Mission Statement

The Earl K. Long Library, as an essential partner in the learning and research mission of the University, will deliver innovative and seamless access to resources and services that match the needs of our students, faculty, and staff.

The Earl K. Long Library exists to support the research and instructional needs of the students, faculty, and community partners of the University of New Orleans. To meet these needs, the Library develops, organizes, and preserves collections for optimal use, and it provides services, instruction, and facilities which enable its users to succeed in their academic and intellectual endeavors. Relying on its highly skilled staff, the Library encourages innovation, capitalizes on appropriate technologies, forges effective partnerships, and strives for excellence.

Approved by the Library Steering Council, 2-15-11

Sharon Mader, Dean of Library Services
Goal 1
Provide relevant core and in-depth collections that support the learning, teaching, and research needs of undergraduate and graduate students and faculty, especially for designated academic programs of excellence, graduate programs, and for new degree programs.

Objective 1.1 Implement at least two new practices to ensure that the collection reflects the current research and teaching needs of the university.

Strategies:
1.1.1 Improve usage statistics collection and analysis
1.1.2 Find ways to make better use of Interlibrary Loan borrowing data (books and journals) to identify information needs not met by current collection.
1.1.3 Examine course descriptions, syllabi, and curriculum changes

Objective 1.2 Adapt and develop collections to reflect the University’s evolving curricular emphases, research priorities, and financial realities.

Strategies:
1.2.1 Review serials subscriptions based on current priorities and budgetary constraints.
1.2.2 Explore possible patron-driven collection models, especially for book purchases
1.2.3 Continue to develop high-impact digital collections of in-house and institutional content.

Objective 1.3 Recognize, evaluate, and, as appropriate, adopt and promote new developments in scholarly communication that benefit our students and faculty.

Strategies:
1.3.1 Continue campus outreach program to raise awareness of new scholarly communications trends and models, such as open access publishing and author rights
1.3.2 Participate in Open Access Week
1.3.3 Plan for and implement an institutional repository

Assessment Tools:
Reports/lists of improvements in collection evaluation
List of changes to collection (serials cancellations and additions, reallocation of materials budget) or collecting practices
Statistics on digital collections (created, added, usage)
Record of scholarly communication outreach efforts
Goal 2
Improve and increase information literacy instruction within the undergraduate and graduate curriculum to insure that graduates can successfully locate, use, and evaluate information in their professional and personal lives.

Objective 2.1 Provide appropriate library orientation and information literacy instruction for first-year students.

Strategies:
  2.1.1 Review library module for UNIV and revise as needed for Fall 2011.
  2.1.2 Provide alternatives to in-person instruction, such as web-based modules.
  2.1.3 Contribute a library section to the Orientation booklet *(New Student & Parent Guide).*
  2.1.4 Contribute library content to the new electronic freshman English textbook.

Objective 2.2 Provide appropriate subject-specific instruction for undergraduate and graduate students.

Strategies:
  2.2.1 Contact faculty to continue to offer appropriate subject based instruction.
  2.2.2 Use LibGuides to facilitate subject specific instruction and assistance.

Objective 2.3 Provide one-on-one instruction for students, as well as service to special groups (e.g. Honors).

Strategies:
  2.3.1 Promote a variety of means for providing one-on-one instruction (e.g. email, chat services, Twitter, Facebook, reference consultation appointments).
  2.3.2 Provide specialized sessions for groups such as Honors students and others who may need such group research/instruction sessions.
  2.3.3 Collaborate with UCC to provide multi-level user assistance in the Learning Commons.
  2.3.4 Provide adequate trained personnel at all Public Service points.

Assessment Tools:
Library instruction statistics
Reference consultation statistics
Joint Library-UCC meetings on the Learning Commons
Training sessions for staff and student workers
Assessment of UNIV 1001 library instruction outcomes
Statistics on outreach activities
LibGuides usage data
GOAL 3
Create a welcoming, attractive, functional, and safe environment in the Library for learning, research and study.

Objective 3.1 Provide and maintain up-to-date and appropriate technology to support the library’s mission.

Strategies
3.1.1 Make sure computers and equipment are working and up to date.
3.1.2 Implement new programs to improve student access to technology.
3.1.3 Use technology to improve communications with students.
3.1.4 Train library faculty and staff in applications to stay current with new technology, perform their work and assist students.

Objective 3.2: Promote a culture of cleanliness within the building.

Strategies:
3.2.1 Meet with Facilities Services Housekeeping Supervisor to review list of duties that need to be done daily, weekly, monthly, yearly.
3.2.2 Ensure that campus pest control services are kept up.
3.2.3 Have student workers clean computer keyboards in public and staff areas.

Objective 3.3: Ensure that policies and procedures are in place for security and emergencies in the building.

Strategies:
3.3.1 Reconstitute the Safety Committee.
3.3.2 Update policies and procedures.
3.3.3 Send Hurricane information updates via email.
3.3.4 Provide training for staff for emergencies.
3.3.5 Prepare/update library and departmental business continuity plans.

