

University of Memphis
University Libraries
Strategic Plan
2023-2028



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INTRODUCTION

The University Libraries serves the university community through its McWherter Library facility and three branches: Health Sciences, Music, and Lambuth Campus Libraries. To support the learning, teaching and research needs of the students, faculty, and staff, the University Libraries provides learner-centered instruction and training, services, collaboration, technology, and research resources. Teaching faculty and students benefit from the instructional design and development leadership of Academic Teaching & Learning Support (UM3D). This unit within the University Libraries provides the channel for resource integration in the teaching and learning environments.

The University Libraries Strategic Plan 2023-2028 represents the effort of the University Libraries Strategic Plan Response Committee to identify the mission, vision, principles, and goals that correlate with the University of Memphis Strategic Plan, ASCEND. To develop the new strategic plan the committee conducted departmental focus groups and distributed surveys to University of Memphis faculty and students to gather feedback and insights. Each goal includes a list of objectives that specifies how the University Libraries will succeed.

The University Libraries Strategic Plan is a document that will be continually updated and will receive an annual review before the end of each fiscal year from the University Libraries Strategic Plan Response Committee.

MISSION

Provide information resources and support that fosters academic success and pillars research and scholarship for an increasingly dynamic society.

VISION

To anchor comprehensive and innovative research and scholarship as the University of Memphis aspires towards greater national recognition as a top-tier public research institution.

PRINCIPLES

Foster and develop partnerships to increase access to resources and services for the University of Memphis community and beyond.

Actively promote available library resources and services.

Facilitate the creation of knowledge through discovery.

Support lifelong learning, innovation, and student success.

Uphold the core values of librarianship established by the American Library Association, the Association of College & Research Libraries, the Association of Southeastern Research Libraries, and the Society of American Archivists.

Ensure through UM3D that all University's courses comply with accreditation policies and best practices.

GOALS

GOAL 1: Build relationships with faculty, students, staff, and community members.



Our objectives are to:

- Network with academic departments on campus and collaborate on projects and events that support teaching, learning, and research.
- Collaborate with non-academic departments including research centers, student organizations, certificate programs, and athletic programs and invite them to partner with the University Libraries.
- Develop methods of outreach to increase the Libraries visibility and awareness among the campus community.
- Partner with the community, including public libraries, local schools, nonprofits, and businesses, which will help the Libraries extend its reach and impact beyond the campus boundaries.
- Market UM3D to provide innovative technological solutions to all types of educational problems in course settings.

GOAL 2: Provide services for student success.



Our objectives are to:

- Support students' information and digital literacy needs, such as teaching students how to find, evaluate, use, and create information effectively and ethically in various formats and contexts.
- Create a welcoming and supportive environment that encourages students to ask questions, seek help, and explore new ideas.
- Expand open educational resources by promoting high-quality, low cost, and accessible learning materials that reduce the cost and enhance the quality of education for students.
- Promote the Libraries as a multipurpose space and ensure that the Libraries' collections and services are accessible to all students regardless of their abilities, backgrounds, or preferences.
- Assist the University of Memphis' growing international student population by offering tailored information services and support to succeed in their academic environment.
- Close the technology gap for students by providing hardware and updated software when feasible.

GOAL 3: Foster a culture of collaboration and excellence among the University Libraries faculty and staff.



Our objectives are to:

- Provide faculty and staff with the necessary resources, training, professional development opportunities, and best practices to perform their duties effectively and efficiently.
- Build strong relationships and morale among team members by creating opportunities for interaction and recognition.
- Enhance the incorporation and engagement of branch libraries' personnel.

GOAL 4: Improve the methods of measuring service and resource use so the University Libraries can effectively evaluate their impact and identify areas for improvement.

Our objectives are to:

- Enhance data analysis capabilities to demonstrate value.
- Develop more quantitative and qualitative feedback mechanisms to collect user feedback.
- Upgrade consistency and accountability regarding the collection and reporting of statistics.
- Pursue methods of outcomes assessment.

GOAL 5: Ensure the safety, comfort and productivity of faculty, students, and staff.



Our objectives are to:

- Provide a clean, functional, and high-tech environment to create an inviting atmosphere.
- Better utilize the Libraries' spaces to foster a positive learning environment.

GOAL 6: Pursue internal and external funding opportunities to support the University Libraries' initiatives as an R1 institution.

Our objectives are to:

- Maximize state government funding by evaluating current budgeting practices.
- Pursue creative revenue streams including grants, donations, and other avenues.
- Utilize funding to enhance the Libraries' impact for students, staff, and faculty.
- Maximize collaborative purchasing power with national, state, and regional affiliations.

KEY PERFORMANCE INDICATORS (KPIs)

GOAL 1 KPIs: To track the building of relationships with faculty, students, staff, and community members, the University Libraries will annually distribute a survey that will aim to evaluate the growing relationships between the University Libraries and the campus community. The survey will include questions pertaining to awareness of resources and services, outreach and participation in University Libraries events.

GOAL 2 KPIs: To track the provision of services for student success, the University Libraries will annually assess student satisfaction via survey. The survey will include questions pertaining to the usage of space, resources, technology, and instructional services provided for students.

GOAL 3 KPIs: To track the advancement of a culture of collaboration and excellence among its faculty and staff, the University Libraries will monitor and recognize the activities and achievements of its employees. The University Libraries will implement a monitoring system designed to evaluate achievements and will foster an environment of improvement. The system will help identify best practices and areas for cultural growth, ensuring the University Libraries thrive in a supportive and innovative environment.

GOAL 4 KPIs: To improve the methods of measuring service and resource use so the University Libraries can effectively evaluate their impact and identify areas for improvement, the University Libraries will create a Metrics Task Force to evaluate the statistics collected by its departments and implement a framework for analyzing the Libraries performance that will help inform the strategic decisions and promote advancement.

GOAL 5 KPIs: To ensure the safety, comfort and productivity of faculty, students, and staff, the University Libraries will evaluate the physical space of the main and branch libraries. Like Goal 1 & 2, the University Libraries will annually assess our space through the use of an annual survey. A survey will be sent out to faculty, staff and students and questions will pertain to the satisfaction and potential improvements that need to be made to the University Libraries physical space.

GOAL 6 KPIs: To pursue internal and external funding opportunities to support the University Libraries' initiatives as an R1 institution, the University Libraries administration will monitor funding, donations and grants applied for and received.

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