



UNIVERSITY OF ST. AUGUSTINE
FOR HEALTH SCIENCES

LIBRARY

Long Range Plan

2020-2022

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Letter from the Director

In 2020, we are beginning a new decade, ripe with opportunities to further grow and advance the University of St. Augustine for Health Sciences (USA, or the University). The USA Library, as the information center and intellectual repository of the University, seeks to lead and contribute to that growth.

The library team has developed eight goals that demonstrate the ambitious and exciting future of our University and its library:

1. Support faculty research efforts
2. Manage and encourage digital publishing efforts across the University
3. Increase access to library resources and services
4. Improve and advance the library's online presence
5. Build community engagement with the libraries on campus and online
6. Support technology innovation
7. Strengthen library staffing and employee development
8. Assess library resources and services for continuous improvement

A large part of our focus will be on the underlying idea in the [ACRL Framework for Information Literacy for Higher Education](#) that information is an ecosystem. We want to guide our students, faculty, and staff into being not just responsible consumers of information, but responsible producers of information as well. We want to engage with our University community on multiple platforms, face to face and virtually. We want to dynamically support changes to technology and information resources, teaching our community how these tools can best help them achieve their objectives.

Under each broad goal, we have included specific objectives. Some objectives appear more than once in the document because they contribute to our success for multiple goals. These are the objectives that will have a higher priority because of their broader influence.

The futures of the University and the library are bright and inextricably linked to each other. We remain committed to our library's mission to support the students, faculty, and staff of the University in their information needs.

We look forward to another three years of productivity, challenges, triumphs, and growth.



Julie Evener
Director of Library Services

University's Mission and Core Values

Mission

The mission of the University of St. Augustine for Health Sciences is the development of professional health care practitioners through innovative, individualized, and quality classroom, clinical, and distance education.

Core Values

- Student first
- Professionalism
- Promoting excellence and innovation in education
- Collaboration
- Integrity
- Health and wellness
- Responsiveness
- Creative and critical thinking

Library Mission

The mission of the University of St. Augustine for Health Sciences library is to support the professional development of health care practitioners by supplying information products and resources relevant to the curricula of the University programs and helping students, faculty, and staff make use of those products and resources. Library staff, made up of professional librarians and trained support staff on each campus of the University, aim to fulfill this mission by discovering, acquiring, organizing, disseminating, interpreting, using, and teaching information and information seeking skills pursuant to the mission of the University. The University library exists to support the University's institutional learning outcomes, especially aiding students in becoming life-long learners through intellectual inquiry, encouraging the utilization of effective skills based on evidence-informed decision-making, and in developing the ability to think logically, critically, creatively, and independently. The library also strives to serve as a meeting place, study center, and intellectual repository within the University.

Library Overview

The University of St. Augustine for Health Sciences library is made up of one physical library on each campus and an online space dedicated to the resources and services the library offers. Each physical campus library employs, at minimum, one professional librarian with a Master's degree in library and information sciences, or equivalent, from an American Library Association accredited program. Most campus libraries also employ a Circulation Manager, who holds a bachelor's degree and performs important tasks supporting the librarians' work. The physical campus libraries also receive support from student workers who monitor the physical space and perform basic, essential tasks in the absence of a full time employee. The USA library also employs distance learning librarians to support remote students, faculty, and staff.

The library provides resources and services to students, faculty, and staff, including but not limited to databases, eBooks, videos, journals, interlibrary loan, printing/copying/scanning, select test proctoring, and loans of physical resources including books, equipment, and anatomy models.

Goals

This section outlines our eight broad goals, with ideas for specific objectives toward each goal. The objectives listed in the bullet points below are not meant to be exhaustive or exclusive; they are simply ideas for directions we'd like to go as a library.

