



# UL Strategic Framework 2015



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## Mission

The University of New Mexico University Libraries provides information, services and education in anyplace and at anytime, as well as providing and maintaining exceptional facilities for the evolving education, research and service needs of UNM and the wider community. The UL plays a key role in fulfilling UNM's mission to serve as New Mexico's flagship institution of higher learning through demonstrated and growing excellence in **teaching, research, patient care, and community service**.

## Vision Statement

The University of New Mexico University Libraries is seen as a proactive and adaptable source of knowledge for UNM and the wider community. We remain the leading academic library in New Mexico by:

- Making available extensive and valuable collections
- Being a trusted partner in the academic culture
- Enabling students in the use of information and informatics
- By offering extensive and user-centered electronic services
- Being a desired destination by providing functional and attractive physical places
- Ensuring that our employees have the necessary skills and tools to serve the evolving needs of our customers
- Having varied funding sources
- Sharing successes with customers by understanding their needs

## Guiding Values

The University Libraries (UL) integrates into all we do the University of New Mexico (UNM) values of:

- Excellence
- Access with Support to Succeed
- Integrity
- Diversity
- Respectful Relationships
- Freedom
- Sustainability

The UL adds to UNM's values:

- Service
- Trust
- Collaboration
- Accountability

## Guiding Principles

The principles below reflect the UL's beliefs that are fundamental to the way we operate:

- All UL employees are individually valued, understand how their role affects UL customers and have the necessary tools and skills to succeed.
- Funds allocated by UNM, the tax payers of New Mexico, delivered by grants, and given by donors are spent effectively and efficiently in the pursuit of our mission.
- Equipment and other assets entrusted to us are maintained, improved and used with respect, care and economy.

## Enabling Principles

We have recognized that in order to successfully achieve our desired strategic outcomes, the following enabling principles will be required:

- Appropriate **Human Resources** will be allocated.
- An internal and external **communication plan** will be developed and implemented.
- **Budgetary** and other financial requirements will be identified and allocated.
- **Information technology** infrastructure and support requirements will be specified.
- **Success measures** will be developed and evaluated.

## Planning Principles

The University Libraries and academic libraries are in transformational times. The UL is constantly adapting and innovating to meet the needs of our customers. However, we have identified certain principles that remain constant despite all the changes taking place in technology, academia, and the general economy. These core principles are:

- **Do the right things with less**
- **Meet our customers where they are**
- **Use data to inform our decisions**
- **Provide services and resources that are student centered**

## Program and Service Area Principles

Additionally, we have identified fundamental principles for each of our program and service areas and as an academic unit of UNM. These areas have corresponding performance measures that will be reported annually. They are as follows:

### Materials & Collections

- Continually provide, improve, and adapt the materials and collections offered by the UL to meet the requirements and demands of our customers
- Make materials and collections easily discoverable and improve efforts to maximize their usefulness
- Identify and focus resources on areas of strength

### Research & Outreach

- Offer the support and assistance to improve and enhance the productivity and quality of scholarly output by UNM's faculty, graduate and undergraduate students, and other scholars
- Be a proactive partner for research endeavors in our own and others academic disciplines

### Instruction & Learning

- Promote and foster the skills and conceptual frameworks required for lifelong learning by current and future UNM students
- Provide services and resources that are student centered

### Electronic Services

- Provide useful, innovative, and secure electronic services paying close attention to the user experience
- Create patron-centered digital collections utilizing the UL's archival and unique resources
- Archive, preserve, and provide access to the university's intellectual output in a virtual environment
- Examine current methods of data storage and retrieval for improvements and greater access

### Physical Places

- Provide attractive, functional and state-of-the-art physical places
- Preserve and secure materials

## Strategic Directions to 2015

### Spaces

Improve the UL physical facilities and enhance our virtual service environments. These may include library renovations in support of new usage patterns, workplace improvements for staff, new building planning, and innovative engagement in virtual communities.

#### Program and Service Areas

- Physical Places
- Research & Outreach

### Teaching

Assure that every student has sufficient access to information literacy instruction. Build upon basic information literacy instruction to teaching advanced skills in information management to discipline based informatics.

#### Program and Service Areas

- Research & Outreach
- Instruction & Learning

### Research

Expand library services, resources, and expertise through immersion in the research community. Build expertise in emerging area of data curation, increase participation in research grant proposals, create a new information rich environment through the eResearch Center, and participate in expanding the UNM cyberinfrastructure to support new models of research information sharing. Build print and electronic collections relevant to UNM research activities. Constantly assess and improve discoverability of UL resources. Create mechanisms for cross disciplinary collaboration.

#### Program and Service Areas

- Materials & Collections
- Research & Outreach
- Electronic Services
- Physical Places

### Scholarly Communications

Strengthen the role of the UL in providing the services and platforms to enhance access to UNM scholarship in a variety of formats. Educate the UNM community around issues related to the value of open access to intellectual property, create a scholars community through scholarly expertise systems, advocate for author's rights, explore innovative digital initiatives to expose hidden scholarly content, develop the virtual Office of eScholarship as a venue for UNM wide sharing of expertise.

#### Program and Service Areas

- Materials & Collections
- Research & Outreach
- Instruction & Learning
- Electronic Services