

Strategic Plan for Library Automation Systems

Executive Summary

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Scope

This document describes strategic plans for library automation over the next three years. Relationships to University strategic planning efforts are examined. Though technologies, needs, and goals will change with time, this plan identifies methods to routinely assess strategic goals of library automation and implement timely responses to changing needs.

Vision

Library automation systems will provide selected bibliographic and digital access to information in a variety of formats including print, magnetic, film, optical, and digital forms. PLU students, faculty and staff will have convenient, 24-hour access to online digital library resources and services. They will be enabled with tools and competencies to access, retrieve, evaluate, and use information. Recognizing that library staff are key to delivering services, we will enable and empower staff with computers, communications, and competencies to provide quality services and to accomplish library and university goals. We will provide timely and responsive technical support services to develop and maintain patron services and library operations.

Mission

- To provide a comprehensive package of information services to patrons in the library building and online, by coordinating computers, communications, content, and staff competencies.
- To maintain and improve access to worldwide library resources and services via library automated systems.
- To provide digital tools for library patrons to access, retrieve, evaluate, and use information resources.
- To support library operations in the acquisition, organization, and dissemination of information resources.
- To secure and protect library information technology, knowledgebases, and databases.
- To provide technical support services for planning, implementing, and maintaining library information technology resources.

Strategic Issues and Plans *Status Key: ○ = not started, ⊙ = partial, ★ = ongoing*

Developing the Infrastructure for Information Technology

- ★ Develop servers for distributing information resources, printing documents, requesting and delivering services, and providing system support.
- ★ Build a network to support patron services, staff workstations, patron access via laptop within the library, and classroom access to library resources.
- ⊙ Plan and install ergonomically designed furniture for patron and staff workstations.

Addressing Equipment & Software Functionality and Obsolescence

- ★ Develop computer and equipment replacement cycles, budgeting for yearly replacements over the cycle.
- ★ Upgrade workstation hardware, software, and peripherals as needed, considering a balance among functionality, costs, and training issues.
- ★ Continue upgrading operating system, database, and library system software.
- Migrate to an online library system based on a client/server architecture while upgrading hardware that has reached the end of its life cycle.
- ⊙ Provide workstations, software, and peripherals to access network and library resources and meet needs described in the Americans with Disabilities Act (ADA).

Migrating to Graphic User Interface and Client/Server Architecture

- ★ Provide staff and patron training in new hardware and software modules.
- ⊙ Increase Haley Information Center workstations for accessing, retrieving, and manipulating information resources.
- ⊙ Migrate staff modules such as cataloging and circulation to client/server architecture.

Improving Access to Local and Worldwide Services and Resources

- ★ Expand and develop asynchronous forms-based services such as book order requests.
- ★ Investigate and implement appropriate courier, mail, and electronic document delivery and printing mechanisms.
- ★ Enhance and develop electronic reserves to deliver full text reserve materials via the network; make multimedia archival and media resources available via the network.
- ★ Develop and maintain library staff web site to disseminate library information, policies, and documentation.
- ⊙ Implement CLIO, FirstSearch Direct request, and NAPCU reciprocal requests to improve access and reduce turnaround time for requesting materials.

Enhancing Library Systems Support

- ★ Coordinate securing support from internal and/or external providers to maintain equipment, software, applications, and training.
- ★ Cross-train additional staff in workstation and system support to cover increased workstations and systems; provide continuous training for systems staff in new technologies.
- ⊙ Identify and implement a mechanism for tracking, quantifying, and indexing support requests.