1. Support faculty research efforts.

As the University as whole increasingly emphasizes faculty research and publication, the library needs to augment the support we provide to faculty members in these efforts. Faculty research and publication contribute to the University's role as a leader in rehabilitation and health sciences. We plan to:

- Formalize services to assist faculty with literature searches
- Participate in Research Sub-Committee meetings and events
- Collaborate with campus Research Sub-Committees to promote open access (OA) and identify publication venues
- Continually add new resources to support new and existing disciplines
- Participate in/sponsor faculty journal club meetings focused on research in teaching and learning
- Lead instructional sessions on faculty development topics such as institutional repositories, OA publishing, and quality and impact within scholarly publishing
- Promote resources for identifying quality publication venues
- Train librarians on the systematic review creation process
- Explore offering full systematic review services for faculty, if staffing levels allow
- Research emerging technologies to find new ways to measure faculty research impact
- Create faculty curriculum vitae (CV) webpages in [SOAR@USA](#) to promote faculty research
- Collaborate with faculty champions to represent their research work in [SOAR@USA](#)

2. Manage and encourage digital publishing efforts across the University.

The University has an opportunity to contribute to the health sciences information landscape through publishing high quality, original materials online and making them openly accessible via the [SOAR@USA](#) platform. Digital publishing contributes to the University's role as a leader in rehabilitation and health sciences. We plan to:

- Spearhead efforts toward open textbook publication
 - Open educational resources (OER) course release/stipend funding
 - OA publication fund
- Train and support faculty in founding peer-reviewed scholarly journals
- Sponsor virtual conferences/poster sessions
- Manage student-run peer-reviewed scholarly journals
- Hire a Distance Learning Librarian with an OER/eBook focus
- Expand program representation of capstone/dissertations in [SOAR@USA](#)

- Create faculty CV webpages in [SOAR@USA](#) to promote OA sharing of faculty research
- Display faculty publications on campus
- Advertise [SOAR@USA](#) on campus bulletin boards
- Hold [SOAR@USA](#) recruitment days on each campus

3. Increase access to library resources and services.

As the University grows to include new programs and campuses, the library must ensure that we are adequately supporting all students, faculty members, staff members, and other University-affiliated potential users. Access to library resources and services contributes to excellence in the student experience. We plan to:

- Continually add new resources to support new and existing programs and campuses
- Explore expansion of resources/services for alumni
- Provide online access to retired/emeritus faculty members
- Educate staff members on library resources and services
- Market library services and resources in unique and impactful ways
- Provide on-campus workshops on information literacy skills, library resources, and other services
- Promote circulating book collections and other resources through resource displays in library spaces
- Increase copyright, OA, and other scholarly communication presentations in program courses
- Involve the library in on campus events and activities
- Participate in virtual and on-campus immersions

4. Improve and advance the library's online presence.

Though some of our users interact with the library in person, all our users interact with the library online through platforms like our website, discovery service, library catalog, and social media accounts. The library's online presence contributes to excellence in the student experience. We plan to:

- Explore alternate discovery services
- Increase social media diversity
- Increase social media engagement
- Create unique USA library hashtags
- Create more short video tutorials
- Increase quality of video tutorials
- Create and maintain library-based learning objects
- Increase library presence in the learning management system
- Collaborate with online and academic leadership to investigate alternate learning management products
- Hire a Distance Learning Librarian with an Online Engagement focus
- Create digital exhibitions on topics relating to program disciplines

- Increase student program capstone inclusion in [SOAR@USA](#): dissertations, doctor of occupational therapy (OTD) capstones, doctor of nursing practice (DNP) projects
- Partner with online faculty and instructional designers to develop or refine online course offerings
- Integrate library scholarly communications instruction into online research courses

5. **Build community engagement with the libraries on campus and online.**

The library is more than a repository for information resources; it is also a hub, gathering place, and center for knowledge. Whether this happens on campus or online, the University community should view the library as a place to learn; a place to engage with colleagues and new ideas. Community engagement contributes to excellence in the student experience. We plan to:

