

**OPERATIONAL PLAN
Overview**

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

Core Base Functions (in priority order)

- 1** 2.0. Core LRC services at Newnham, King and Yorkdale campuses

- 2 8.1. Staff professional development and training

- 3 3.1. LRC service standards

- 4 8.2. Delivery of custom information to faculty and administrators' desktop computer

Incremental Add-On Functions (in priority order)

- A** 3.1. Learning resource collections (print and electronic) linked to classroom activity and course curriculum

- B 7.1. Seneca @ York Learning Commons

- C 7.3. Audio-visual equipment inventory

- D 8.5. Space and furniture planning for Newnham LRC and Learning Centre

- E 5.2. Methodology for teaching research skills to CAR100

- F 5.4. Indexing of library Web based resources (Metadata)

** = simply enter a specific reference to one element of the Strategic Plan or one of the Strategic Directions

Submitted by: _____

Vice President: _____

OPERATIONAL PLAN -- EXECUTIVE SUMMARY
Part I

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

LOCAL VISION STATEMENT

(to include relevant trends, contextual information, and rationale for the next 2-3 years)

The vision for Seneca College Library Resource Centres (LRCs) is a vision of the library for the 21st Century. This includes a virtual library to serve students and faculty globally, giving them full access to our electronic resources. It means the digitization of library materials to make them accessible to students over the Internet.

The LRC vision means putting the user first and foremost, by providing state of the art facilities on campus at the Newnham, King Yorkdale and Seneca @ York Campuses. It means offering a learning commons at each of these campuses with a book collection of up-to-date and relevant material including textbooks and program related materials in all formats and in sufficient number to provide all students with the information they require to complete their studies. It means providing adequate study space for students and defined levels of service from library staff.

The LRC vision includes fiscal responsibility through collaboration and partnerships with other institutions and vendors to offer the best and the most resources for the least cost.

The LRC vision includes a library that is flexible and progressive. One that can keep pace with new technologies and new programs, especially post-diploma programs and programs that lead to applied degrees where a different level of service is required.

And finally the LRC vision includes staff that can maintain a sense of balance and a sense of humour, because for the visions to become reality, it is essential that staff are equipped to handle the vast and ever changing electronic environment. Staff who are truly knowledgeable, well-trained, aware of their expectations and accountabilities and who adhere to well-defined service standards are better equipped to handle the stresses of change and high demand.

Building on the actions accomplished over the last two years, and in consideration of identified College Trends¹, Library Trends², and the College's Strategic Directions³ the actions of the next two to three years, will take us into the 21st Century.

LOCAL VISION STATEMENT (continued)

1. College trends:

- Workplace skills, Technologies, Partnerships, Nature of work, Globalization, Competition, Standards, the 24-hour economy, Restructuring of education, Speed and complexity of change, Service orientation, and Customization and choice.

2. Library trends:

- Consortia alliances;
- Control of electronic information by means of digitization of library materials, standardization of digitized information, and classification of electronic information;
- Proactive responses to user needs through enhanced service to remote users, emphasis on print and electronic collections, improved and enhanced library space, push technology and defined service standards; and the
- Human response to Information Technology.

3. College's Strategic Directions:

- Advanced applied education
- Campus growth and development
- Human resources initiatives

OPERATIONAL PLAN OVERVIEW -- EXECUTIVE SUMMARY
Part II

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

CORE BASE FUNCTIONS (in priority order)

