

UND Libraries Alignment with the OneUND Strategic Plan, 2017 – 2022

UND's Strategic Plan brings all colleges, departments, and facilities together as OneUND. This includes the UND Libraries. The following alignment plan details how the UND Libraries are vital partners in OneUND.

OneUND Purpose

Chief Opportunity Engine for North Dakota and Our Students

OneUND Vision

Premier Flagship University of the Northern Plains

UND Libraries and the Purpose & Vision of OneUND

The Libraries are vital partners in the OneUND Strategic Plan. Libraries provide valid, vetted, reliable, and timely information and services, and thus are critical to the overall functioning of the University of North Dakota, its Purpose (Chief Opportunity Engine for North Dakota and Our Students), and its Vision (Premier Flagship University in the Northern Plains). We also conduct outreach to the community and partner with organizations across the community. As just one example, our Business Librarian has established a strong relationship with the North Dakota Small Business Association, and provides workshops on finding business information, patent searching, copyright and intellectual property considerations, etc. She also provides these workshops to courses, and has a strong relationship with the College of Business & Public Administration. She is not alone; all of our subject librarians (<http://library.und.edu/librarians/>) provide extensive workshops on finding reliable, timely, relevant information using library databases, scholarly journals, trade publications, news outlets, the Internet, and other sources. These workshops may be for courses, community groups, campus units such as Disability Support Services, or other groups. Librarians have also provided workshops to students seeking company information when they embark on career searches. As well, librarians provide individual research services to students and faculty. Our services improve opportunities and provide assistance to students and faculty conducting research. As well, our Libraries are vital to UND's goal of enhancing research. The Libraries have been undertaking a host of initiatives to improve services to faculty, students, and the community, including:

- **Librarian service (ex officio) on the Curriculum Committee** – This ensures that the Libraries are aware well in advance of upcoming new, growing, or closing courses and programs, so that we can plan resources and services accordingly.
- **Collection analysis and evaluation of our circulating and reference collections** – UND Libraries engaged Strategic Collection Services to assist us with analysis of circulating collections, and then bibliographers worked on analysis of each individual subject area. This is the first-ever collection analysis done at UND, and we plan to incorporate regular analysis into our general collection management procedures.
- **Space assessment and renovation** – We undertook a mini-renovation of the busiest area of the Library - the Reference & Research area of the 2nd (Main) floor. With student input and feedback, furnishings from multiple vendors were evaluated, and final furnishings selected. The Grand Opening on October 25 was the Library's first renovation since 1981. Smaller renovations

have been taking place, including renovation of selected staff areas, creation of a Media Viewing Room, and replacement of some furnishings.

OneUND Goals & UND Libraries

Learning:

