**Fondren Library Action Plan**

September 11, 2018

**Goal 1: Assist undergraduate and graduate students in becoming adept researchers and effective communicators.**

| **Action Steps** | **Responsible** | **Deadline** | **Resources** | **Results** |
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| Deliver Excellent Library Instruction; 1) Provide opportunities for library staff professional development2) Use assessment data to direct and improve instruction3) Develop instruction to meet emerging programs and user needs | Instruction Committee, departments delivering instruction | 1) ongoing; 2) Summer 2019, ongoing; 3) ongoing | Staff development funds | Instruction program is improved and expanded by assessment and collaboration with library and campus departments and centers. |
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|  Provide Students with Experiential Research and Learning Opportunities; 1) Expand Fondren Fellows Program for library research projects2) Use interns, expertise to develop online materials, teach workshops, etc. 3) Support student worker skill development and expertise and provide teaching opportunities  | Any department with student workers, Fondren Fellows program, Student Assistant Advisory Committee | 1) TBD; 2) ongoing; 3) Summer 2019 | Increased library budget for Fondren Fellows program and student assistants | Demonstrate student beneficial experience from skill development efforts; Increase number of library opportunities for student worker development and teaching  |
| Create Online Learning Materials: 1) Train library staff in online accessibility standards and best practices; 2) Ensure that online learning resources meet accessibility standards;3) Using UX methods, student input, and iterative evaluation, develop online learning objects for using library, including new OneSearch tool | 1) Web Team, Accessibility Committee, library staff creating online learning material; 2) In collaboration with those working on Fondren Action Plan Goal #6 and library departments creating online material: Accessibility Committee, Web Team; 3) UX Office, Instruction Committee  | 1) Summer 2019; 2) Spring 2020; 3) Fall 2018 | External accessibility evaluation, training (Rice Accessibility Office?) | Train library staff on online accessibility standards. Library online learning materials pass accessibility evaluations. |

**Goal 2: Deepen the impact and visibility of Rice research.**

| **Action Steps** | **Responsible** | **Deadline** | **Resources** | **Result** |
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| Develop research data services | Data Services team | Fall 2019 | 1) Staff training; 2) Staff time; 3) Technology infrastructure (e.g. data software, online booking system, etc); 4) Communications assistance | 1) User needs analysis; 2) Staff skills survey; 3) Plan for further professional development in data; 4) Strengthened partnerships around data; 5) Services menu; 6) New and revaped data workshops; 7) Prototype for Data Lab in GDC; 8) Simple way for users to book data consultations |
| Pilot a common service desk for Digital Scholarship Services to provide more streamlined user experience | Digital Scholarship Services | Fall 2019 | 1) Cross training; 2) Potentially funding for changes to Kelley Center service desk | Semester long experiment with service desk, plus evaluation |
| Implement a next generation digital repository | Digital Scholarship Services; Woodson Research Center; Fondren IT | Fall 2021 | 1) Staff time; 2) Technological infrastructure (e.g. server) | -Needs assessment-Landscape review-Recommendation for repository system -Integration of Rice Digital Scholarship Archive content into Primo - Install and test new system - Migrate content |
| Provide support for open access publishing | Digital Scholarship Services; Technical Services; Research Services | Fall 2019 | 1) Staff time; 2) Technological infrastructure (e.g. server access) | 1) publishing business plan outlining services & funding 2) robust publishing platform supporting at least 1 faculty & 1 student open access journal |
| Provide resources and expertise to help researchers to digitize and organize research materials | Digital Scholarship Services; Technical Services; Research Services; Fondren IT | Fall 2019 | 1) Equipment, e.g. book scanner; 2) Staff time | -Plan for digitization services-Workflow for digitization services-Online guides to digital workflows-Ultimately, more productive, digitally adept researchers |

