



Southern University at Shreveport Library

Two-Year Strategic Plan

Fiscal Year 2021-2023

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 programs and services of the Library are geared toward implementing the mission of the University with the specific objectives of meeting the educational needs of the University and to provide community service.

Vision

Southern University at 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 by the community.

Strategic Priorities

1. Design and deliver services for an excellent user experience.

a. Provide excellent customer service.

- I. Encourage staff to participate in customer service training.
- II. Seek and document student feedback from surveys.

b. Adjust services and resources to address community needs.

- I. Gather data on how the Library impacts major user-groups (students, faculty, and staff) throughout their SUSLA experience from surveys.
 1. Conduct a survey to identify unmet information needs in the following areas: resource awareness, access and discoverability, accessibility, technical skills, and timelines.
 2. Facilitate collection of electronic resources usage statistics by implementing SUSHI (Standardized Usage Statistics Harvesting Initiative) protocol.

V. Utilize the ACRL Information Literacy Framework to underscore the utility value of research and writing activities.

5. Invest in physical and virtual library spaces that are inclusive and welcoming.

a. Provide an attractive, safe, and accessible space for teaching, learning, collaboration, and research that addresses the needs of the SUSLA campus.

I. Purchase additional computers and furniture to accommodate more students.

LIBRARY SWOT ANALYSIS

Strengths

- 24/7 access to catalog and databases
- Computer training lab
- Good customer service
- Dedicated Library staff
- Wi-fi access
- Reciprocal borrowing agreement with LOUIS membership

Weaknesses

- Limited funding
- Need librarian for the Archive department
- Need additional computers/workstations
- Need Library parking lot
- Need more Library staff

Opportunities

- Reallocation of space
- Space to add scanners so students can more effectively use course Reserves

Threats

- Budget cuts
- Lack of interest from faculty, staff, and students about the Library activities
- Insufficient staffing for reliable desk coverage and outreach

Library Action Plan

1. Make the user experience central to the design and delivery of all services.

<i>Task</i>	<i>Staff Assigned</i>	<i>Status</i>	<i>Action/Deliverable(s)</i>	<i>Due Date</i>
a. Provide excellent customer service				
Complete training through the Academy of Excellence.	Fatina Elliott Jane O'Riley Catherine Dean Tawonna Henderson Angela Clark Frances Lewis Annie Nelson Joyce Glenn	Ongoing	Professional development	Once a semester
Gather documentation from student surveys.	Annie Nelson Frances Lewis Joyce Glenn Catherine Dean Devonye Brown	Ongoing	Survey results	Annual/May 2023
b. Adjust services and resources to address community needs.				
Gather survey data on how the Library impacts major user groups (students, faculty, and staff) throughout their SUSLA experience.	Annie Nelson Frances Lewis Joyce Glenn Catherine Dean Devonye Brown	Ongoing	Survey results	Annual/May 2023
Facilitate collection of electronic resources usage statistics by implementing SUSHI protocol.	Catherine Dean	Not started	Electronic resources statistics	July 2021
Visit first-week classes or orientation sessions to talk about Library services.	Jane O'Riley Tawonna Henderson Catherine Dean	Ongoing	Schedule classes with instructors	Annual/September 2023

Visit the student union with laptop for outreach.	Jane O'Riley Tawonna Henderson Angela Clark	Not started	Date visited, transaction statistics	Once a semester 2023
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2. Strengthen the collection for support of research, teaching, and learning for faculty, staff, and students.

<i>Task</i>	<i>Staff Assigned</i>	<i>Status</i>	<i>Action/Deliverable(s)</i>	<i>Due Date</i>
a. Provide a collection that will strengthen teaching and learning while supporting the University curriculum.				
Continue to serve on the Curriculum Committee.	Jane O'Riley	Ongoing	Service to the University	Annual
Gather and document student feedback from surveys.	Annie Nelson Frances Lewis Joyce Glenn Catherine Dean Devonye Brown	Ongoing	Survey results	Annual
Write allocation letters to Department heads based on available funding	Jane O'Riley	Ongoing	Submit recommendations	Annual/Fall 2023
b. Update collection development policies and guidelines, with an emphasis on expanding electronic holdings, and especially open educational resources (OERs).				
Update Collection development policies and guidelines	Jane O'Riley Catherine Dean Tawonna Henderson Angela Clark	Ongoing	Handbook	May 2023
Complete collection inventory and weeding.	Jane O'Riley Catherine Dean Tawonna Henderson Angela Clark Frances Lewis Annie Nelson Joyce Glenn	Ongoing	Remove discards; Update collection statistics to match inventory	December 2022

Create and maintain program LibGuides based on the resource lists to help users identify pertinent resource and access training materials.	Catherine Dean Tawonna Henderson	Ongoing	Subject LibGuides for each Division	May 2022
Participate in CloudSource OA pilot program	Catherine Dean	Ongoing	New tab in catalog to search 30 million OA articles, books, and other resources indexed by SirsiDynix.	May 2022
Monitor new OERs and add to catalog.	Catherine Dean	Ongoing	Collection statistics reflecting OERs added each year.	Annual/May 2023

3. Foster collaboration with other University departments/units on SUSLA campus.

<i>Task</i>	<i>Staff Assigned</i>	<i>Status</i>	<i>Action/Deliverable(s)</i>	<i>Due Date</i>
a. Foster research and teaching partnerships with other organizations on SUSLA campus				
Attend departmental meetings	Jane O'Riley Catherine Dean	Ongoing	Presentation at meeting	Annual/ Fall 2023
Administer faculty and staff Library survey	Devonye Brown Jane O'Riley	Ongoing	Survey results	Annual/May 2023
Meet with Library support staff	Jane O'Riley	Ongoing	Suggest questions about the Library to add to the Student Success Center's survey	Annually/May 2023

4. The Library will improve information literacy skills of students, faculty and staff.

<i>Task</i>	<i>Staff Assigned</i>	<i>Status</i>	<i>Action/Deliverable(s)</i>	<i>Due Date</i>
a. Foster research and teaching partnerships with other organizations on SUSLA campus				
Provide ongoing access to Northstar Digital Literacy Training on Library web page	Catherine Dean Annquinette King	Completed	Link to the registration and training on Library Tutorials page	March 2021
Conduct information literacy awareness tutorials, seminars or workshops online	Jane O’Riley Catherine Dean Tawonna Henderson	Ongoing	Video tutorials, training modules in LMS	July 2022
Teach information literacy classes	Jane O’Riley Tawonna Henderson	Ongoing	Workshops, College Success class rosters	Every semester/ May 2023

5. Invest in physical and virtual library spaces that are inclusive and welcoming to the Library.

<i>Task</i>	<i>Staff Assigned</i>	<i>Status</i>	<i>Action/Deliverable(s)</i>	<i>Due Date</i>
a. Provide an attractive, safe and accessible space for teaching, learning, collaboration and research that address the needs of SUSLA campus.				
Designate a space for a study room by shifting bound periodicals and purchase a dry erase board.	Jane O’Riley	Ongoing	New study room available for reservation by students and faculty.	December 2025
Purchase computers and furniture to accommodate more students	Jane O’Riley	Not Started	Expanded computer lab on first floor. Additional furniture.	June 2023