- **Provide a strong undergraduate liberal arts foundation.** *This would not be possible without the information services and resources of libraries. Libraries contain and/or provide access to a vast, diverse range of information resources, from all viewpoints. Librarians provide guidance and assistance, and help to teach students how to discern good information from poor, unreliable, or outright false information. We offer such instruction in many modalities, from one-shot quick-reference questions delivered via chat to embedded librarians within individual Blackboard courses to on-campus instruction to online tutorials to individual research appointments. Both the availability of a broad range of scholarly information and the offering of instruction in the usage of complex information products are vital. We also provide spaces for studying (group or individual) and learning spaces where faculty and librarians interact with students. As well, we facilitate High Impact Practices (HIPs) such as First Year Seminars, Writing Intensive Courses, Undergraduate Research, Internships, Capstone Courses, and more. Examples of Libraries' work with HIPs include student involvement in transcriptions for our Nuremberg Trials Digital Collections (<https://library.und.edu/digital/nuremberg-transcripts/>), undergraduate student art exhibits, inclusion of capstone and other undergraduate research projects in the UND Scholarly Commons, information literacy sessions for First Year Seminars, and more. Libraries are critical to a strong liberal arts foundation.*
- **Increase undergraduate, graduate, and professional retention and graduation rates.** *Multiple research studies in library and information science and educational literature have repeatedly shown that library materials usage, library instruction, library space usage, and other usage of other library services and resources have a strong correlation to student retention, on-time graduation, and improved GPAs. The Library is also on Starfish, and students are regularly referred to their librarians for assistance in learning critical research skills and information literacy concepts.*
- **Deliver more educational opportunities online and on campus.** *The Libraries have long worked with the Office of Extended Learning and the Center for Instructional & Learning Technologies (now both within the Teaching Transformation and Development Academy, or TTADA) on providing services to students at a distance/online, as well as on campus. We have a dedicated Distance Learning Coordinator, Janet Rex, who is a librarian and who works in partnership with subject bibliographers to provide all students in online courses with a wide range of materials and services. She has created an online research guide specifically outlining services for distance/online students; the guide is available at <http://libguides.und.edu/distance-education>. We provide online chat reference service, as well as reference services by email, phone, and in person. We offer interlibrary loan (ILL) services and mail service for distance students; we will mail them any circulating item in our library collections, and we will also order items not in our collections via ILL. These services are offered free of charge; the Libraries absorb all costs for students. We also provide online tutorials in several areas, and are working to expand these; recently, we began exploring "Guide on the Side" – free, interactive tutorial software produced by the University of Arizona Libraries. We have used Guide on the Side for tutorials for a Management 300-level course, and hope to greatly expand these, as time and staffing permit. We have recently restructured several positions to enhance online services. For example, Kristen Borysewicz, a longtime senior reference librarian, was promoted to the new position of*

“Coordinator of Information Literacy”. Kristen works closely with all subject librarians and with the Distance Learning Coordinator to provide baseline and advanced information literacy instructional services to UND students, whether online or on campus. Faculty may request instructional services from the Libraries online at <http://library.und.edu/instructors/library-instruction.php> or by contacting their subject librarian. We provide about 300 instructional sessions every year, on average. Kristen also works closely with Essential Studies, and provides assistance with the Information Literacy requirement of Essential Studies, to ensure faculty can incorporate Information Literacy into their courses, as one of the key Learning Outcomes. We are also now working with the Office of the Provost & VPAA on providing library services for courses and programs that will be delivered in partnership with Pearson Education; the Dean of Libraries & Information Resources (Stephanie Walker), the Assistant Director of the Chester Fritz Library (Sally Dockter), and our Distance Learning Coordinator (Janet Rex) are attending a meeting with Pearson in early November to discuss how best to provide a full range of information services and resources to students in these new/expanded programs. The Libraries have also been working hard on Assessment of multiple aspects of library services and resources, to ensure that we are utilizing resources effectively and efficiently. In just the past 2 years, we have undertaken numerous assessments of basic Information Literacy (IL) instruction and more advanced library instruction; of our circulating collections (and we are continuing to evaluate our collections to ensure they appropriately support current and emerging curriculum); of several spaces within the Chester Fritz Library (e.g. We solicited, gathered, and utilized student feedback in determining which space to renovate for our first mini-renovation, and then solicited, gathered, and utilized student feedback on the furnishings chosen for the renovation, which opened in October 2016. We also used student survey feedback to determine that we needed a Media Viewing Room and more group study rooms, and we renovated 2 former offices to add another group study room and a Media Viewing Room on the 2nd floor.); and of our customer service and student employee training.

Discovery:

- **Enhance discovery at a level consistent with most research-intensive universities (Carnegie R1) –** *The Libraries are critical to research. Students and faculty alike need to conduct literature searches to learn what research has been done in the past and to learn the current status of their research area. Researchers also report findings in published research, in peer-reviewed journals and conference proceedings, which are the bulk of all academic libraries’ collections. Currently, the UND Libraries would require approximately an additional \$2 million to reach the 50th percentile of R2 research institution library budgets, but we are aiming for excellence, not simply to reach the 50th percentile of R2 libraries’ budgets.*

Engagement:

