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

- Design and implement an assessment plan that looks at the effectiveness and impact of services, virtual and physical spaces, and collections
- Enhance service delivery by identifying how various user groups experience the Schurz Library and WERC
- Create welcoming informal and formal learning spaces to enhance student engagement, research and study
- Expand information resource acquisition and access models such as patron- or data-driven acquisition, to ensure cost-efficient and user-centered access to needed information
- Demonstrate the value and breadth of what the Schurz Library and WERC has to offer through targeted messaging and outreach

Goal 2 - Support the full lifecycle of research and scholarly exchange

- Maximize the impact and dissemination of faculty and student scholarship by passing an open access (OA) campus policy, increasing the use of IUScholarworks and other OA publication sources, and providing information on alternative research metrics and authors’ rights
- Actively define, support and facilitate all aspects of the research and creative process, from initial inquiry to publication impact through an array of online tools, services, and expertise
- Design and promote customized services and resources for graduate and professional students based upon assessment findings
- Expand faculty’s understanding and awareness of how subject librarians can support their research and teaching efforts

Goal 3 - Build discoverable and quality collections that advance the academic mission

- Develop access to timely, relevant, and diverse collections that reflect and anticipate teaching, learning and research priorities on campus
• Ensure seamless and continual access to electronic resources by assessing and improving electronic resource management
• Make “hidden” collections discoverable and accessible through description, digitization, and outreach
• Define the scope and priorities for the libraries’ Archives and Special Collections digitization and preservation programs
• Begin preserving and archiving campus born-digital content

**Goal 4 - Enrich the learning environment**

• Guide faculty in incorporating library materials and open educational resources in instruction and course design
• Increase the Libraries’ role as collaborative educational partner by embedding librarians, library services, and collections in academic and academic support programs
• Employ innovative technologies and approaches that advance hands-on learning, student engagement, and creativity
• Partner with faculty to expose students to the Libraries’ rare and unique materials
• Expand efforts to educate users about new information paradigms and evolving information practices

**Goal 5 - Improve organizational effectiveness and capacity**

• Identify opportunities to transform work processes, build efficiencies, realign human resources and clarify roles to meet library and campus strategic priorities
• Expand staff development efforts to meet evolving strategic goals by continually enhancing skills, fostering knowledge sharing and increasing technical competencies
• Encourage and recognize employee innovation, achievement and experimentation
• Promote transparent, flexible, and proactive decision-making practices
• Foster open communication and collaboration across library units and functions
• Strengthen efforts to promote a welcoming and inclusive environment
• Build financial capacity to fund the Libraries’ aspirations