Objective 3.4 Make the library easier to use and more inviting.

Strategies:
3.4.1 Provide timely retrieval service for materials relocated during the abatement project.
3.4.2 Update printed and online location charts as materials are relocated.
3.4.3 Provide updated signage.
3.4.4 Redefine temporary entrance to be more attractive, appealing and welcoming.
3.4.5 Participate in Welcome Week activities.
3.4.6 Reconfigure the collection to make it easier for users to find materials on their own.

Assessment Tools:
Suggestion Box and electronic comments
Facility Services work requests
Pest control visits
Technology Student Worker task sheet
Emergency Data Cards
Emergency Telephone List
Hurricane information updates via email
Business Continuity Plans
Checklists of actions taken (i.e., elevator, restroom closures, water pressure, etc.)
Record of staff training & awareness
Patron request slips for retrieval of materials
UCC Work requests
Goal 4
Recruit and retain quality library faculty and staff who will establish and maintain a reputation for library excellence.

Objective 4.1: Review and redefine roles of current library faculty to best utilize their talents and skills in the new learning environment of the library, and to position the library effectively to hire additional faculty when able to do so.

Strategies:
4.1.1: Review all responsibilities of current library faculty and the needs of the library in light of the current budget situation.
4.1.2: Review and revise job descriptions of current library faculty to ensure that the library’s needs are met and responsibilities are re-distributed equitably.
4.1.3: When authorized to fill any vacant faculty positions, request to fill by redefining and reprioritizing them.

Objective 4.2: Review and redefine roles of current library staff to best utilize their talents and skills in the new learning environment of the library, and to position the library effectively to hire staff when able to do so.

Strategies:
4.2.1: Review all responsibilities of current library staff and the needs of the library in light of the current budget situation.
4.2.2: Review and revise job descriptions of current library staff to ensure that the library’s needs are met and responsibilities are re-distributed equitably.
4.2.3: When authorized to fill any vacant staff positions, request to fill by redefining and reprioritizing them.

Objective 4.3: Retain quality library faculty and staff.

Strategies:
4.3.1 Provide at least a minimum level of professional development funds that can be used to attend workshops and conferences.
4.3.2 Offer in-house development opportunities.
4.3.3 Encourage faculty and staff to attend free training and professional development sessions on campus, in the region, or online.
4.3.4 Provide informal opportunities for social engagement and enjoyment.
4.3.5 Find ways to improve the physical work space especially with the two ongoing library construction projects displacing library faculty and staff for long periods of time.

Assessment Tools:
Record of job searches and results
Vacant position spreadsheet updates
Annual travel fund allocations
Workshops & training sessions attended
Record of informal events
Goal 5
Continue redesign of University Success program to improve effectiveness and enhance the impact of first-year students’ integration into the university community in and beyond the first semester.

Objective 5.1: Integrate community service as an optional curriculum component which will further develop the university’s mission of community engagement.

Strategies:
5.1.1 Coordinate, find and share service learning opportunities for both students and faculty.

Objective 5.2: Promote continued faculty and university engagement beyond the first semester.

Strategies:
5.2.1 Begin planning a faculty cohort to work with incoming freshman beyond the first semester and well into the 2nd semester, identifying at risk students.
5.2.2 Eliminate UNIV 3001 and re-implement a new, revised Peer Mentor Program
5.2.3 Create a module based course curriculum with seamless integration of critical course materials and topics.

Objective 5.3: Increase understanding of the needs of first-year students and factors affecting their continuing academic success.

Strategies:
5.3.1 Gather and analyze quantitative and qualitative data on student progress and learning outcomes in the University Success course.
5.3.2 Gather and analyze data on the relationship between University Success and external student success factors such as retention.

Objective 5.4: Recruit and retain quality UNIV instructors.

Strategies:
5.4.1 Expand recruitment efforts for UNIV instructors.
5.4.2 Provide a faculty orientation session prior to the beginning of fall semester.
5.4.3 Maintain a Blackboard site for UNIV faculty as an instructional resource and means of communication.
5.4.4 Schedule at least two UNIV faculty meetings for fall semester to facilitate professional development and course improvement.
5.4.5 Recommend that University Administration reconsider the fall 2009 decision to require UNIV instructors who are full-time staff to take annual leave for teaching classes.

Objective 5.5: Create a Common Reading experience for UNIV students for Fall 2011 to link them together in one learning community on campus

Strategies:
5.5.1 Involve UNIV faculty and students in selection process
5.5.2 Schedule & promote required common reading gatherings
5.5.3 Author speaking engagement to the UNO community to discuss his/her book
5.5.4 Require end of semester common reading essay review

Assessment Tools:
Student course evaluations
Retention statistics
Service Learning participation and outcomes
College Success Factors Index (CSFI) data
Common reading essay review