
SOUTHERN UNIVERSITY AT SHREVEPORT

(SUSLA) LIBRARY

FIVE-YEAR STRATEGIC PLAN

Fiscal Year 2019-2023

Table of Contents

The History	3
The Vision	4
The Mission	4
The Philosophy	4
The Goals	5
Goal 1	6
Goal 2	7
Goal 3	8
Goal 4	9
The Action Plans by Objectives	10

A Brief History

The SUSLA Library opened in the north wing of the Administration Building in 1967. Prior to the opening on the Martin Luther King Campus, (formerly known as the Cooper Road), books and materials were processed at a Laurel Street site to be transported to the Cooper Road. The first Head Librarian was Wilfred Mayfield. Mr. Mayfield stayed a year and Ms. Martha Ashmon became the Head Librarian for nearly two years. After her departure to another state, Mrs. Thelma Fisher Patterson became Head Librarian. Under Mrs. Patterson's leadership, the library moved to its existing site in the Summer of 1972. The Library, a two-story, 45,000 square feet building with the seating capacity of seven hundred fifty (750) served as the center of many university and community activities for years.

In February 1978, Mrs. Patterson was killed in a tragic accident only 1/2 block from the campus. Dr. Leonard C. Barnes appointed Dr. Orella Ramsey Brazile as acting Head Librarian. Dr. Brazile was later selected Head Librarian and served in that position for 32 years (1978-2009). In September of 2009, Dr. Orella Brazille appointed Jane R. O'Riley, as acting Head Librarian. Ms. O'Riley was later selected Library Director in 2012 and at present still holds this position.

The Vision

Southern University as Shreveport, Louisiana (SUSLA) Library is the center of academic excellence for the academic community and a supporter of other university programs and services. The Library is committed to community services by making information and programs accessible to the community.

The Mission

The mission of the Library is to provide the educational resources needed to meet the academic and research demands of the institution. The Library is the center for learning materials and it serves as an important teaching agency by providing bibliographic instruction. The Library is also committed to the institution's mission of "teaching and preparing traditional and non-traditional students for degree attainment, transfer, workforce, continuous learning and self-improvement."

The Philosophy

The Library believes that it has an obligation to meet the academic needs of the institution and embrace the core values of the institution; quality, integrity, professionalism, empowerment, learning, evaluation, customer service, and growth.

Goals

The following are goals included in the Library's Five-Year Strategic Plan. These goals are consistent with the goal of the University and its mission.

- I. The Library will seek inclusion in the capital outlay plan for upgrades, repairs, and renovations.
- II. The Library will seek additional funds to purchase books, furniture, and other resources.
- III. Support student success by enhancing the awareness of the Library's Information Literacy program.
- IV. The Library will provide additional outreach and classroom visitation.

Goals

The following are goals included in the Library's five-year strategic plan.

Goal 1: The Library will seek an upgrade of the building that will provide safety, comfort, and convenience.

Objective 1.1 Review problems and concerns related to the Library building Environment.

Strategy 1.1 Review all past requests for service

Strategy 1.2 Resubmit requests

Strategy 1.3 Submit request to another level if handled

Strategy 1.4 Write formal letter of request with copies to all levels concerned

Performance Indicators:

Input: The Library staff will review monthly the number of problems and complaints regarding safety and comfort.

Output: Major problems will be sent to maintenance and safety committee

Outcome: Evaluate the number of resolutions to problems

Efficiency: The percentage of problems reduced on a monthly basis

Objective 1.2 Seek inclusion in the facility master plan

Strategy 1.2.1 Review the existing plan

Strategy 1.2.2 Recommend upgrades or improvement to the Library

Strategy 1.2.3 Provide solutions to the appropriate personnel

Performance Indicators:

- Input: Review a copy of the facilities master plan
- Output: Identify the number of services listed; the number of services performed
- Outcome: Increase the number of services performed

Objective 1.3 Submit major problems relative to repairs/renovations of the Library to the Planning and Priority Committee

Strategy 1.3.1 Write the Vice Chancellor for Academic Affairs detailing the problems and concerns

Strategy 1.3.2 Send copies of the hazard log

Performance Indicators:

- Input: Review all work orders and other correspondence
- Output: Indicate the percentage of completed services
- Outcome: Reduction in the number of complaints
- Efficiency: Increased satisfaction with performance

Goal 2: The Library will seek additional funds to purchase books, furniture, and other resources

Objective 2.1 Request an increase in state funds from the Planning and Priority Committee

Strategy 2.1.1 Submit a written request to the Vice Chancellor for Academic Affairs