- Sponsor campus-based programming for students and faculty
- Host National Library of Medicine traveling exhibitions
- Curate original exhibitions on topics relating to program disciplines
- Provide interactive student engagement displays in library spaces
- Promote circulating book collections and other resources through resource displays in library spaces
- Offer wellness and de-stress programming for on campus and online students, staff, and faculty
- Host campus-based OA Education days
- Sponsor virtual conferences/poster sessions
- Partner with Facilities to create engaging and functional physical library spaces
- Market library services and resources in unique and impactful ways
- Increase social media diversity
- Increase social media engagement
- Hire a Distance Learning Librarian with an Online Engagement focus
- Increase departmental representation in [SOAR@USA](#) repository
- Perform outreach for non-degree seeking students
- Organize library student advisory committees for campus-based and online students
- Participate in virtual and on-campus immersions as needed
- Provide on-campus workshops on information literacy skills, library resources, and other services
- Increase copyright, OA, and other scholarly communication presentations in program courses

6. **Support technology innovation.**

The library aims to be at the forefront of technology adoption and innovation. Thoughtfully chosen and developed technology innovations can strengthen the ways students learn and faculty teach. Technology innovation contributes to student outcomes. We plan to:

- Market OERs and tools to students, staff, and faculty

- Provide on-campus and online workshops on OERs and tools to students, staff, and faculty
- Increase the use of OERs by faculty in course modules
- Hire a Distance Learning Librarian with an OER/eBook focus
- Acquire new technology and make it available to students
- Provide access to relevant software and mobile applications for students, staff, and faculty
- Continue to identify emerging technologies and how they apply in our University context, for example 3D printing, data mining, data visualization, speech recognition software, virtual reality, augmented reality, robotics, gamification, research data management
- Promote apps created by our students, faculty, and staff
- Explore opportunities for makerspaces, including a needs assessment interviewing students, faculty, and staff and presenting findings to facilities department regarding space usage
- Collaborate with faculty to discover new technology being used in the classroom
- Create exhibits, posts, workshops or the like focusing on digital privacy concerns
- Explore opportunities for including evidence or evidence queries into student simulations, including electronic medical records training and clinical decision making
- Partner with the IT department to ensure appropriate, current, and efficient technology tools available in the library (e.g., computers, printers, etc.)

7. Strengthen library staffing and employee development.

A library is only as good as its employees; fortunately, we have great library employees at the University. It's crucial to continue to strengthen our library staff in numbers, knowledge, and efficiency as we serve our users. Library staffing contributes to operational effectiveness. We plan to:

- Maintain appropriate ratios of library employees to students
- Increase sharing of best practices among library employees
- Improve library staff training to better meet the needs of faculty, staff, and students
- Support opportunities for library employees to attend conferences, seminars, webinars, and other learning experiences
- Encourage library employees to get involved with research projects, presentations, publications, professional committee work, etc. to contribute to the profession and our own development
- Hire a Distance Learning Librarian with an Online Engagement focus
- Hire a Distance Learning Librarian with an OER/eBook focus
- Hire an evening/weekend librarian at each campus with more than 800 students
- Employ a circulation manager at each campus with more than 400 students
- Explore revisions to the circulation manager title and role
- Explore changes to librarian reporting structures as new campuses open and new librarians are hired
- Update and maintain a general Librarian manual

- Create and maintain a general Circulation Manager manual

8. Assess library resources and services for continuous improvement.

The thread that connects each of the goals outlined in this plan, and indeed, the plan itself, is outcomes assessment. We need to know how we are doing in order to know what to improve and what to do next. Assessing for continuous improvement contributes to operational effectiveness. We plan to:

- Use outcomes data to inform decisions and make changes to library resources and services
- Assess the goals in this long range plan and use that data to inform the next long range plan
- Revise the library's mission statement
- Record data for measuring [SOAR@USA](#) access and setting growth goals
- Research new technology to evaluate library use and potential areas for improvement
- Explore new methods of collecting feedback from students, faculty, and staff to find new ways to support them
- Perform detailed curriculum mapping for library integration into online instructional programs
- Incorporate ACRL Project Outcome surveys into library assessment efforts
- Provide public access to library long range plan documents on the library website

Assessment

In order to track and assess the work we are doing toward this long range plan, the library team will compile and disseminate a long range plan check-in and update annually. These documents will be compiled in:

- January 2021
- January 2022
- January 2023

Individual objectives under each goal may be assessed in more specific ways, based on the Unit Outcomes Plan – Library.