



Champlain College Library Strategic Plan 2010-2020

MISSION STATEMENT

Champlain College Library endeavors to be a recognized leader in helping students become skilled, effective, responsible, life-long information users. We are agile, navigating quickly and effectively in the fast-changing environment of our profession, our College, and our higher education arena. We are entrepreneurial, securing and deploying exemplary resources and services in innovative ways. We are thoughtful in our application of new technologies, selecting and implementing the best available tools to support students and faculty in their information needs. We capitalize on the innovative design and purpose of Miller Information Commons. We maintain and promote it as an intellectual center on campus and a welcoming and supportive environment. We are knowledgeable and approachable, and are active in our profession locally, nationally, and internationally. This approach is the signature of both the physical and virtual Library, its resources, staff, and services, as we provide relevant, patron-centered support to students, faculty, and staff.

VISION

By 2015, Champlain College Library will be widely recognized as -- *and will be* -- one of the most innovative, effective, and supportive libraries in higher education.

WE VALUE:

- agility
- approachability
- being patron-centered
- breaking new ground
- collaboration
- collection
- community
- contributing to the profession
- creativity
- curricular support
- customer service
- customized response
- dynamic collection practices
- efficiency
- fun
- innovation
- nimbleness
- progress
- relationships
- supportiveness
- thoughtful use of technology
- a welcoming atmosphere

OUR GOALS

1. Increase/improve **awareness** and **use** of library resources and services by students, faculty, and staff
2. Enhance the quality of the **collection**
3. Foster a sense of **campus community**
4. Enhance the current **facility** and begin plan to physically expand the library
5. Improve student competence in **information literacy**
6. Expand **innovative uses of technology** to enhance learning
7. Eliminate barriers to access of information; make things **easy to use**; incorporate **new tools**
8. Facilitate a college **copyright policy**
9. Grow the library **staff** in order to better support academic programs

CHAMPLAIN COLLEGE LIBRARY SWOT Analysis / Detailed

Strengths	Weaknesses
<ul style="list-style-type: none">Innovation: creative approaches to building and maintaining a dynamic and supportive libraryTechnologies: use of innovative technologies to support students and faculty; ability to identify and implement new technologies deliberately and effectivelyCollection: tailored electronic and print collection to support the curriculum; deliberate choices through well-developed processesStaffing: aware, friendly, service oriented, active in the profession, passionate, collaborative, committedSystematic approach: data-tracking, annual reports, schedulingCollaborations: active partnerships and relationships across campusInformation Literacy program: unique inquiry-based learning, course-embedded instruction, rubric-based ePortfolio assessmentFacility: inviting and well used	<ul style="list-style-type: none">Infrastructure: slow and spotty wireless; aged laptops, printers, computers, copiers; lack of technologies such as scanners, wall-hung flat screensStaffing: "one-deep" in critical areas, no backup staffing, some areas not yet covered, some burnout, ill-defined role of librarians in campus governanceFacility: overcrowded patron areas, inadequate space for library operations; limited facility forces limited collection development; facility used as "catch-all" or overflow space; interior overdue for refreshing; needs more modularity; needs to be actively pursued in Master PlanHistory: Still catching up on past weaknesses (data tracking, cleaning up catalog, cleaning up collection, etc)
Opportunities	Threats
<ul style="list-style-type: none">Rapidly changing environment, both on campus and outside: opportunity to respond quickly to growing programs, new curriculum, and increased interdisciplinarity; opportunity to make big changes and have a big impact in a short period of timeIncreased use: allows us to justify further development and promote the Library as "the place to be"Changing way people access and use information: people have direct access to vast amounts of free information; expands their realm of information dramatically; generates excitement and provides more opportunities for us to help themEmerging technology landscape: allows us to leverage new technologies at very low costConferences and publishing: opportunities to promote our successesCampus collaborations: the Writing Center as a potential partner to integrate the search for information with the use of information.Consortial Partnerships: Reciprocal Borrowing, VCAL etc. to reduce costs, leverage resource sharing	<ul style="list-style-type: none">Rapidly changing environment, both on campus and outside: challenge of responding to growing programs and new curriculum; pace makes it difficult to plan ahead and follow through; makes it difficult to be "heard" on campus amid so much going onIncreased use: makes it very difficult to build sustainable levels of serviceChanging way people access and use information: decentralization and disintermediation of information leads to false sense of confidenceChanging way that vendors provide information: vendor consolidation and monopolization; threat of vastly increasing pricesDemographics, enrollment, higher education costs: budgetary uncertainty and competition for resources, at a time when we still need to grow