Priority	Reference^a	Description^b	Measurable Outcome	Achieved by^c
1	Strategy 2.0.	Support Seneca College's mission of quality education by continuing to provide <u>core</u> library services at all existing Library Resource Centres.	A complete educational experience for Seneca students through independent study and research in a College Library Resource Centre.	March 31, 2000 and ongoing
2	Strategy 8.1.	Review employees' PD plans to determine staff training needs. Based on newly created LRC Staff Training Plan, implement training workshops for LRC employees to include both employee skills training and IT training.	An "LRC Staff Training Plan" that identifies employees' training needs and actions for individual and group skills and IT training.	by March 2000 ongoing as developed and reviewed annually
3	Strategy 3.1.	Evaluate existing library service standards and develop new standards for each library service area.	Defined standards of service for the LRCs.	by March 2000
4	Strategy 8.2.	Working with faculty and administrators, provide customized access to current periodical literature by utilizing existing Web technology and LRC online databases to push (deliver) information to their desktop computers.	Easy access to current literature based on personal need and interest and greater use by faculty and administrators of the excellent online resources available through ELVIS.	by December 1999

a = specific reference to an element of the Strategic Plan or one of the Strategic Directions

b = *briefly* describe the activity here, provide details on accompanying Plan Details page(s)

c = note the date (month/year) when first results are expected

OPERATIONAL PLAN OVERVIEW -- EXECUTIVE SUMMARY
Part III

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

INCREMENTAL ADD-ON FUNCTIONS (in priority order)

Priority	Reference ^a	Description ^b	Measurable Outcome	Achieved by ^c
A	Strategy 3.1.	Continue to build and maintain learning resource collections (print and electronic) that are closely linked to classroom activity and course curriculum.	Improved/relevant collections by program area	by March 2000 (ongoing each year)
B	Strategy 7.1.	Implement Learning Commons at Seneca at York.	Integrated learning facility	by May 1999
C	Strategy 7.3.	Maintain audio-visual equipment inventory by purchasing new replacement equipment on an annual basis.	Sufficient A.V. equipment to meet classroom needs.	by September 1999
D	Strategy 8.5.	Improve working conditions in the Newnham LRC/Learning Centre for both students and staff by reviewing the current use of space and developing a 3 year plan for the replacement of fixed and mobile furniture.	A Library and Learning Centre space that is more conducive to student learning and study and improves staff efficiency and performance.	by December 1999

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PLAN OVERVIEW -- EXECUTIVE SUMMARY
Part III

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

INCREMENTAL ADD-ON FUNCTIONS (in priority order)

Priority	Reference^a	Description^b	Measurable Outcome	Achieved by^c
E	Strategy 5.2.	Establish a customized web-based resource to teach basic research skills to students in CAR100.	Customized library research tool designed in collaboration with the School of Business Management.	by December 1999
F	Strategy 5.4.	Develop standard bibliographic records, known as Metadata, for all library Web based resources.	Ensure our Web resources are indexed in a standardized format.	by March 2000 (ongoing)

a = specific reference to an element of the Strategic Plan or one of the Strategic Directions

b = *briefly* describe the activity here, provide details on accompanying Plan Details page(s)

c = note the date (month/year) when first results are expected

OPERATIONAL PLAN -- PLAN DETAILS

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

For *each* Core Base Function and *each* Incremental Add-On Function, provide details outlining the specific activities/tactics you expect to undertake, including timing, those who will be responsible, and all internal or external partners.

CORE BASE FUNCTION - #1 Priority**Core Base Function - #1 Priority**

Strategy 2.0: To increase student success in their full and part-time programs

Strategy 3.0: To improve services to all internal and external clients and to Seneca's increasingly diverse population of students and graduates. Enabling their educational career and personal success.

Strategy 4.0: To develop Seneca's global orientation and to increase international recognition of Seneca's quality of education and training.

Strategy 5.0: To increase the integration of information technology in learning and work throughout Seneca.

Action/Description:

Support Seneca College's mission of quality education by continuing to provide core library services at all existing Library Resource Centres.

The delivery of information to the Seneca College community will continue to be at the forefront of the Library Resource Centres' responsibility. Both print and electronic sources as well as access to Web resources will, for the foreseeable future, continue to be in high demand by students, faculty and staff. Access to library computers for library based products, circulation services for reserve and general print materials and for audio visual hardware and software and Web based library services through ELVIS are continuously being requested here at Seneca. With the strategic direction of the college moving towards applied degrees and international partnerships, the research requirements of faculty and students will intensify and the demand upon library resources will expand rapidly. In order to meet this growing trend the Library Resource Centres will continue to provide high quality services which will continue to support and reflect well upon the college as a whole.