- **Foster a welcoming, safe, and inclusive campus climate –** *Libraries are, by design, intended to be safe, welcoming, and inclusive. We have some of the longest hours on campus, and offer an environment that is a) near transit, b) well-lit, and c) staffed, and Campus Police also are available to walk students and staff to their cars. We are also seeking to hire an Evening Supervisor, a position that has long been vacant, so that we will have a full-time staff member in the building from 4 pm – 12 midnight, Sunday – Thursday. Currently, after 6 pm during the week and on weekends, only student staff are in the building; this is not sufficient, and is being addressed. The Libraries’ staff currently serve on numerous committees to ensure a welcoming, inclusive climate, e.g. Student Disability Services Committee, Distance Learning Committee, 1stG UND, etc. We are working with Disability Services to improve access to tutoring services in the*

evenings and on weekends, and to workshops that outline available services. We are working on a redesign of our website to improve accessibility, and we are ensuring (or, in many cases, have already ensured) that digitized collections are accessible.

- **Meet educational needs of active-duty military personnel, veterans, and their families** – As noted above, we are working closely with the Office of Extended Learning, CLT, and Pearson to ensure that we are offering a broad range of library services and resources to online students, and many military families require this flexibility. Chat reference, tutorials, access to subject librarians, remote access to collections, online tutorials, and interlibrary loans (including mailed collections) are all examples of services and resources we offer to ensure that we can meet the needs of active-duty military personnel, veterans, and their families. As well, the Libraries support the US Air Force’s prestigious “Air University” program, by sharing information resources and providing research assistance upon request.
- **Attract support for the University by actively engaging alumni and donors** – The Libraries are working closely with the UND Foundation on fundraising plans for capital projects, collections, and more.

OneUND Core Values & UND Libraries

Community – A spirit of collaboration and connectedness across the University and beyond – The staff of the Libraries serve on many, many committees within and beyond the University, to ensure collaboration across units and to strengthen community bonds. Libraries’ staff have also participated in many community events and initiatives. For example, in recent years, the staff of the Libraries have raised funds for the purchase of books for several Head Start and community classrooms; have handled book drives for the Cub Scouts and “Little Free Libraries”; have participated in the multi-community Greater Grand Forks Reads events; and much more. We participate in cross-campus initiatives such as the Open Educational Resources Working Group (chaired by Dean Walker), the Digital & New Media Working Group, the Student Disability Services Committee, and many more.

Discovery – An enthusiasm for inquiry, creativity, and innovation – The Libraries have been a showcase for creativity and innovation in recent years, undertaking such initiatives as leading Open Educational Resources, Open Access, and Scholarly Communication; the UND Scholarly Commons; and renovations that facilitate collaboration and community-building. The Libraries also have many, many plans for ongoing and future collaborations that support critical inquiry, creativity, and innovation.

Diversity – An understanding and appreciation of diverse people, experiences, and ideas – The Libraries’ staff participate in multiple community initiatives that support diversity, such as Greater Grand Forks Reads. The Library has also focused on diversity in its recent hiring, sending advertisements to targeted lists and venues, in an effort to improve its own diversity. As well, we are working on a “Native Voices” digital collections and internship project, which we hope will both facilitate outreach to Native students and provision of a digital humanities internship; this internship is part of a longer research project by Dean Walker on means by which the library profession can improve its own diversity. We are also careful in collection development to include diverse perspectives.

Inclusivity – A welcoming, inclusive, and supportive environment for all – This is perhaps as good a definition of a library as any – libraries are, by definition, open to all within their community. We provide services and resources to all in our communities – primarily UND faculty, staff, and students, but also, to a secondary extent, to community members, within the limits of our licenses.

Liberal Arts – An educational foundation essential for living an intellectually curious, personally fulfilling, and socially responsible life – *Libraries ARE the foundation, and best possible resource, to spark intellectual curiosity. We provide offer resources and services that allow for research across all areas of knowledge, and that help faculty and students create new interdisciplinary areas of research. They are also a strong basis for intellectual fulfillment and for responsibility in general.*

Lifelong Learning – A passion for learning, civic engagement, and community leadership – *Libraries support passion for learning, and offer many opportunities for civic engagement and community leadership.*