

**TUFTS UNIVERSITY
TISCH LIBRARY STRATEGIC PLAN
FY09-FY11
Public Web Version**

May 2008

MISSION STATEMENT

Connecting people with information and each other at Tufts and beyond.

VISION STATEMENT

The library will serve as a principal physical and virtual learning and research environment by building upon our past strengths to create a 21st century, fully accessible and world-class information resource.

The library will be actively engaged as a collaborative and embedded partner with faculty and students to become an essential part of the teaching, research and learning processes.¹

The library will effectively guide our faculty and students in the use of library resources.

The library will actively investigate and strive to employ best practices to personalize and improve library services.

The library will create a framework to enable faculty and students not only to access the base of authoritative information within a discipline – whether on campus or abroad-- but also to add to it.

The library will create or engage in programs to be active citizens of the local and global academic information community.

VALUES STATEMENT

- Provide excellent user services
- Pursue strategic opportunities

¹ Examples of “embedded partnerships” include: joint grant proposals; prospectus for dissertations; development of support for learning objectives and content of the curriculum; being a part of Blackboard chat for courses; improved daily communications and interactions; collaboration with Academic Technology in the implementation of information technology and research virtual pages; greater enabling of users to do things for themselves (e.g., track requests through ILLiad) and make life more convenient for them.

- Be flexible
- Be collaborative, sharing, and supportive
- Demonstrate leadership and initiative
- Be team players
- Be creative
- Employ critical thinking
- Be results-oriented
- Ensure the continuous development of our staff
- Encourage diversity of viewpoints and backgrounds
- Apply data and assessment to direct our decisions
- Engage in effective outreach and advocacy

GOALS AND OBJECTIVES

GOAL 1: KNOWLEDGE MANAGEMENT. The library will be the physical and virtual intellectual center of the university; it will improve the productivity of faculty and students by providing optimal conditions for faculty and students to find, use, and create knowledge.

OBJECTIVES
1. Increase personal connections by embedding the library in the working environment of faculty and students at Tufts and beyond.
2. Create a flexible and customizable faculty and graduate student research commons that provides a highly effective and efficient physical and virtual environment for students and faculty to engage in their research. ²
3. Incorporate best practices into the design and ongoing development of the Tisch physical and virtual learning commons, which will be geared toward the needs of undergraduate students. ³
4. Participate fully in the process to select and implement the new university course management system and other systems that affect library services (e.g., e-reserves, student information system), with library services fully integrated within these systems so users have effective and efficient access to resources.
5. Provide effective and efficient access to library resources to all faculty and students and support user self-service.

² Definition of *research commons*: The primary goal is to deliver electronic research-level resources to the scholar's desktop; the primary audience is faculty and graduate students, but this does not exclude other groups from using the research commons.

³ Definition of *learning commons*: The primary goal of the learning commons is to provide a collaborative learning space within the library; the primary audience is undergraduate students, but this does not exclude other groups from using the learning commons. The learning commons has a clear pedagogical component to it and has implications in terms of staffing. It is important to note that Tisch will be building both a *physical* place and a *virtual* learning commons.

OBJECTIVES
6. Improve student success and retention by providing resources appropriate to accommodate different needs and learning styles. ⁴
7. Provide adequate and acceptable quiet study spaces and collaborative active learning spaces.
8. Create physical and virtual community spaces that advance person-to-person interactions within the scholarly community.

GOAL 2: PARTNERSHIPS. The library will take a leadership role and expand services by partnering with other organizations, both at Tufts and beyond.

OBJECTIVES
1. Seek university partners to implement the new learning commons and research commons.
2. Partner with the Office of the Dean Undergraduate Education to enhance the library's involvement in the first-year experience.
3. Achieve effective outreach to deans, department chairs, faculty, program directors, staff groups, and student leaders.
4. Partner with other campus libraries to promote education and tools for the university community regarding scholarly communications and intellectual property issues (e.g., open access, institutional repositories).
5. Partner with academic departments, technology experts, and other support units within the university to enhance teaching, learning, and research.
6. Build and strengthen partnerships with other Tufts libraries so that library resources are seen as an interdisciplinary university asset, not just a school asset.
7. Partner in digitization efforts through the Open Content Alliance, DCA, and other appropriate programs that may arise.

⁴ Examples include adaptive and assistive equipment, software, hardware, and library instruction methods.