MILNER LIBRARY

OBJECTIVES FOR FY 14

Milner Library’s strategic directions and each of the specific goals are intended to enhance the library’s ability to support the University’s mission in teaching, learning, research and alumni relations as described in *Educating Illinois 2013-2018*. The strategic directions were created in FY 12 with specific goals for FY 14 contributed by department heads and other library faculty and staff.

**Goal 1: Create the next generation academic library that offers state-of-the-art services, cultural, technological, and information environment.**

*Enhancing Access to Books, Articles and Media*

- Initiate delivery of library materials directly to faculty offices through campus mail.
- Partner with academic departments to ensure access in the Library’s open stacks to those materials identified as most important for student learning and research.
- Through a clever reallocation of space that also preserves seating, the Library will add sixth floor shelving to accommodate up to 10,000 books, and third floor shelving for up to 4,000 books.
- Perform a time-to-shelf study that will provide baseline data for the time between receipt of an ordered item to the time it is shelved and available for Milner's patrons.
- Redesign the Library’s website in order to enhance visibility of services and resources.
- Work with campus technology to expand capacity for the streaming of media, including issues of video and CD conversion, hosting, and implementation of stable architecture.

*Enhancing Access to ISU’s Unique Print and Electronic Collections*

- Strengthen the ability of students and faculty to discover rare materials in the Department of Special Collections and University Archives through the development of finding aids (See for instance, [http://tempest.lib.ilstu.edu/Archon/index.php?p=collections/collections&browse](http://tempest.lib.ilstu.edu/Archon/index.php?p=collections/collections&browse))
- Provide digital access to unique local collections from the University Archives and Special Collections including an interactive three-dimensional display of Japanese pottery.
- Expand the role of Milner Library’s Department of Digital Collections as a campus resource for partnering on the digitization of collections that will have value in teaching and learning.
- Transfer a paper-based card catalog for Special Collections materials to the online environment.
**Providing Opportunities for Self-Service**

- Implement a Red Box-like kiosk that permits members of the University community to check out laptops and iPads without the mediation of library staff.

- Explore the feasibility of a self-service hold shelf for reserves and interlibrary loan materials from which students and faculty would be able to access items for perusal before charging them out.

**Highlighting ISU Scholarship**

- Roll out, promote, and incorporate faculty, staff and student scholarship in ISU ReD, our institutional repository, which currently holds 92 papers with 14,986 downloads. This has been a collaboration between Milner Library and the Provosts Office (http://ir.library.illinoisstate.edu/).

**Directly Contributing to Student Learning**

- Adapt the reference desk and consultation areas in order to enhance the ability of librarians to work with students and faculty, both face-to-face and virtually.

- Pilot a collaborative project with a small number of academic departments to identify the critical research skills that students require to succeed in the discipline and then to map the teaching of those skills across the curriculum.

- Enhance Milner Library’s online instruction and assistance. This will include development of modules for the Critical Inquiry Program, and integration of reference services into Reggienenet.

- Actively seek faculty partners in teaching with unique materials in Special Collections, University Archives, and in our growing digital collections.

- Develop an assessment plan based on outcomes for primary library activities, focusing especially on the impact of those activities on student learning.

**Goal 2: Transform library space to meet the needs of current and future users.**

- In collaboration with Campus Dining and Einstein Bagels, a coffee shop will be established in Milner Library with an opening date scheduled for fall semester 2013.

- Undertake space planning exercises in collaboration with the campus community in order to use existing spaces in a more planned and efficient way. This will also include an analysis of growth space for the library’s print collections.

- Initiate discussions and campus planning in anticipation of state funding for the major renovation of the Library.
• As part of broader space planning initiatives in the library, develop a plan with multiple scenarios regarding the future of existing Milner Library collections. These would include possible long-range goals, activities, outcomes, space needs, and assessment plans.

• Perform a directional and informational signage needs assessment based on frequently asked questions. Facilitate implementation of way-finding design for the entire library.

• Upgrade furniture and technologies throughout the building. New technologies will include scanners on each floor, a print station on the third floor, additional collaboration stations, and a self-service laptop/iPad checkout machine.

Goal 3: Collaborate with strategic partners outside the Libraries

Incorporating New Learning Activities in Milner

• The American Democracy Project and Milner Library have joined forces to locate the campus’ second ILSTU kiosk in the Library to provide opportunities for political debate.

• An experimental innovative project focused on data visualization and manipulation will be developed between Milner Library and a number of faculty, staff and students on campus who will use three 70 inch screens as tools for teaching and learning.

Facilitating Fundraising and Development

• In partnership with the ISU Alumni Association, Milner Library will offer access to two full-text databases as an added benefit for alumni and Friends of Milner Library.

• Work with University Advancement to more fully implement a program of development in support of the library’s future needs.

Partnering on Speakers, Exhibits and Programs

• Collaborate with other campus units to provide value-added programming related to speakers and exhibits. The goal would be to develop a robust series of extra-curricular activities related to speaker and exhibit themes.

• Together with local public libraries, the Normal Theatre, the School of Music and WGLT, Milner Library will host a grant-funded series of six films and programs called America’s Music: A Film History of Our Popular Music from Blues to Bluegrass to Broadway.

• Implement in partnership with key constituents an annual, one-day children’s literature event named in honor of former ISU faculty member Taimi Ranta.
Collaborating with Campus to Enhance Library Services

- Develop documents defining aspirations and expectations of liaison relationships between Milner Library and the academic departments. The Academic Senate Library Committee and members of the University community will be key partners in creating this document.

- In collaboration with academic faculty, review and refine Milner’s journal subscriptions in order to create a more deliberate and highly utilized collection, while also reducing expenditures to balance inflationary increases. At the same time, this will involve supplementing access to less frequently used journals with more cost-effective seamless document delivery options.

- Collections and library subject specialists will establish a new venue for discussions about library collections with groups of department liaisons in the social sciences, sciences and humanities.

- Conduct a survey to assess faculty, staff, and students’ eBook preferences and use them to better guide the development of Milner’s eBook collections.

- Establish a mechanism for patrons to provide regular feedback on trials of potential new electronic resources.

Exploring Local Library Partnerships

- Milner Library will investigate possible collaborations among the public and academic libraries of Bloomington/Normal in areas of collection access, services, cataloging, professional development, and programming that would be mutually beneficial.

Goal 4: Enhance staff capabilities [in order to adapt to changing student and faculty needs]

- Implement a professional and staff development program that will sustain employees in a constantly evolving library environment that includes the following elements:
  
  o Survey library staff regarding learning needs
  o Team-based, immersive learning
  o In-house workshops with consultants
  o Library retreats organized by units and committees, e.g., library instruction retreat
  o Targeted training opportunities for each department, e.g., new cataloging rules

- Participate in Scholarly Communications Road Show, a partnership with Wesleyan’s Ames Library.

- Enhance feedback mechanisms about the library administration as a way to better understand how it can improve efforts to support the fundamental work of the Library.