**Goal 3: Enable researchers to find, access, use and share rich collections of research materials.**

| **Action Steps** | **Responsible** | **Deadline** | **Resources** | **Result** |
| --- | --- | --- | --- | --- |
| Implement new Library Services Platform (LSP) (Alma) and Discovery Layer (Primo) | All library staff led by Alma Implementation Team | August 1, 2019 | Commitment from Library Administration and staff; Dedicated laptops purchased for/assigned to Implementation Team Members; Bluetooth setup in 410 and Collaboration Space; Additional staff help for special projects (possibly including hiring of temporary staff); Allowances for lowering of service standards pre- and post-migration that are clearly defined, communicated, and recorded in writing. | The new LSP (Alma) will reduce many previously complex manual tasks, allowing staff more time to develop future services and explore new resources. The new library discovery platform (Primo) will allow for greater transparency of resources, using enhanced indexing terms. Through a single interface, users can discover resources that have been purchased by the library, relevant free resources identified by library staff, and resources that may be requested through ILL. |
| Pursue multiple strategies to make more strategic use of existing collection funds, e.g review current reference subscriptions for possible cancellations; review list of reference titles included in Credo Reference (to check for duplication); and engage CD librarians in conversations about academic dept. growth, new programs & realistic budget needs. | subject librarians | Starting Fall 2018, an ongoing process | Staff time | More strategic use of limited funds, especially subscription money. |
| Develop a process to harvest finding aids created in ArchivesSpace by the Woodson Research Center into the discovery layer (Primo). | Alma Implementation Team with assistance from the WRC | 8/1/2019 | Staff time, Ex Libris project team | Enable researchers to find, access, and use the rich collections of WRC |
| Review and develop a plan to enhance bibliographic records, from brief to full, for manuscripts available in the Woodson Research Center | Cataloging & Metadata Services staff and archives staff in the WRC | 6/1/2019 | Staff time | Enhanced discovery of unique resources held in the WRC. |
| Extend continuity planning by identifying most valuable physical collections to be preserved before or immediately after a disaster event. | Selectors & Preservation Librarian | 6/1/19 | Knowledge of most valuable portions of each selector's collection responsibility; space | Preservation of the most valuable parts of the collection to save before and after an emergency event. |
| Develop plan for enhanced service continuity through weather and utility interruptions | All library staff, led by Access Services and Disaster Recovery Team | 6/1/19 | Administrative approval, money, space and volunteers | Enhanced ability to continue library services during or immediately after an emergency event. |
| Set up a dark archive to support preservation of Woodson Research Center digital collections | WRC, DSS, Fondren IT | Fall 2018 | Staff time; technical infrastructure | More streamlined process for digital curation for unique content |

**Goal 4: Create dynamic spaces that foster learning, collaboration and knowledge creation.**

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| **Action Steps** | **Responsible** | **Deadline** | **Resources** | **Result** |
| Study off-site storage options (cost per vol/staffing, customer service, logistics) ie: Utilizing the Data Center vs. a new LSC Module. | Sara Lowman, James Springer, (?)  | Fall 2018  |   | Greater utilization of Fondren Library space will allow opportunities for other changes. |
| Evaluate existing library spaces and analyze user need to design accessible spaces that promote study, collaboration and research & teaching needs. (with a time frame of 3-5 years). | UX Office, Jeff Koffler, Accessibility Committee, Fondren Administration | Fall 2022 | People, Money | Greater satisfaction of users and effective use of existing spaces that may be renovated to accomodate changing needs. |

**Goal 5: Engage with Houston and the world.**

| **Action Steps** | **Responsible** | **Dead-line** | **Resources** | **Result** |
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| *What Will Be Done?* | *Who Will Do It?* | *By When?* | *What do you need to complete this step? (People, money, tools, etc.)* | *What is the outcome of the task?* |
| Allow greater access to Fondren's collections by expanding borrowing privileges, providing customized delivery and retrieval options, and sharing information about the library's holdings regionally, nationally, and globally. | Access Services, Cataloging and Metadata Services, Reference, UX Office, C-MACS |   | Time, Coordination between groups in the library | Attract a wider audience to Fondren |
| Promote and elevate special collections through exhibits, finding aids, events, presentations, and other activities. | WRC, Kelley Center |   | Time, People | Strengthening of digital presences and alliances with community partners. |
| Assess and strengthen marketing and outreach initiatives.  | C-MACS and other library-wide departments and committees |   | Coordination between groups in the library | Possible projects include developing a Fondren marketing plan and social media best practices and creating a Fondy Guide booklet for students and vistors.  |

**Goal 6: Promote diversity, access and inclusiveness.**

| **Action Steps** | **Responsible** | **Dead-line** | **Resources** | **Result** |
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| Expand the accessibility committee to consider equity, diversity and inclusion topics. Rename the committee and rewrite its charge to include 1) building issues such as spaces, art, furnishings, etc. 2) training recommendations 3) technology needs (website, PDF, tools) and access policies for the use of archival and other restricted materials | Accessibility Committee; UX and other designees as appropriate | 6 months/early 2019 | Funding for initiatives, on-campus collaboration | Resulting initiatives will create a more welcoming library, enhanced access to technology and improved communication |
| Equalize access to information resources. Suggestions include a review of CD policies, developing a Fondren survival guide, expansion of the leisure collection to better reflect Rice's diversity, and provide better support for students of diverse socioeconomic backgrounds including first generation college students and students with low SES backgrounds. We might provide laptops, textbooks and better fine and block policies. | An Equal Access Task Force reporting to the Accessibility Committee | end of 2019 | Funding to print and purchase | More equal access to resources |
| Establish a diversity residency program: 1) prepare library staff to be welcoming 2) collaborate with Texas libraries hosting other fellows and 3) implement a series of three-year residencies. | Accessibility Committee with help from ARL diversity office.  | 2019-2021 | Funding; ARL; peer libraries; ACRL Diversity Alliance, relevant campus offices | Increase awareness and better reflect Rice's diverse community |