- Strategy 2.1.2 Request a presentation at the Planning and Priority meeting
- Strategy 2.1.3 Prepare a written proposal (Title III)

Performance Indicators:

- Input: Assess the existing budget allocation for acquisition
- Output: Submit recommendation for additional funds
- Outcome: Increased budget
- Efficiency: 20-30% increase in acquisition budget

Goal 3: The Library will introduce and Information Literacy program

Objective 1.3 Partner with faculty to help students identify information sources to enhance research skills

- Strategy 1.3.1 Conduct Information Literacy awareness seminars or workshops
- Strategy 1.3.2 Introduce the Information Literacy concept to students in College Success Classes

Performance Indicators:

- Input: Present program
- Output: Introduce Information Literacy program to faculty
- Outcome: By Fall 2020, 10% of the faculty will participate
- Efficiency: 20% of the faculty will participate with the program

Goal 4: The Library will provide additional outreach and classroom visitations

Objective 4.1 Expand the outreach and classroom visitation program by Spring 2020

Strategy 4.1.1 Schedule meetings and announce in the Library Newsletter the availability of staff for outreach services and classroom visitation

Strategy 4.1.2 Develop handouts and brochures for classes on research techniques

Strategy 4.1.3 Expand the use of the Computer Lab

Performance Indicators:

Input: Review the existing Library outreach

Output: Number of outreach contacts

Outcome: Improves learning outcomes for students

Efficiency: Increased number of outreach activities

Action Plans by Objectives

Objective 1:1 Review problems and concerns related to the Library building, environment

Step I The Library Director will pull all the work requests for the last two years. The Director will assess all major or structural concerns by the Fall of 2019.

All minor concerns will be re-issued on a work order that will indicate the number of requests by date.

Step II In the Fall of 2019, the Library Director will meet with the Director of Facilities to outline the major problems and concerns.

A timeline will be drafted to look at solutions to the problems.

If the problems cannot be solved as requested by the Director of the Library, a letter will be drafted to the Vice Chancellor for Academic Affairs to have these problems considered for capital outlay projects.

In December 2019, a follow-up of all requests by the Director of the Library.

In January 2020, if major problems are not addressed, the Director will write a formal letter to the Vice Chancellor for Academic Affairs detailing the review process and the results of the evaluations of each step.

Step III Evaluate the objective.

Objective 1:2 Seek full inclusion of the Library in the Facility Master Plan by the Library Director

Step I Recommend that a member of the Library staff be included on Facility Master Plan Committee.

Step II Library staff review the existing Facility Master Plan by Fall 2019

Step III Analyze the plan in terms of repair schedules, upgrades, painting, etc.

Step IV Library staff provide recommendations to the committee by December 2019

Step V The Library Director will monitor the progress of the recommendations and make adjustments as needed.

Objective 1:3 Submit major problems related to repairs/renovations needs of the Library to Planning and Priority Committee

Step I The Library Director will write a letter to Vice Chancellor for Academic Affairs requesting consideration of recommendations to the Library by Summer 2019.

Step II The Library Director will submit all major problems and concerns related to the Library building.

Step III The Director will evaluate progress toward the project.

Step IV Repeat the step if progress on recommendations are not handled by end of Summer 2020.

Objective 2.1 Request an increase in state funds to purchase books, furniture, and other resources

Step I The staff will list major acquisition needs and prioritize the needs by the end of May 2019.

Step II The Director will submit the prioritized list to the office of the Vice Chancellor for Academic Affairs by June 2019.

Step III The Library staff will prepare a presentation if needed to justify recommendation.

Step IV The Library Director will monitor the progress of the request.

Objective 3.1 Partner with faculty to help students identify information sources to enhance research skills

Step I The Library staff will introduce the concept of Information Literacy through workshops or seminars.

Step II The students will be introduced to Information Literacy by the Library staff.

Step III Evaluate the Information Literacy activities program.

Objective 4.1 Expand the Library outreach and classroom visitation program by the Spring of 2020.

Step I The Library Director will announce the availability of staff for each outreach and classroom visitation to the faculty.

The Library staff will revise the library brochure and prepare pamphlets to meet research needs.

The Reference Department will schedule classroom visits based requests.

The outreach and classroom visitation activities will be evaluated each semester to determine the need.

The Five-Year Strategic Plan was based on the following critical needs.

Major repairs (prioritized)

Skylight in the upstairs stairwell

Ceiling damage

Working drinking fountains

Protruding bricks

Separation of walls

Window repairs (Restricted Reference Room)

Unsafe steps (Loading dock area)

Heating and air-conditioning controls

Acquisition funds to purchase books and restore magazines and journals