

Strategic Plan Goals and Objectives for Supporting Online and Blended Programs  
Implementation Strategies  
UMass Dartmouth, Claire T. Carney Library

<b>Goal 1: Students enrolled in online &amp; blended programs have access to appropriate library resources.</b>				
<b>1.1 Develop Online Collections</b>				
	<b>Objectives</b>	<b>Implementation Strategies</b>	<b>Lead Parties</b>	<b>Outcomes/Metrics</b>
1.1.a	Develop a collection of online reference materials, books and journals that meets the needs of students and faculty in online and blended programs	<p>Review collection development policies and plans to ensure they meet the requirements of learners in online and blended programs</p> <p>Create a mechanism to add resources required for new programs and courses to the University's "Intent to Propose" and "Program Approval" process</p> <p>Increase the collection development budget to accelerate the transition to online collections</p> <p><i>Librarian Liaisons and the Library Online Support Coordinator collaborate with faculty involved in online and blended programs to identify needs</i></p> <p>Select resources needed to support online learners as part of the ongoing <i>Library Collection Development Committee</i> process</p>	<p>Dean of Library Services</p> <p>Head, Library Collection Development</p> <p>Librarian Liaisons</p> <p>Library Online Support Coordinator</p> <p>Library Collection Development Committee</p>	<p>Percentage of library's collection available online is increased</p> <p>Collections are assessed relative to existing and forthcoming online and blended courses and programs</p> <p>The library reports annually on the new and ongoing development of online collections</p>
<b>1.2 Access to Print and Media-based Resources</b>				
	<b>Objectives</b>	<b>Implementation Strategies</b>	<b>Lead Parties</b>	<b>Outcomes/Metrics</b>
1.2.a	Provide students in online and blended programs with broad access to material	Develop policies and/or procedures for loaning books to off-campus students	<p>Division Head for Technical Services</p> <p>ILL &amp; Document</p>	Library maintains policies and/or mechanisms and procedures for providing access to

	<p>through interlibrary loan, document delivery, and interlibrary agreements</p>	<p>Develop policies and/or procedures for delivering articles held in the library's print collection to students at a distance</p> <p>Develop policies and/or procedures for loaning media to students at a distance</p> <p>Continue to develop and evaluate policies and procedures granting UMass Dartmouth students access to resources at other libraries</p> <p>Inform students in online programs about how they can access resources at other libraries</p>	<p>Delivery Coordinator</p> <p>Division Head for Library Systems &amp; Digital Services</p> <p>Library Online Support Coordinator</p>	<p>hardcopy books for students enrolled in online and blended programs</p> <p>Library maintains policies and/or mechanisms and procedures for delivering articles held in the library's print collection for students enrolled in online and blended programs</p> <p>Library maintains policies and/or mechanisms and procedures for delivering media held in the library's collection for students enrolled in online and blended programs</p> <p>Library reports on its efforts to inform students about access to non-electronic library resources</p>
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<b>Goal 2: Students enrolled in online &amp; blended programs have access to appropriate library services</b>				
2.1	<b>Librarians provide synchronous and asynchronous reference and instruction services</b>			
	<b>Objectives</b>	<b>Implementation Strategies</b>	<b>Lead Parties</b>	<b>Outcomes/Metrics</b>
2.1.a	Librarians meet student and faculty instruction and reference service needs	<p>Provide librarians with access to the same synchronous and asynchronous tools used by teaching faculty</p> <p>Keep abreast of current uses of library technologies and upcoming innovations</p> <p>Attend conferences and workshops</p> <p>Train librarians in using the synchronous teaching technologies supported by the university</p> <p>Develop plans demonstrating how librarians will meet synchronous and asynchronous instruction needs of online and blended programs in their areas of responsibility</p>	<p>Dean of Library Services</p> <p>Library Online Support Coordinator</p> <p>Library Instruction Coordinator</p> <p>Library Division Heads</p> <p>Librarian Liaisons</p> <p>Head of Library Systems &amp; Digital Services</p>	<p>Plans exist that detail how faculty and student instruction and reference needs are being met</p> <p>Students in online and blended classes have access to subject librarians for expert research assistance</p> <p>LSDS reports annually on the library's activities in teaching and providing reference service to online and blended learners</p> <p>Librarians offer faculty the option of online synchronous instruction</p> <p>Librarians provide an array of asynchronous reference and instruction services</p> <p>Librarians use of instructional and reference technologies remains current</p>

