

**FIVE YEAR GOALS FOR THE ST. JOHNS RIVER  
COMMUNITY COLLEGE LIBRARIES  
2009 - 2014**

**ADMINISTRATIVE GOALS**

1. Continue to provide adequate equipment for all libraries to meet the needs of students, faculty and staff.
  - Objective 1: Add Internet accessible computers for all library employee functions in order to provide adequate services for new Banner and CCLA program changes  

Project began: 7/2000                      Ends: Continuous
  - Objective 2: Purchase additional audio-visual equipment to meet the needs of new and continuing classes at the three campuses.  

Project began: 7/2001                      Ends: Continuous
  - Objective 3: Lease internal photocopying machines for all three libraries.  

Project begins: 7/2004                      Ends: Continuous
  
2. Continue to revise and update all library policies and procedures and develop new policy and procedure manuals to address those areas that require consistency of operation.
  - Objective 1: Annually review the Library Academic Support Services Manual to address changes in policy structure.  

Project continues: 7/2003                      Ends: Continuous
  - Objective 2: Annually review the Reference Manual to address changes in reference services.  

Project continues: 6/2001                      Ends: Continuous
  - Objective 3: Annually review the Code of Patron Behavior to incorporate changes in operation.  

Project continues: 7/2001                      Ends: Continuous

Objective 4: Annually review the Circulation Services Policy Manual.

Project continues: 7/2001            Ends: Continuous

Objective 5: Annually review the Protocols Manual for Public Services Staff Members: Standards of Good Services addressing staff and service issues.

Project continues: 7/2001            Ends: Continuous

Objective 6: Annually review the Library Mission Statement.

Project continues: 6/2002            Ends: Continuous

Objective 7: Annually review the Library Collection Development Policy.

Project continues: 6/2002            Ends: Continuous

Objective 8: Explore products, policies, and procedures for e-reserves.

Project began: 7/2005                Ends: 12/2010

3        Develop with the SJRCC Foundation Friends of the Library group.

Objective 1: Study feasibility of developing Friends of the Library group.

Project began: 7/2005                Ends: 7/2012

4.       Produce copyright guidelines for faculty and students.

Objective 1: Develop online informational content.

Project began: 5/2008                Ends: Continuous

5.       Annually review age of collection and weeding reports, assess collection development.

Project began: 7/2008                Ends: Continuous

6.       Provide sufficient personnel coverage and adequate compensation level at all three libraries and computer labs to provide adequate services to our users:

Objective 1: Review the Library Technical Assistant career ladder and provide a white paper for human resources.

Project begins: 1/2010                Completed: 3/2010

updated 08/2009

Objective 2: Review Campus Librarian stipend.

Project Begins: 1/2010

Completed: 3/2010

### **PUBLIC SERVICES GOALS**

1. Continue to provide a comprehensive program of public and instructional services for all members of the college community.

Objective 1. Develop a promotional program to expand public services to distance learners via the Library Web Page and the College portal.

Project began: 8/2006

Ends: Continuous

Objective 2: Continue to promote the services and resources to all users via visual and virtual displays, Books & Bytes Newsletter and the College portal.

Project began: 7/2000

Ends: Continuous

Objective 3: Review results of the Information Fluency instructional Tour Survey.

Project began: 7/2009

Ends: Continuous

Objective 4: Review and update online Information Literacy tours.

Project began: 8/2001

Ends: 6/2010

Objective 5: Continue to provide outreach services to the community at the St. Augustine Campus via the “St. Johns River Traveler” Travel Series.

Project began: 7/1999

Ends: Continuous

Objective 6: Develop online training sessions for faculty and staff on new systems and resources in the libraries.

Project continues: 1/2009

Ends: 6/2010

Objective 7: Explore possibility of offering a local Writer Series piloted by OPC.

Project began: 7/2009

Ends: 6/2010

updated 08/2009

Objective 8: Continue the local Ask-A-Librarian chat service.

Project begins: 1/2006

Ends: Continuous

2. Provide remote access to Circulation services to the students, faculty, staff, administration and community of SJRCC.

Objective 1: Provide distance learners with support services.

Project began: 7/2001

Ends: Continuous

Objective 2: Work with the Administrative Committee to explore products, policies, and procedures for e-reserves.

