, grants, etc.