

KENNESAW STATE UNIVERSITY

Kennesaw State University Library System Strategic Plan

2017-2022

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Kennesaw State University Library System Strategic Plan, 2017-2022

Vision

The KSU Library System strives to become a premiere national comprehensive library that supports Carnegie R3 level research by providing excellence in services, support, innovative resources, and learning spaces to our various scholarly communities.

Mission

The KSU Library System is committed to providing excellent services and resources that directly support the University's efforts to become a world-class comprehensive university recognized for its excellence in education, discovery, innovation, technology, and community engagement. In dealing with both physical and virtual environments the library system carefully crafts collections and services that enhance teaching, learning, scholarship, and creative endeavors for the users of the various libraries.

Values

In addition to supporting the Core Values of Librarianship as set out by the American Library Association, Our Values Statement describes our organizational culture and shared beliefs to help guide us in our courses of action and form a foundation for our planning.

Service Excellence: Our highest priority is to meet the needs of our users in a professional, proactive, friendly, and enthusiastic way.

Learning: We promote the lifelong pursuit of knowledge and are committed to the academic success and personal growth of our users.

Diversity: We value the diversity of faculty, students, and staff and strive to reflect that diversity by providing a full spectrum of resources and services to the campuses and communities we serve.

Effective communication: We strive to communicate with each other and our users with respect, courtesy, honesty, and sensitivity to promote the effective and frequent exchange of ideas and information.

Collaboration: We believe in collaboration and teamwork, both with each other

and with other departments, colleges, and institutions to achieve common goals.

Excellence in Service Philosophy

In support of the American Library Association [Code of Ethics](#) and the [Library Bill of Rights](#), the University Library System Excellence in Service Philosophy reflects the level of service you can expect from us. We are here to assist our users and to provide support and access to information through our print and electronic resources. Our Service Philosophy affords equal access to information for all in our academic community.

We promise to:

- Act with courtesy, professionalism, and respect
- Respond to information needs promptly, professionally, and competently.
- Respect our users' privacy and the need for confidentiality within the limits of applicable laws.
- Listen to and respond to our users' ideas and concerns with fairness and flexibility
- Work quickly to resolve any issues
- Support staff development to provide our users with high quality service

Challenges

There are many challenges the Library System must meet as we transform our collections, physical spaces, and services to meet the needs of a nationally known comprehensive public university.

Funding and the need for increases in funding are at the heart of becoming an excellent library system. Funding drives everything.

Our three largest challenges are:

1. Expanding services and staffing
2. Enhancing both physical and electronic collections
3. Improving physical facilities

Expanding Services and Staffing

Changes in technologies call for the Library System to develop different and expanded services in meeting the learning and research needs of much broader based library users. The libraries collaborate with faculty and students at all levels of the teaching, scholarly, and creative process. As such the libraries contribute in measurable ways to student success. The libraries role in meeting the New University's efforts at preparing a community of learners and scholars for the 21st

century is important. The challenge for the libraries is to enhance and expand its information literacy efforts at all levels of instruction.

The library system has done an excellent job in the last three years of recruiting and developing a talented group of librarians. Graduate and Ph.D. student support is inadequate. At the undergraduate level we do not have enough librarians to meet the services needs of 31,000+ students and the various college programs.

Planning for 24/5 facilities, with adequate staffing, is a high priority. Additional Para-professional support is needed to meet the above-mentioned needs and to fulfill the need for 24/5 library service commonly found at National Comprehensive/ Carnegie Class R3 Universities.

Collections

In order to attract and retain a world class instructional faculty, and in order to be competitive with other national comprehensives / R3 universities at all levels of Recruitment, Retention, Progression, and Graduation (RRPG), and with meeting faculty research/scholarship/teaching needs, the libraries will need deeper and more comprehensive physical and electronic collections. The challenge for the library is in providing access to physical and electronic collections consistent with faculty and student needs and expectations for a National Comprehensive /R3 University with a basic and applied research mission.

