Strategic Intentions
Emerging Themes from Librarians’ & Staff Retreats
Revised with corresponding items from Strategic Intentions draft
Revised February 27, 2014

Management and communications:
- Encourage innovation (A)
- Too many meetings, too many committees, administrative processes too burdensome /
  Eliminate non-productive committees and meetings (35, 36, 37, 38, 39, 42)
- Less emails, potentially move some content to blog (2, 35)
- Information management: move U drive content to intranet (1, 42)
- Values: two viewpoints – perfect the enemy of the good / quick & dirty is not always better. (A)

Human resources and development:
- Review and revise liaison model (40) (C2)
- Hire more liaison librarians (C2)
- Stop hiring associate directors
- Increase opportunities for SIS students (practicum, internships, volunteers, fellowship
  program for new graduates, not just work study) (30)
- Increase training and mentoring to support research by librarians and to improve library
  services (C2) (G)
- Aim for quality and efficiency (34)(A)
- Create secondment opportunities
- Improve workplace climate (34)
- Upgrade skills of service desk staff so that librarians have more time for other activities
  (14)(C2)
- Librarians needed at service desks – not just by appointment (33)(C2)
- Training for staff to keep up to date with new resources and technology (14)
- Cross-training of staff for improving understanding of user needs and tech/front line
  services. (14)
- Increase data-related skills of liaison librarians (14)(C2)

Space and facilities:
- Print storage and shelving (21)(B):
  - Do not place books in Redpath storage with the spine facing upwards (21)
  - Promote efficient use of space with appropriate shelving (not compact shelving) (21)
  - Merge print collections from Math and Birks into larger branches (21)
  - Storage that is accessible, central, and well-serviced (21)(B)
  - More shelvers during peak periods (21, 30)
  - Shelving turnaround less than 24 hours (21, 30)
  - Add a print returns bin at Schulich Library (29)
• Change casual approach to book theft / Hire more security to prevent thefts/monitor alarms (31)
• Renovate and refurbish washrooms (22)
• Better lighting in the stacks (B)
• Improve cleanliness (22, 23, 24) (B)
• Stop buying upholstered furniture that gets dirty, requires cleaning, prone to bedbugs (25)
• Check regularly for bedbugs and mice (23)
• Open Redpath Terrace door for better access to upper campus
• Designate smoking area away from entrance (27)
• Food and eating:
  o Better and more food services – (VP Student Life & Learning) (B)
  o Create designated user space for eating / Do not allow eating (24)
• User spaces: (B)
  o Clearly identify user space as quiet, silent, open/noisy using signage / Create and label study areas (24)
  o Increase the amount of quiet study space as well as collaborative/group work spaces / Add study rooms and carrels in McLennan / More quiet study space (24)
  o More e-classrooms (B)
  o Repatriate Redpath Hall reading room (B)
  o Develop a case for student space use (conduct audit and assessment) (B)
  o Change audiovisual viewing room into student space (B)
  o Maintain current library spaces and buildings (A)
• Information technology:
  o Improve printer and scanner maintenance, increase colour printers (University Services)
  o More Spirit scanners (26)
  o Better internet access for guests (CIO)
  o Get better PC workstations (CIO)
• Collections:
  • Evaluate collection for rare items and have them transferred to RBSC (D)
  • Promote special collections (D)
  • Stop buying textbooks for reserves (A)
  • Stop duplicating e-resource purchases (journals) (A)
  • Two points of view: Stop purchasing electronic only / stop acquiring print – consider users’ preferences instead of “one size fits all” approach / Balance print and electronic resources (A)
  • Don’t weed without proper policies in place (16)
  • Stop multiple items with the same call number (17)
• Cataloguing and e-resources:
  • Grow budget to be the best in Canada (A)
  • Fix bad links to e-resources (3)
  • Keep SFX (3)
  • Stop using WorldCat, Classic Catalogue as default (do not stop updating Classic) (E)
  • Consider a new OPAC that offers user-modified results display (E)
• 1 catalogue with everything / stop having 2 catalogues (E)
• Catalogue needs to be reliable and accurate (4) (E)
• Select a discovery layer (E)
• Ensure e-book packages are loaded into catalogue as soon as possible (19)
• Better access to electronic material (3, 4, 5, 6, 17)
• Have shelf ready print materials / Get material on shelves sooner (18, 19, 20)
• Ensure that rare, special and archival collections are findable (D)
• Coordinated plan for cataloguing of rare materials (D)
• Stop, review cost of outsourcing / Improve outsourcing (19)
• Put status “in transit” on all materials arriving centrally and sent to branches (18)
• More training for staff (14)
• Review staffing levels to improve processing of material so it is accessible more quickly (20)

Digital initiatives:
• Content:
  o All e-theses in catalogue (6)
  o Upload Canadian material and other unique items in Hathi Trust (5)
  o Metadata for rare items (D)
  o Digitize more archival and rare book material (7)(D)
  o Purchase archival description software to make holdings searchable (8)(D)
  o Digitize the most circulated items in the public domain (7)
• Storage & retrieval:
  o Start data management / data repository (9)
  o Select next generation management cloud service (E)
  o Improve access to geospatial data
  o Improve workflow in digitization (8)
• Services:
  o Provide specialized tech to students/users in dedicated space (B,C)
  o Collaboration with faculty (A,C)
  o More digital exhibits to promote special collections including uncatalogued material (7)
• Support and promote open access: (10)
  o Start an OA fund
  o Share our metadata for rare and unique materials
  o Publish/host OA journals/scholarship / Increase e-journal and peer review publishing with faculty and students
• Website:
  o French translation of Library website
  o Stop custom websites for digital collections and exhibits (8)
  o Less frequent changes to the website throughout the academic year (12)
  o Beta site for staff to provide feedback before it goes live (11)
Services:

- Information literacy: (C2)
  - Work with TLS for IL workshop requirement and to develop innovative pedagogy / compulsory library workshops introducing basic library services
  - Share IL materials with each other for repurposing
  - Increase capacity for delivery IL online (skills and training)
  - Online tutorials, webinars / YouTube Library instruction for all levels
  - Stop/Less 1-shot (generic) instruction (in-library workshops and in the classroom) / Stop library orientation and “get started” workshops
  - More instruction on citation software
  - Work towards curriculum integrated instruction
- Create research commons bringing together support services (virtual and physical spaces, experts on site, software, experimental space, copyright and data management expertise) (C)
- More qualitative input from users regarding services (e.g., interviews, focus groups)(A)
- Reference:
  - Stop librarian service on weekends / Stop opening on Sundays (33)
  - Stop librarian assistance in MyCourses / Embed library widget in MyCourses (C2)
  - Extend chat reference service hours / with non academic staff (could reduce branch hours)(32)
  - Improve mobile device service (A)
- Restart laptop lending / restart laptop lending service (A)
- Service hours: (31)
  - Service hours should reflect needs of branch libraries
  - Keep libraries open during lunchtime
  - Open McLennan Library at 7:30 AM during winter
  - No more access after midnight except during exam periods
- Need better signage for directions and stacks in McLennan-Redpath (28)
- Posters in stacks/bookmarks with call number range locations and explanations (28)
- Real-time map of available computer workstations on display monitors (15)
- Stop inter-branch and off the shelf delivery (A)
- Fines should be managed in Minerva