Strategy 2.0 (continued)

Tactics:

A. Offer convenient availability of all library resources and facilities for Seneca students and staff at all three current library locations. Current facilities are: Newnham, King and Yorkdale. Current hours are:

Newnham

Monday to Thursday	8:00 am - 10:00 pm
Friday	8:00 am - 5:00 pm
Saturday & Sunday	11:00 am - 3:00 pm

King

Monday, Wednesday & Friday	8:00 am – 5:00 pm
Tuesday & Thursday	8:00 am – 7:30 pm
Closed Weekends	

Yorkdale

Monday to Thursday	8:30 am – 4:00 pm, 5:30 pm – 8:30 pm
Friday	8:30 am – 4:00 pm

- B. Provide research assistance in person, by phone or by email through ELVIS.
- C. Circulate print resources both in house and through inter-library loan in partnership with the other Ontario community colleges.
- D. Maintain learning resources, for standing orders (reference collection), periodical subscriptions and electronic databases* only.
- E. Offer World Wide Web library services through ELVIS, our Electronic Library Virtual Information Services.
- F. Reserve and circulate audio-Visual hardware and software.
- G. Maintain audio-visual hardware and software and electronic classrooms in good state of repair and provide instruction on use of equipment .
- H. Provide library support to special need students.
- I. Arrange instructional training on library materials and research skills.

*LRC electronic databases are funded through the Academic IT Plan.

Responsibilities:

LRC Management, LRC Librarians and support staff.

Strategy 2.0 (continued)

Timelines:

Ongoing.

Achieved by:

March 31, 2000 and ongoing.

Measurable Outcomes:

A complete educational experience for Seneca students through independent study and research in a College Library Resource Centre.

OPERATIONAL PLAN -- PLAN DETAILS

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

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Core Base Function - #2 Priority

Strategy 8.1: Support Employee personal development plans that enable employees to remain current and to prepare for future work opportunities.

Strategy 8.4: Determine employee skills required to create a quality work environment. Develop new and enhance existing employee training programs that focus on those skills.

Strategy 5.3: Increase information technology training opportunities for all employees to enable them to maintain and enhance their employability and to ensure that employees reach and attain a competent user level on all relevant software and systems.

Action/Description:

Review employees' Professional Development Plans to determine staff training needs and implement an 'LRC Staff Training Plan' based on individual and group training needs. Based on newly created LRC Staff Training Plan, implement training workshops for LRC employees to include both employee skills training and IT training, to ensure that staff can work comfortably and competently in the Seneca College environment.

LRC Staff must continue to develop their knowledge base as well as their computer skills to keep pace with the ever changing technical environment and the growing field of information technology to better serve our students and other clientele, and to better serve themselves. This action will concentrate on both the IT and skills training required by all LRC staff to enhance their performance within their own jobs and provide them with the knowledge and ability to adapt to change and assume new roles.

Tactics:

- A. Review submitted Professional Development Plans with all LRC Staff and where necessary or desired, have staff submit new Professional Development Plans.
- B. Assess individual and group training needs.
- C. Establish a Training Committee consisting of LRC Management, Librarians and Support Staff to work with the established IT Focus Group Training Subcommittee to develop a Training Plan for Employee Skills Training and IT Training.
- D. Develop "LRC Staff Training Plan".
- E. Review LRC Staff Training Plan with Centre for Professional Development (CPD).
- F. Explore with CPD which workshops can be offered by the College.

Strategy 8.1 (continued)

- G. Identify other avenues for workshops to include LRC arranged internal workshops, as well as external workshops and conferences
- H. Arrange training workshops and identify staff to attend external workshops.

Responsibilities:

LRC Management, LRC Training Committee, LRC New Technology Focus Group Training Subcommittee and LRC Staff with assistance of staff from CPD.

