

To: Library Steering Committee  
From: Library Strategic Planning Committee  
Date: June 9, 2015  
Re: Library Strategic Objectives

As stated in the Library Governance document, the Library Strategic Planning Committee (LSPC) “advises and supports the Dean’s development of the Library’s strategic plan and strategic initiatives. The committee will establish the library’s planning process; periodically review and prioritize the existing strategic plan and initiatives; and consider new strategic initiatives that may be proposed by librarians, staff or other stakeholders.”

In fulfillment of this charge, the LSPC requests that the Library Steering Committee approve the LSPC recommendation to add another strategic objective, namely A3: Assess and Implement an Effective Reference Service Model, to those strategic objectives approved for action by the Library Dean in 2014. The LSPC suggests that the Dean consider appointing a Task Force that does not place further demands on the time of individuals already involved in one or more strategic objectives. The Dean would delineate the specifics of the charge but it would include the investigation of various reference models and their potential applicability to TCNJ. In addition to other stakeholder input, statistical information collected by LibAnswers in the past year should be considered in the development of the preliminary recommendations of the Task Force. The Task Force would report their preliminary recommendations to the Assistant Director for Public Services followed by an Open Forum with all library staff, and then formulate a final recommendation.

The LSPC noted that while all the objectives that are part of the strategic plan are important, the above objective seemed to be one that could be implemented through existing structures, had realistic possibilities for successful short-term implementation, and could indirectly give librarians time to work on the other objectives. The changes in library technologies such as LibAnswers and the changing expectations of users in this digital age signal a need to investigate and evaluate the current model and contrast and compare it with other models while maintaining librarian interaction with faculty and students.

LSPC submits this memo in support of its charge and in the spirit of cooperation with Library Steering. We believe that the strategic planning process we have followed is in line with shared governance principles of transparency and input from stakeholders.