

Retreat Planning: Task 4:
Name the Six Topic Areas (plus subheadings) for Goal Setting

(04/10/2007 bc, jbd, gf, ecm, mr, eaw)

1. Programs and services

- Communications
- Technology
- Measurements (assessments, statistics)
- University goals*

2. Constituencies

- Communications
- Technology
- Measurements (assessments, statistics)
- University goals*

3. Organizational structure

- Communications
- Technology
- Measurements (assessments, statistics)
- University goals*

4. Space

- Communications
- Technology
- Measurements (assessments, statistics)
- University goals*

5. External relations

- Communications
- Technology
- Measurements (assessments, statistics)
- University goals*

6. Personnel

- Communications
- Technology
- Measurements (assessments, statistics)
- University goals*

***University goals:**

- Enhancing the diversity of faculty, staff, and student body
- Enhancing academic quality and reputation by excelling in teaching, research, and outreach
- Increasing the size and quality of the student body
- Increasing private support
- Increasing state and federal support

Descriptions of the topic areas (written to encourage discussions)

1. Programs and services

How do the Libraries support the research and teaching within the University? What are the components of our programs and services, including the collections? How are changes in some collections (e.g., Special Collections and Government Documents) and in formats of library resources affecting our services? What adjustments are needed in delivery and in the reach to the community? What should be the limits without discrimination? How should we improve our programs and services, to enable our users to learn to acquire, evaluate, and use information?

2. Constituencies

Whom do the Libraries serve? The group of library users is increasingly diverse in demographics and in technological abilities. How do the Libraries serve both the university users and non-affiliated users? How do user needs and expectations determine programs, services, and facilities of the Libraries? How do we let our constituents know about the programs and services the Libraries can provide?

3. Organizational structure

How would we define the current organizational structure and the responsibilities and functions within the current library organization? What is the decision-making process? Would we describe our structure as a hierarchical model? What other models in library organization are emerging in colleges and universities that we might want to consider? Is the current organizational structure assisting or hindering the mission of the library? How can the current structure be improved?

4. Space

How are the Libraries physically organized? Library as a "place" is an increasingly important consideration for libraries that want to remain an appealing destination on campus. Is this the right setting for current and future users? How are the public areas organized and are they functional and aesthetically pleasing? How are the staff areas organized and is the arrangement conducive to communication, collaboration, and productivity? Do the current facilities provide the flexibility and accommodations necessary for future uses?

5. External relations

How do we get our message out – to the university, community, and the state? And what is our message? What can we do to engage users and non-users into the Libraries mission? When someone thinks of the U of A, how can we get them to think of the libraries and not just their college? What current and future tools can the libraries use in our outreach (print materials, e-newsletters, exhibits, events, Books & Letters, new technologies)? What do we need to do internally, so that all library staff understands their vital role as ambassadors of the Libraries?

6. Personnel

Who are the people employed by the Libraries? They are Librarians, Staff, Interns, Graduate Assistants, Hourly and Work-Study Student Workers. How can we recruit and hire the best person for a vacant position? As current employees, how do we continue training to develop and improve skills and knowledge needed to keep up with the changing needs of the library users? How can we enhance the culture of the Libraries to motivate employees in their jobs and encourage them to take part in the communities of the Libraries and University?