Timelines:

Professional Development Plans reviewed by May 1999

Training Committees established by June 1999

LRC Staff Training Plan developed by August 1999

LRC Staff Training Plan reviewed by CPD by September 1999

Training to take place September 1999 and ongoing as training opportunities arise

Achieved by:

Training Plan achieved by September 1999, reviewed annually

Training achieved by March 2000, ongoing as developed

Measurable Outcomes:

An "LRC Staff Training Plan" that identifies employees' training needs and actions for individual and group skills and IT training. Skilled and knowledgeable employees who can provide excellent service in a complex IT work environment.

OPERATIONAL PLAN -- PLAN DETAILS

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

For each Core Base Function and each Incremental Add-On Function, provide details outlining the specific activities/tactics you expect to undertake, including timing, those who will be responsible, and all internal or external partners.

Core Base Function - #3 Priority

Strategy 3.1: Establish and apply service quality standards within each functional area of the College, using external benchmarks as appropriate.

Action/Description:

Evaluate existing library service standards and develop new standards for each library service area.

Evolution in library services such as improved access to technology, more resources through the WWW, more relevant print collections and increased hours has impacted the library users across the college. It is incumbent upon the library to ensure continued quality services along with these changes. Evaluation of existing library service standards will provide measurable results and the development of new standards for each library service area will ensure response to user needs.

Tactics:

- A. Review current LRC service standards.
- B. Measure and evaluate effectiveness of existing standards.
- C. Develop, document and implement one new standard for each library service area.
- D. Publicize and promote LRC service standards to the Seneca community through access on ELVIS, the library homepage.

Responsibilities:

LRC management and staff.

Timelines:

Review and measure current LRC service standards by September 1999

Develop new service standards by March 2000

Implement new service standards by April 2000

Achieved by: By March 2000.

Measurable Outcomes: Defined standards of service for the LRCs.

OPERATIONAL PLAN -- PLAN DETAILS

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

For *each* Core Base Function and *each* Incremental Add-On Function, provide details outlining the specific activities/tactics you expect to undertake, including timing, those who will be responsible, and all internal or external partners.

CORE BASE FUNCTION - #4 Priority

Strategy 8.2. Develop and implement improved methods for communication and information exchange at local work group, divisional/departmental, and college-wide levels.

Strategy 5.1. Develop opportunities and enable individual faculty to be innovative and creative in the application of information technology to individual and program goals.

Action/Description:

Working with faculty and administrators, provide customized access to current periodical literature by utilizing existing Web technology and LRC online databases to push (deliver) information to their desktop computers.

Tactics:

- A. Develop LRC expertise on UMI's 'Site Builder' WEB software.
- B. Prepare training module for use by LRC trainers.
- C. Target selected administrators and faculty to take part in a pilot project.
- D. Work with these administrators and faculty to develop personal informational requirements profiles for use within the 'Site Builder' software.
- E. Promote new service to all college community.
- F. Offer sessions on 'Site Builder' through Centre for Professional Development and/or work groups as requested.

Responsibilities:

Bibliographic Instruction Librarian, support staff and LRC Systems staff.

Timelines:

Training for LRC Staff by May 1999

Prepare training module by June 1999

Pilot Project – summer 1999

Promote to college community – fall 1999

Offer training sessions – Fall/Winter 1999

Strategy 8.2. (continued)

Achieved by:

December 1999

Measurable Outcomes:

Easy access to current literature based on personal need and interest and greater use by faculty and administrators of the excellent online resources available through ELVIS.

OPERATIONAL PLAN -- PLAN DETAILS

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

For each Core Base Function and each Incremental Add-On Function, provide details outlining the specific activities/tactics you expect to undertake, including timing, those who will be responsible, and all internal or external partners.

INCREMENTAL ADD-ON FUNCTION - A Priority

Strategy 3.1: Establish and apply service quality standards within each functional area of the College, using external benchmarks as appropriate.

