**McGill Library Strategic Intentions**

**Emerging Themes**

Updated January 16, 2014

Librarians’ Retreat **­–** December 3, 2013

*Library Staff Retreat* – December 4, 2013

Management and communications:

* Encourage innovation
* Too many meetings, too many committees, administrative processes too burdensome / *Eliminate non-productive committees and meetings*
* Less emails, potentially move some content to blog
* Information management: move U drive content to intranet
* Values: two viewpoints – perfect the enemy of the good / quick & dirty is not always better

Human resources and development:

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

Space and facilities:

* Print storage and shelving:
  + Do not place books in Redpath storage with the spine facing upwards
  + Promote efficient use of space with appropriate shelving (not compact shelving)
  + Merge print collections from Math and Birks into larger branches
  + Storage that is accessible, central, and well-serviced
  + *More shelvers during peak periods*
  + *Shelving turnaround less than 24 hours*
  + *Add a print returns bin at Schulich Library*
* Change casual approach to book theft / *Hire more security to prevent thefts/monitor alarms*
* *Renovate* and refurbish washrooms
* *Better lighting in the stacks*
* *Improve cleanliness*
* *Stop buying upholstered furniture that gets dirty, requires cleaning, prone to bedbugs*
* *Check regularly for bedbugs and mice*
* *Open Redpath Terrace door for better access to upper campus*
* *Designate smoking area away from entrance*
* Food and eating:
  + Better and more food services
  + Create designated user space for eating / *Do not allow eating*
* User spaces:
  + Clearly identify user space as quiet, silent, open/noisy using signage / *Create and label study areas*
  + 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*
  + More e-classrooms
  + Repatriate Redpath Hall reading room
  + Develop a case for student space use (conduct audit and assessment)
  + *Change audiovisual viewing room into student space*
  + Maintain current library spaces and buildings
* Information technology:
  + *Improve printer and scanner maintenance, increase colour printers*
  + *More Spirit scanners*
  + *Better internet access for guests*
  + Get better PC workstations

Collections:

* Evaluate collection for rare items and have them transferred to RBSC
* *Promote special collections*
* Stop buying textbooks for reserves
* Stop duplicating e-resource purchases (journals)
* 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*
* Don't weed without proper policies in place
* Stop multiple items with the same call number

Cataloguing and e-resources:

* Grow budget to be the best in Canada
* Fix bad links to e-resources
* Keep SFX
* *Stop using WorldCat, Classic Catalogue as default (do not stop updating Classic)*
* Consider a new OPAC that offers user-modified results display
* 1 catalogue with everything / *stop having 2 catalogues*
* *Catalogue needs to be reliable and accurate*
* Select a discovery later
* Ensure e-book packages are loaded into catalogue as soon as possible
* *Better access to electronic material*
* Have shelf ready print materials / *Get material on shelves sooner*
* Ensure that rare, special and archival collections are findable
* Coordinated plan for cataloguing of rare materials
* *Stop, review cost of outsourcing / Improve outsourcing*
* *Put status “in transit” on all materials arriving centrally and sent to branches*
* *More training for staff*
* *Review staffing levels to improve processing of material so it is accessible more quickly*

Digital initiatives:

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

Services:

* Information literacy:
  + 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)
* More qualitative input from users regarding services (e.g., interviews, focus groups)
* Reference:
  + Stop librarian service on weekends / *Stop opening on Sundays*
  + Stop librarian assistance in MyCourses / Embed library widget in MyCourses
  + Extend chat reference service hours / *with non academic staff (could reduce branch hours)*
  + Improve mobile device service
* Restart laptop lending / *restart laptop lending service*
* Service hours:
  + *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*
* *Posters in stacks/bookmarks with call number range locations and explanations*
* *Real-time map of available computer workstations on display monitors*
* *Stop interbranch and off the shelf delivery*
* *Fines should be managed in Minerva*