2.2	<b>Online tutorials and subject/course guides are developed and used to impart information literacy and library specific knowledge</b>			
	<b>Objectives</b>	<b>Implementation Strategies</b>	<b>Lead Parties</b>	<b>Outcomes/Metrics</b>
2.2.a	The library will provide a set of tutorials and subject/course guides addressing the needs of students in the online and blended programs	<p>Develop and maintain plans for supporting existing and forthcoming online courses and programs</p> <p>Provide participating librarians with the necessary technologies and trainings to achieve curricular goals</p>	<p>Library Online Support Coordinator</p> <p>Librarian Liaisons</p> <p>Head of Library Systems &amp; Digital Services</p>	<p>Increase the number and breadth of information literacy Reusable Learning Objects (RLO)</p> <p>Increase the number and breadth of course &amp; subject guides</p> <p>LSDS reports annually on the development and maintenance of RLOs and subject guides</p>
2.2.b	Increase awareness of library's reusable learning objects, tutorials and subject/course guides	<p>Develop and maintain plan for notifying faculty about new and existing reusable learning objects, tutorials and subject/course guides</p> <p>Develop ongoing marketing plan to increase knowledge and use of learning objects</p>	<p>Library Online Support Coordinator</p> <p>Librarian Liaisons</p> <p>Head of Library Systems &amp; Digital Services</p>	<p>Library maintains a marketing plan that includes the promotion of RLOs</p> <p>LSDS reports annually on the success and challenges in promoting RLOs</p>
2.2.c	The tutorials and course/subject guides are user friendly and achieve curricular goals	<p>Librarians use ACRL standards as a guide when developing tools</p> <p>Librarians solicit faculty input when creating guides/developing reusable learning objects designed to meet curricular goals</p> <p>Comply with university and professional standards when determining technology</p>	<p>Library Online Support Coordinator</p> <p>Head of Library Systems &amp; Digital Services</p> <p>Library Division Heads</p> <p>Librarian Liaisons</p>	LSDS reports annually on the use of RLOs and subject guides

		requirements to access and use RLOs  Develop plan for assessing the effectiveness of the RLOs		
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<b>Goal 3: Implement Coordinated Oversight and Quality Assurance Program for Library Support for Online Learners</b>				
<b>3.1 Enhance library-wide support and quality assurance for library services to online learners</b>				
	<b>Objectives</b>	<b>Implementation Strategies</b>	<b>Lead Parties</b>	<b>Outcomes/Metrics</b>
3.1.a	Provide ongoing oversight and coordination of library services to online learners	<p>Continue development of coordinated oversight, management, planning and quality assurance for library support for online learners</p> <p>Participate on university committees, forums and discussion groups related to online learning and teaching</p> <p>Communicate with library staff about library services to online learners</p>	<p>Library Systems &amp; Digital Services</p> <p>Library Online Support Coordinator</p> <p>Library Division Heads</p>	<p>LSDS maintains an annually updated plan for supporting online programs</p> <p>LSDS reports annually on activities and services in support of online learners</p> <p>Broad library staff participation in providing service to learning in online and blended classes</p>
3.1.b	Assure a forward-looking approach to the provision of library services and resources to online learners	<p>Review NEASC expectations and guidelines</p> <p>Review ALA/ACRL Standards for Distance Learning Library Services</p> <p>Keep abreast of trends and innovations in library services and support for online learners</p> <p>Stay current on library support for online learner services at comparable universities</p> <p>Attend conferences and workshops</p> <p>Ensure library services and support for online</p>	<p>Dean of Library Services</p> <p>Library Systems &amp; Digital Services</p> <p>Library Online Support Coordinator</p>	<p>LSDS annually reviews trends, best practices and innovative methods of delivering services and resources to online learners</p>

