UNIVERSITY OF TORONTO MISSISSAUGA LIBRARY

Strategic Plan

2017

Introduction

Libraries today are no longer bound by traditional ideas or limitations, but rather use their knowledge and experience as a foundation for innovation, adaptable learning, and robust research.

Libraries must not be limited by their physical spaces, nor by their imaginations. They must meet the needs of all of their users and the surrounding community as they continue to adopt and embrace new ideas and challenges. Libraries must support and promote the values of equity and diversity and acknowledge the role that libraries play in the education and inclusion of our indigenous communities. To thrive, libraries must connect users to resources and skills associated with accelerated globalization.

Libraries must collaborate with faculty to ensure that faculty have access to resources and information to create dynamic research and teaching environments. Libraries must deliver quality services and expertise to enrich and advance faculty research.

The UTM Library plans are ambitious and many exceed a two-year horizon, however, we hope they will guide and inform our pathways in future years. With this in mind, five priorities have been identified and are outlined in the following document.

Make Learning Happen

Maximize Our Value

Inspire With Spaces

Discover Our Collections

Connect To Research

Make Learning Happen

The library will be a destination, physically and virtually, to grow and learn and to equip both students and faculty with the tools and resources necessary to thrive in a competitive global environment. The library will expose emerging ideas and technology to enhance their opportunities for success.

1. Build and enrich partnerships to create an innovative learning environment to nurture student education
   a. Sustain and expand our teaching presence, physically and virtually, through the provision of 24/7 teaching resources for students
   b. Build upon foundational programming for all incoming students as they join the UTM community to ensure successful transition, orientation, and retention
   c. Further develop programming to prepare students for a workplace in the digital age, ensuring competencies in areas such as digital literacies, personal security, and privacy awareness
   d. Support student learning and innovation through the use of new content and instructional technologies
   e. Support equity, diversity, and inclusion through our partnerships, programming, and services

2. Continue to evolve our extensive liaison librarian program to support effective and engaging learning experiences for all students
   a. Partner with faculty to target curriculum mapping to align degree expectations and reinforce critical literacies
   b. Collaborate with faculty to enhance teaching success and student learning through the use of established and new technologies

3. Enrich and support continuous learning within the library to enhance all staff knowledge and skills to successfully support all users
   a. Create a strong staff learning program which includes ongoing skills in subjects such as diversity, health and wellness, and accessibility
   b. Identify key topics for librarians to build a consistent knowledge base in an environment of 'hands-on' training and online educational resources

Maximize Our Value

The UTM Library will promote and communicate its value. We will establish our value proposition and use it to tell our story to the UTM community and beyond.

1. Create successful communication and assessment strategies
   a. Recruit a new Communications and Liaison Librarian position
   b. Develop library brand for marketing, advertising, and consistent communication including messaging across units of the library, UTM, and to the broader community
   c. Integrate assessment in daily, weekly, and annual planning
   d. Implement assessment process to impact staff education and training
   e. Analyze collected data (e.g. LibQUAL) to inform library programming, staffing, spaces, and services
   f. Investigate and deploy methodologies to measure our contribution to student success (e.g. course tracking)
   g. Plan events and programming to demonstrate the value of the library

2. Seek out and develop partnerships with key stakeholders in our community
   a. Promote the library's expertise and resources through engagement in established and new campus and external partnerships
   b. Investigate opportunities to connect with alumni and educational institutions throughout our external community

3. Identify and deliver best practices in our organization to provide quality services and experiences
   a. Create more responsive service points through the identification of new trends and the implementation of training strategies and programs

Inspire With Spaces

The UTM Library will create dynamic physical and virtual environments for its users and staff to encourage innovation, learning, research, and services.

1. Implement space projects to respond to the needs of students, faculty, and staff, while providing quality learning environments and desired spaces to collaborate, reflect, and grow

2. Reinvent the former FLC space within the UTM Library as an innovative student and faculty space for digital exploration

3. Cultivate a supportive and inviting work environment for staff by implementing plans developed by staff-led teams

4. Implement a dynamic digital presence throughout the library to highlight digital resources, services, and events

5. Create an engaging, rich website to provide a high quality, intuitive, and responsive navigation experience for new and returning users