Physical Facilities

Consolidation and change in the last two years has shaped our thinking about our physical facilities. "Library as Place" continues to be critical to student success, retention, and graduation rates. Johnson Library and Sturgis Library are both small and have limited seating, learning spaces, and collaborative group study areas. In anticipation of creating 24/5 library service at the Marietta campus it is vitally important that the Johnson Library be renovated and supported with adequate staffing found in similar comprehensive / R3 university libraries

Strategies

The four key strategies that we intend to develop include (in alphabetical order):

1.) Collections

The Johnson Library and the Sturgis Library collections must balance adequate paper holdings with access to electronic content on both the undergraduate and graduate level.

2.) Facilities

To help meet challenges posed by an increasingly complex learning environments, Johnson Library and Sturgis Library will continue to transform outdated, legacy spaces into contemporary and flexible spaces that support collaboration, networked instruction, and research and advocate and plan or 24/5 facilities.

3.) Organizations

Professional and skilled staff is our number one asset. In order to provide the information and collections necessary to support the teaching and research mission of the university, the Library System will continue to advocate for adequate staff support on both campuses. We invest in the professional development and training of all KSU Library System employees.

4.) Services

Instruction must be broadened to assist with RRPGE efforts and distance education.

Information Technology has profoundly changed the production, distribution, and delivery of information and requires the Library System to be involved in future campus systems that help to organize, access, and disseminate information.

The KSU Library System provides support for scholarly communications and affordable printing. The Library System also plays a role in the awareness and application of copyright for creators of intellectual and creative works.

Collection Preservation is a major concern. Print-based library collections are facing increased deterioration and electronic formats are posing new challenges. As keepers of monographs and serial publications we are challenged to protect as well as disseminate and interpret the information in books and journals. The Library System Repository will be used to address these issues.

Principles

In implementing our five-year plan, The Library System will adhere to the Standards for Libraries in Higher Education. Association of College & Research Libraries, a division of the American Library Association, 2011.

Institutional Effectiveness: The Library System will define, develop, and measure outcomes that contribute to institutional effectiveness and apply findings for purposes of continuous improvement.

Professional Values: Our staff will advance professional values of intellectual freedom, intellectual property rights and values, user privacy and confidentiality, collaboration, and user-centered service.

Educational Role: The Library System will partner in the educational mission of the university to develop and support information-literate learners who can discover, access, and use information effectively for academic success, research, and lifelong learning.

Discovery: The Library System will enable users to discover information in all formats through effective use of technology and organization of knowledge.

Collections: The Library System will continue to provide access to collections sufficient in quality, depth, diversity, format, and currency to support the research and teaching missions of Kennesaw State University's thirteen colleges.

Space: The Library System will continue to advocate that the libraries are the intellectual commons where users can interact with ideas in both physical and virtual environments to expand learning and facilitate the creation of new knowledge.

Management/Administration: The Administrators of the Library System will engage in continuous planning and assessment to inform resource allocation and to meet our mission effectively and efficiently.

Personnel: The Library System will continue to seek staffing in sufficient number and quality to ensure excellence and to function successfully in an environment of continuous change.

External Relations: The Library System will engage the campuses and broader communities through multiple strategies in order to advocate, educate, and promote our value.

Performance Indicators

1. **Institutional Effectiveness:** The Library System will define, develop, and measure outcomes that contribute to institutional effectiveness and apply findings for purposes of continuous improvement.

2. **Professional Values:** The Library System will advance professional values of intellectual freedom, intellectual property rights and values, user privacy and confidentiality, collaboration, and user-centered service.

3. **Educational Role:** The Library System will partner in the educational mission of the institution to develop and support information-literate learners who can discover, access, and use information effectively for academic success, research, and lifelong learning.

4. **Discovery:** The Library System will enable users to discover information in all formats through effective use of technology and organization of knowledge.

5. **Collections:** The Library System will provide access to collections sufficient in quality, depth, diversity, format, and currency to support the research and teaching mission of Kennesaw State University.

6. **Space:** The Library System strives to be the intellectual commons on campus where users interact with ideas in both physical and virtual environments to expand learning and facilitate the creation of new knowledge.

7. **Management/Administration:** The Library System Leadership will engage in continuous planning and assessment to inform resource allocation and to meet its mission effectively and efficiently.

8. **Personnel:** The Library System will provide sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change.

9. **External Relations:** KSU Librarians will engage the broader campus and community through multiple strategies in order to advocate, educate, and promote our value.

