MC Library FY2022-2024 Master Plan Progress Report

Goal 1: Succession Planning and Staff Investment

- Goal 1.1: Collaborate with HRSTM to recruit for all vacancies and develop a continuity of operations plan.

    - **Status: Complete.** Regular recruitment is stabilized and ongoing. Newly drafted operations and procedures manual is close to completion.

- Goal 1.2: Develop a long-term succession plan for all library divisions.

    - **Status: In progress.** Two of the three library divisions are working on succession plans and re-evaluating responsibilities due to a shift in priorities and the future opening of the East County Education Center in fall 2024.

- Goal 1.3: Adopt an environment of continuous professional development, seeking opportunities from internal and external resources that correspond to our vision, goals, and annual action items.

    - **Status: Complete.** The MC Library organization has adopted a practice of including continuous professional development as part of the performance and goal setting planning for all library employees.

Goal 2: Expand the MC Library's reach through updated technology in instruction, support, remote library services, and student-centered user experience initiatives

- **Goal 2.1**: Develop and manage curriculum-driven collections

    - **Status**: **Complete.** Hybrid textbook program is complete. Additional efforts to expand and sustain are ongoing**.**

- **Goal 2.2:** Using principles of user-centered design, the Library Services Platform (LSP) Implementation Team will implement Ex Libris Alma and Primo

    - **Status: Complete.** Ex Libris Alma and Primo were implemented in summer 2022.

- **Goal 2.3:** Collaborate with library staff to prioritize division technology needs with increased support from the Office of Information Technology

    - **Status: Complete.** MC Library Technology and Systems plan has been developed and shared with internal stakeholders in the Office of Information Technology and ELITE.

- **Goal 2.4:** Working with faculty, librarians will create, maintain, manage, and expand asynchronous digital learning tools to increase student information literacy learning

    - **Status: Complete.** The successful redesign of the research skills guides was a collaborative effort between the Learning Tools and Web Services Committees. Guide updates included a new, simplified, and modern design that is consistent with the recent redesign of our course and subject research guides. The design

now offers opportunities for students to practice skills with various activities embedded in the guides.

- **Goal 2.5**: Provide continuity for online services after the return to the physical campus, including online information support, information literacy instruction, e-textbook adoption, and other resources and services, and expand and increase the library's virtual services to support the Virtual Campus

    o **Status: Complete.** Hybrid textbook model, e-preferred collection development, updates to instructional scheduling and hybrid service models were all completed in FY22. Additional efforts are ongoing.

Goal 3: Develop a culture of ongoing purposeful library assessment and data-driven decision making

- **Goal 3.1:** Assess course instruction to create a better understanding of what students need and how we can better respond to student instructional, learning, and information needs

    o **Status: Ongoing.** The Research and Teaching Assessment Task Group's final report identified recommendations to be implemented through FY24. All liaison teams have completed assessment projects and ongoing work includes the development and implementation of pre-and post-tests in library instruction classes.

- **Goal 3.2:** Implement a User Experience (UX) Framework to better understand the behaviors, expectations, and needs of library users and evolve services and resources accordingly

    o **Status: Ongoing.** UX Framework has been implemented. Two phases of RaptorSearch usability study are complete. The last phase and other UX studies will be completed in FY24.

- **Goal 3.3:** Collaborate with the General Education Standing Committee (GESC) to complete the information literacy competency rubric revision and support faculty methods for implementing in courses

    o **Status: Complete.** The updated rubric was adopted. The GenEd Spring Showcase speaker supported faculty implementation.

Goal 4: Library Advocacy and Demonstration of Value

- **Goal 4.1**: Expand the MC Library Communications Plan to investigate and support strategic advocacy to demonstrate the library's value.

    o **Status: Complete.** Library fines and fees were eliminated for open-shelf items, with an accompanying marketing campaign. The Access Services Displays and Heritage Guides Affinity Group implemented a heritage and history guides project that celebrates designated national and state awareness days and months recognized by Montgomery College. The guides were developed to highlight related academic and community resources, as well as our library displays.

- **Goal 4.2:** Develop strategic partnerships to position MC Library as an essential part of the College's academic mission
    - ○ **Status: In progress.** In collaboration with Dr. Ja'Bette Lozupone, Director of Student Affairs and other college stakeholders, investigate and implement supplemental services for student parents and professional development training for faculty and staff related to student parent Title IX protections.

Goal 5: Library Space Planning

- **Goal 5.1:** Continue to modernize and advocate for evolving library spaces that address changes in scholarship and learning
    - ○ **Status: In Progress.** Additional funding was secured for the Takoma Park/Silver Spring library renovation. Construction began in January 2023. Design planning for RV and GT begin in FY24. Library stakeholders will review the previous design planning programs and provide updated recommendations to the Library Director and Facilities Project Leads.

- **Goal 5.2:** Respond to user needs through ongoing assessment strategies to ensure we create inclusive and sustainable spaces that foster collaboration and creativity, and library users feel welcomed and empowered
    - ○ **Status: Not Started.** Depending on space planning timeline, this will be folded into the new library master plan or begin in summer 2024.