Project began: 7/2005

Ends: 12/2011

3. Continue to provide adequate Internet access for the pursuit of academic and personal enrichment of all users.

Objective 1: Provide adequate hardware and software for users to use the Internet in the Libraries.

Project Continues: 7/1995

Ends: Continuous

Objective 2: Develop informational content to assist users in navigating online resources.

Project began: 7/1995

Ends: Continuous

4. Enhance the SJRCC Library Web Page to provide services and assist remote library users.

Objective 1: Provide online information links in the Library Web Page to assist users in navigating online resources.

Project began: 7/1995

Ends: Continuous

Objective 2: Develop new interactive multimedia technology that will enhance access to Library Web Page.

Project began: 7/2000

Ends: Continuous

Objective 3: Explore E-Z Proxy as an alternate means of accessing the library's online resources.

updated 08/2009

Project began: 1/2009                      Ends: 6/2010

5. Promote library resources and services to all college programs.

Objective 1: Produce program-specific library resources guides.

Project began: 1/2009    Ends: 6/2012

6. Maintain accurate statistics in all areas of public services.

Objective 1: Review categories on statistical forms for uniformity and to conform to NCES data sets.

Project began: 1/2009                      Ends: 6/2010

### **TECHNICAL SERVICES GOALS**

1. Provide an accurate assessment of all library collections to ascertain bibliographic viability of library materials.

Objective 1: To inventory all collections at all libraries.

Project began: 7/2001                      Ends: Continuous

Objective 2: Develop an online form to compile annual technical services statistics.

Project began: 1/2009                      Ends: 6/2010

2. Provide a secure and safe environment for all library collections in order to serve the needs of all users.

Objective 1: Keep all materials well-maintained and accessible.

Project begins: 1998                      Ends: Continuous

Objective 2: Provide an effective method for securing library materials of all formats.

Project begins: 1998                      Ends: Continuous

3. Provide adequate and easy access to all library collections by updating the cataloging and

updated 08/2009

classification protocols.

Objective 1: Explore possible implementation of a serials module.

Project began: 9/2006                      Ends: Continuous

Objective 2: Develop a Technical Services Policies and Procedure Manual

Project begins: 7/2007                      Ends: 6/2012

### **CIRCULATION/ILL GOALS**

1. Continue to provide Circulation services to the students, faculty, staff & administration of SJRCC as well as to our community patrons.

Objective 1: Continue to provide excellent customer service to the students, faculty, staff & administration of SJRCC as well as to our community patrons.

Project continues: 7/2005                      Ends: Continuous

Objective 2: Continue to monitor & facilitate in the circulation of all matter of library materials (circulating, reserves, distance learning).

Project continues: 7/2005                      Ends: Continuous

Objective 3: Continue to enforce approved Library policies & procedures regarding circulation, ILL, and the patron code of behavior.

Project continues: 7/2005                      Ends: Continuous

Objective 4: Produce an online Monthly Statistics form for the Z drive with cumulative statistics.

Project began: 7/2008                      Ends: 9/2009

Objective 5: Continue to maintain accurate student records and the master overdue list.

Project continues: 7/2005                      Ends: Continuous

2. Continue to maintain the reserves collection with copyright permission if needed and make reserve items readily available to our students.

Project continues: 7/2005                      Ends: Continuous

3. Continue to actively participate in Inter-Library loan.
  - Objective 1: Continue to fill ILL requests from other community colleges, universities & other libraries in a timely & efficient manner.

Project continues: 7/2005                      Ends: Continuous
  - Objective 2: Continue to request & provide ILL materials to the students, faculty & staff of SJRCC in a timely manner.

Project continues: 7/2005                      Ends: Continuous
  - Objective 3: Update the ILL manual of current practices.

Project begins: 7/2009                      Ends: 6/2011
4. Continue to train new staff members and be aware of changes in policy & procedure.
  - Objective 1: Maintain the circulation manual to reflect any new or revised procedures.

Project continues: 7/2005                      Ends: Continuous
5. Review the name, charge and configuration of the Circulation/ILL committee to address changes in universal library practice. {Ad Hoc Eric/Royce/Robbie}
  - Objective 1: Make recommendation to Administrative Committee whether to change the name of this committee to Access Services; and review the charge of this committee.

Project Begins: 7/2009                      Ends: 6/2010