		learners is compliant with governmental policies and regulations (e.g. ADA; Copyright, Fair Use, etc.)		
3.2	<b>Online students and faculty are identified and informed about library services and resources</b>			
	<b>Objectives</b>	<b>Implementation Strategies</b>	<b>Lead Parties</b>	<b>Outcomes/Metrics</b>
3.2a	Identify students enrolled in fully-online and blended programs	Develop best practices for generating a list of students enrolled in online programs	Library Systems & Digital Services  Library Online Support Coordinator	The library maintains a list of students enrolled in fully-online programs
3.2.b	Contact students in fully online and blended classes about library services and resources	Review list of students each semester  Email new online students and introduce library services and resources	Library Systems & Digital Services  Library Online Support Coordinator	All online students receive an email introducing library services when they begin their program  Online and blended learners are invited to sign up for an <i>Online Learner Library Card</i>
3.3	<b>Library staff provide students with accurate information about the library's support and services for online learners</b>			
	<b>Objectives</b>	<b>Implementation Strategies</b>	<b>Lead Parties</b>	<b>Outcomes/Metrics</b>
3.3.a	Library staff members understand library services and resources that support online and blended programs	Hold regular meetings with librarians and library staff to update them on issues pertaining to online learning and support  Form a library advisory committee to review plans and policies concerning the library's support and services for online learning  Make documentation on library services and resources for online and	Dean of Library Services  Library Online Support Coordinator  Head of Library Systems & Digital Services	Library staff members are conversant about services and resources available to online learners

		blended programs available to library staff		
3.3.b	Library staff are aware of university-wide trends and changes affecting online learning	<p>Communicate with key stakeholders such as Professional and Continuing Education, Instructional Development, and the Academic Director of Online Education</p> <p>Participate in the planning and implementation of university online learning initiatives</p>	<p>Dean of Library Services</p> <p>Library Online Support Coordinator</p> <p>Library Systems &amp; Digital Services</p>	Library staff members are informed on university-wide trends and changes affecting online learning



<b>Goal 4: Create an Online Library Environment that Meets the Needs of Online Learners</b>				
<b>4.1 Online students and faculty have access to an easy to use website containing all the library-related information appropriate to their program</b>				
	<b>Objectives</b>	<b>Implementation Strategies</b>	<b>Lead Parties</b>	<b>Outcomes/Metrics</b>
4.1.a	Continue to ensure the library's websites, related networked services and systems are developed and maintained to meet the needs of online learners	<p>Create a <i>Library Services for Online Learners</i> website</p> <p>Review the library's website and online services annually to ensure that they meet the needs of faculty and students engaged in online teaching and learning</p> <p>Create assessment mechanism(s) to evaluate the usability and accessibility of the library's websites and services as they pertain to online learners</p>	<p>Library Systems &amp; Digital Services</p> <p>Library Online Support Coordinator</p>	<p>LSDS maintains a website dedicated to meeting library-related needs of online learners</p> <p>LSDS reports annually on the usability and accessibility of the library's website and its online services</p> <p>LSDS reports annually on its review of the library's website and online services</p>
4.1.b	Research and develop new technologies and systems	<p>Keep abreast of current uses of technologies and upcoming innovations (i.e. mobile computing issues)</p> <p>Keep abreast of current literature and studies</p> <p>Attend conferences</p> <p>Research library use of technology to support online learners at other universities</p> <p>Advocate for library budget investment in new technologies and services in support of online learners</p>	<p>Library Systems &amp; Digital Services</p> <p>Library Online Support Coordinator</p>	<p>LSDS librarians and staff participate in professional activities related to using library technologies to support online learners</p> <p>LSDS reports annually on trends, best practices and innovative methods of using technology to meet the needs of online learners</p> <p>LSDS reports annually on the library's development and implementation of new technology</p>

4.2	<b>Online students and faculty are informed and kept up-to-date on all library services, resources and support available to them</b>			
	<b>Objectives</b>	<b>Implementation Strategies</b>	<b>Lead Parties</b>	<b>Outcomes/Metrics</b>
4.2.a	Provide tools and instruction to educate online students and faculty about the library's resources and services	<p>Highlight library resources and services for online education</p> <p>Develop asynchronous tools introducing library resources and services</p> <p>Provide a synchronous orientation session for students newly enrolled in online and blended programs</p>	<p>Library Online Support Coordinator</p> <p>Library Systems &amp; Digital Services</p> <p>Library Division &amp; Dept. Heads</p>	<p>Blogs, online guides, and library web site are used to promote library resources and services to online students and faculty</p> <p>Students have access to synchronous and asynchronous instruction introducing library services, resources and support</p> <p>LSDS reports annually on library efforts, successes and challenges in educating students and faculty about library services</p>
4.2.b	Library fosters an active online community of learners	<p>Enhance library blogs, website, Twitter, Facebook and other services to encourage engagement with online learners</p> <p>Invite online students and faculty to participate in library online communities</p>	<p>Library Online Support Coordinator</p> <p>Library Systems &amp; Digital Services</p> <p>Library Division Heads</p>	LSDS reports annually on activities and services supporting online learners, including efforts to foster online learner engagement