Strategy 5.2: Increase information technology experiences to prepare graduates for the increased career requirements relative to information technology.

Action/Description:

Continue to maintain and build learning resources collections (print and electronic) that are closely linked to classroom activity and course curriculum.

In the 1998/1999 fiscal year, the Library Resource Centres (LRCs) received \$62,756, which was initially cut from the learning resources budget and \$237,244 in add-on budget to develop and improve its collections of learning resources (including a new collection for programs moving to Seneca at York). The allocation of this funding was the College's acknowledgment that the LRCs collections were in a critical state and were not adequate or sufficient to meet current program needs or the College's future strategic direction of **advanced applied education**. To ensure that this additional funding was spent appropriately, the LRCs partnered with program faculty and chairs to develop 19* collection profiles using a methodology established by the LRCs in the previous year. The collection profiles outline the type, quantity and level of resources required to fulfill research requirements of the programs under review as well as provide a 5-year budget plan to achieve identified collection targets. This project was an example of a successful college partnership between the academic programs and an academic support area with a very measurable outcome of student success. This year was a trial to determine if the library's collection development methodology worked and if the partnership would be beneficial for both the academic faculty and chairs and the LRCs. It has been a success and a great achievement for all involved.

The LRCs are underfunded and LRC management has been voicing this concern for many years. The LRCs do not have the funding to offer our core services, with the primary one being the acquisition of learning resources. The LRCs will require equal funding for learning resources as was received in the 1998/99 budget process. The collection profiles created a 5 year strategic plan, and the LRCs are entering into our second year of the process. The libraries need to continue to acquire the learning resources as identified in the 19 profiles that have been completed and also to undertake the study of 10 new collection profiles.

If the College is to continue with the establishment of articulation agreements with partnering universities and also identify a College future strategic direction of advanced applied education, the purchase of learning resources must be regarded as a key

Strategy 3.1 (continued)

College strategic initiative. The offering of post-diploma programs, accelerated programs and applied degrees requires a research component and very specialized library support materials. If the College wants to maintain its excellent reputation and enter into more advanced education, the LRCs will play a critical role and funding must be allocated in 1999/2000 for the acquisition of learning resources.

* In partnership with the Faculty of Technology, Business and Applied Arts and Health Sciences, the LRCs developed 16 collection profiles in the 1998/99 year: for King Campus, Nursing, Business and General Education; for Newnham Campus, Economics, Fashion and Merchandising, Reference, Human Resource Management, International Business, Fire Protection, Accounting, Legal and Public Administration, and Canadian History; and for Seneca at York, Communication Arts, Computer Studies, Biological Sciences and Applied Chemistry and General Education. In 1997/98, the LRC completed profiles for King Tourism and Veterinary Technician programs and Newnham's School of Electronic and Computer Engineering.

Tactics:

- A. Review/revise existing collection profiles in consultation with program faculty.
- B. Target 8 new programs for the development of collection profiles, 4 at Newnham and 4 at King.
- C. Target 2 post-diploma programs for the development of collection profiles, Pharmaceutical Regulatory Affairs and Quality Operations Post-Diploma Certificate Program and the Forensic Accounting Post-Diploma Program.
- D. Establish faculty contacts and arrange/pay for their release time.
- E. Establish benchmarks and collection standards.
- F. Develop collection profiles and policies for the collections under review.
- G. Establish 5-year budget plan for new collection profiles.
- H. Update collections by weeding and acquiring new resources based on existing and newly developed collection profiles.

Responsibilities:

LRC Management, Collection Development Librarians, LRC support staff in collaboration with Program Faculty and Chairs from the Faculty of Technology, Business and Applied Arts and Health Sciences

Timelines:

Complete 4 new collection profiles May-June 1999
Review existing collection profiles by September 1999
Complete remaining 4 collection profiles September – December 1999
Acquire new learning resources by March 31, 2000

Achieved by: March 2000, Ongoing each year

Strategy 3.1 (continued)

Measurable Outcomes:

Improved/relevant collections by program area. In 1998/99, the LRCs acquired and added to their collections approximately 4,400 new book titles, 206 new video titles, maintained a collection of over 600 periodicals and offered 32 electronic databases.