6. Create effective print and digital signage to ensure seamless physical delineation of spaces and services

Discover Our Collections
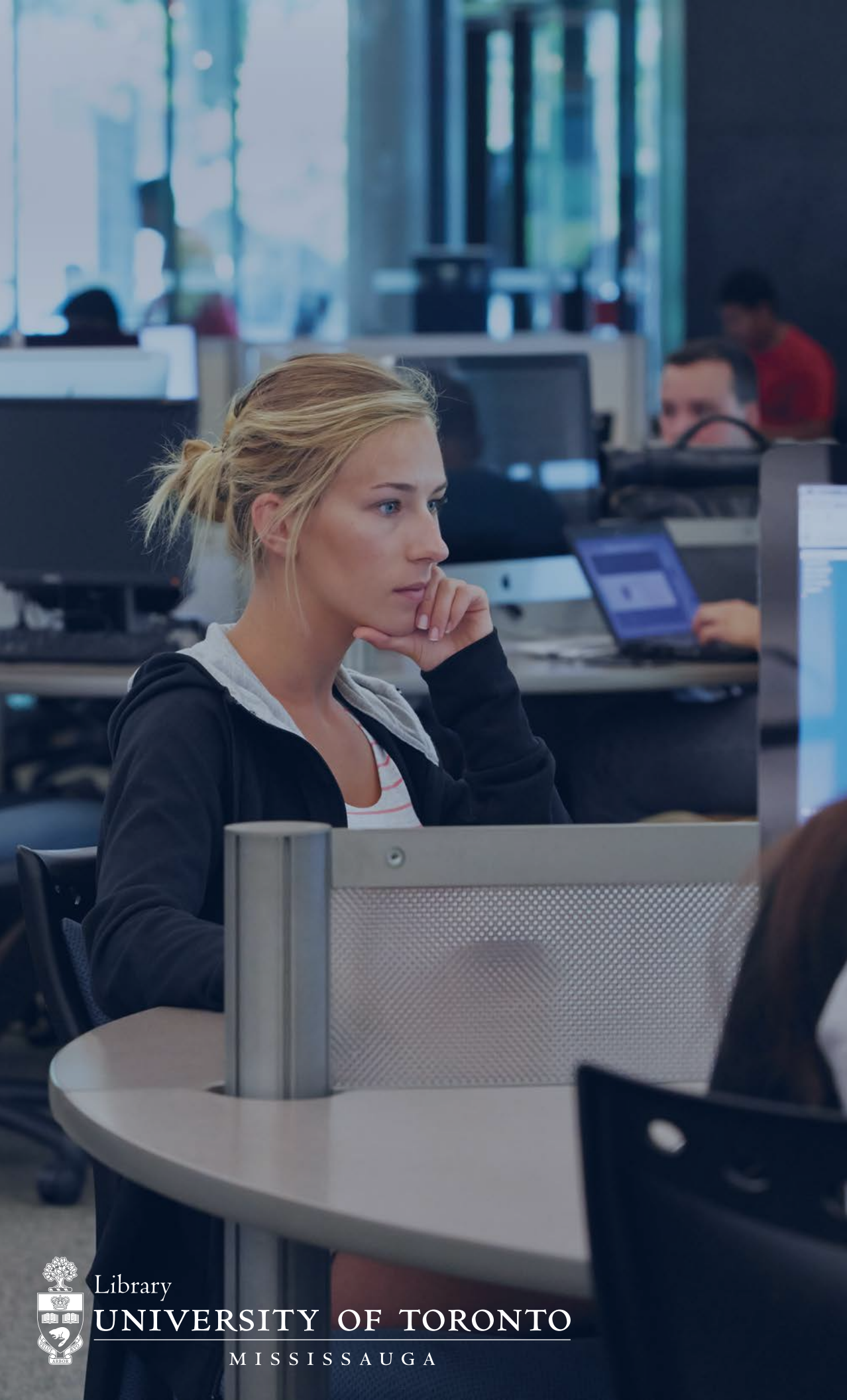
Library
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The UTM Library will create transformative collections in all formats and provide access to local and global resources in support of student academic success and faculty research.

1. Improve access to existing collections through various strategies and activities
   a. Develop high value research guides to promote rich local and global collections
   b. Work with university partners to implement a new library management system to improve access to all University of Toronto collections
   c. Raise awareness and improve access to open educational resources (OERs) for faculty and student use
   d. Promote and develop the UTM Archive collection

2. Seek out and provide access to unique digital collections
   a. Provide library expertise and resources to build new local digital collections while continuing to develop existing essential digital collections

3. Review and rationalize UTM collections in all formats and refine collection management strategies to optimize library spaces and to improve access to the best local and global resources
   a. Align collection strategies with curricula to be responsive to faculty needs
   b. Weed reference, stacks, and serials collections to more effectively utilize spaces

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Connect to Research

The UTM Library will establish stronger links with researchers, both faculty and students, and will align their services to promote and leverage new technologies and new models of scholarly communications. Working with researchers "upstream" in the research process, rather than just with the products produced at the end of the research lifecycle creates a strong collaboration that benefits all.

1. Promote and provide expertise and services in the utilization of research content to faculty and students
   a. Disseminate knowledge and provide expertise in the use of research information (e.g. GIS, data visualization, infographics)
   b. Cultivate and expand librarian expertise and initiatives in research data management while continuing to work with colleagues across the university to promote best practices of RDM
   c. Partner with faculty to facilitate digital scholarship
   d. Collaborate with faculty and students to develop and provide instruction for ROP initiatives

2. Promote and provide expertise to faculty and students in scholarly communication activities and services
   a. Develop learning opportunities and events and provide support for faculty and students in research areas such as copyright, intellectual property, and open access
   b. Collaborate with faculty to develop personal websites to promote faculty research and continue to advocate for the use of TSpace for research dissemination and preservation
   c. Raise awareness of the tools and methodologies to measure impact of research and scholarship