OPERATIONAL PLAN -- PLAN DETAILS

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

For each Core Base Function and each Incremental Add-On Function, provide details outlining the specific activities/tactics you expect to undertake, including timing, those who will be responsible, and all internal or external partners.

INCREMENTAL ADD-ON FUNCTION - B Priority

Strategy 7.1: Develop and implement a College Master Campus plan.

Action/Description:

Working with Computing and Communication Services (CCS), implement the Learning Commons at Seneca @ York.

The Seneca @ York campus is scheduled to open May 1999. The LRC and CCS must have in place budget, staffing, services, and resources to ensure that the Learning Commons is open by May 1999 and fully operational by September 1999.

Hours of operation of the Learning Commons:

Sunday through Thursday	7 a.m. to 1:00 am
Friday and Saturday	24 hours

Services offered in the Learning Commons:

- Circulation of learning resources, courseware and reserves;
- Provision of first line reference assistance on book catalogue, locating materials and general use of the facility;
- Learning resource collections, print and web based (ELVIS);
- Variety of study space;
- Maintenance of photocopiers, laser printers and scanners;
- Electronic Training Centre
- Maintenance of Electronic Training Centre
- Audio-visual equipment and software booking, delivery and troubleshooting of minor repairs;
- Microcomputers equipped with office and specialized software in support of course activity;
- Computer software, hardware and research assistance through Student Help Desk;
- Academic tutoring offered by Learning Centre.

Strategy 7.1 (continued)

Tactics:

- A. Confirm operational budget and staffing requirements.
- B. Plan for the physical move of existing LRC resources.
- C. Review with academic schools, computer software to be available in Learning Commons.
- D. Write Position Descriptions (PDF) for new staff positions.
- E. Hire and train staff for new facility.
- F. Implement programs and services to be offered at Seneca @ York.
- G. Develop and circulate promotional materials for Learning Commons.
- H. Compile policies and procedures manual for the operation of the new facility.
- I. Establish a Learning Commons Advisory Committee consisting of representatives from all stakeholders groups at Seneca @ York.
- J. Design a Web Site for the Learning Commons, Seneca @ York
- K. Program an automated system for booking computers in the Commons from locations on and off-campus.

Responsibilities:

Managers and staff, Learning Commons, Seneca @ York.

Internal Partners:

Computing and Communication Services

Timelines:

Operational budget and staffing confirmed by April 1999

PDFs and recruitment process completed and existing resources moved by May 1999

Policies , procedures and services in place by September 1999

Promotional materials created by December 1999

Computer booking system developed by December 1999.

New programs and services developed by March 2000

Achieved by:

March 2000, Ongoing each year

Measurable Outcomes:

Seneca's first integrated learning facility, the Learning Commons, open and available for student use by May 1999.

OPERATIONAL PLAN -- PLAN DETAILS

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

For *each* Core Base Function and *each* Incremental Add-On Function, provide details outlining the specific activities/tactics you expect to undertake, including timing, those who will be responsible, and all internal or external partners.

INCREMENTAL ADD-ON FUNCTION - C Priority

Strategy 7.3: Annually review the operational state of major equipment and facilities. Implement action plans, as required, to maintain and protect our capital and physical assets.

Action/Description:

Maintain audio-visual equipment inventory by purchasing new and replacement equipment on an annual basis.

Audio-visual Services equipment inventory has been depleted over the last few years for several different reasons: loss of equipment through theft and vandalism; equipment obsolescence and damage; fewer instructional capital funds to replace equipment and a greater emphasis on IT. However, faculty and student demand for items such as televisions, VCRs, camcorders, cameras, overhead projectors and cassette recorders is as apparent today as it was 5 years ago. The LRC must ensure that it has the necessary equipment to support the A.V. requirements in the classroom.

Tactics:

- A. Review list of A.V. equipment required.
- B. Prepare purchase requisitions and order equipment.

Responsibilities:

LRC Management and A.V. Technicians at Newnham and King

Timelines:

By September 1999

Measurable Outcomes: Sufficient A.V. equipment to meet classroom demand.

OPERATIONAL PLAN -- PLAN DETAILS

FACULTY/SCHOOL/DEPARTMENT: Library Resource Centres

For *each* Core Base Function and *each* Incremental Add-On Function, provide details outlining the specific activities/tactics you expect to undertake, including timing, those who will be responsible, and all internal or external partners.

INCREMENTAL ADD-ON FUNCTION - D Priority

Strategy 8.5. Annually review the work environment. Implement action plans as required to maintain and improve working conditions.

Action/Description:

Improve working conditions in the Newnham LRC/Learning Centre for both students and staff by reviewing the current use of space and developing a 3-year plan for the replacement of fixed and mobile furniture.

Tactics:

- A. Engage a workplace performance consultant to work with the Newnham LRC/Learning Centre staff.
- B. Review current space to determine efficiencies and how study space can be reconfigured to better meet the changing needs of students.
- C. Select appropriate furnishings that will address current and future needs.
- D. Submit furniture and budget requirements in 2000/2001 fiscal year.

Responsibilities:

Newnham LRC and Learning Centre Managers

Timelines:

Work with consultant to evaluate space and review furniture options by August 1999

Establish floorplan and furniture plans by November 1999

Achieved by: December 1999 for 2000/2001 budget process

Measurable Outcomes:

A Library and Learning Centre space that is more conducive to student learning and study and improves staff efficiency and performance.

OPERATIONAL PLAN -- PLAN DETAILS

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INCREMENTAL ADD-ON FUNCTION - E Priority

Strategy 5.2 . Increase information technology learning experiences to prepare graduates for the increased career requirements relative to information technology.

Strategy 2.4. Develop an operational plan ...for providing new modes of learning. Each plan will include vocational, generic skills and general education curriculum.

Action/Description:

Establish a customized web-based resource to teach basic research skills to students in CAR100.

The Library Resource Centre, in partnership with the School of Business Management, will develop a methodology for teaching students in CAR 100 – How to be a Successful Student, critical thinking skills, necessary for successful research when using WEB resources. The aim of this collaboration is to provide a customized research methodology for faculty to offer students, with guaranteed authoritative research sources. Students would have the ability to initiate and select topics as well as effectively evaluate research results. Students will be developing their research skills in a controlled environment, which will better service their research needs.

Tactics:

- A. Evaluate existing research skills software available through the Web.
- B. Working with the School of Business Management, develop the relevant topical subject content for CAR 10.
- C. Customize selected research methodology.
- D. Test the final version.
- E. Establish an evaluation method to determine faculty satisfaction and student success.
- F. Utilize the methodology for September semester students in CAR100.
- G. Evaluate student & faculty satisfaction with methodology's objectives and results.
- H. Publicize and promote the methodology to the Seneca College community for possible implementation in other academic programs/courses.

Responsibilities:

LRC Web Team, Library Systems Department

Strategy 5.2 (continued)

Internal Partner:

School of Business Management

Timelines:

Evaluate and select software options available by May 1999

Develop methodology by June 30, 1999

Test for achievement of desired learning outcomes by August 15, 1999

Use methodology in fall session of CAR100 by September-December 1999

Evaluate results by December 1999

Promote to the College community – ongoing

Achieved by:

December 1999

Measurable Outcomes:

Customized library research tool designed in collaboration with the School of Business Management, to teach basic research skills in a positive environment, which will enhance student learning, and lifelong critical thinking skills.

OPERATIONAL PLAN -- PLAN DETAILS

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INCREMENTAL ADD-ON FUNCTION - F Priority

Strategy 5.4: Annually review information technology systems, software and hardware and ...invest new funds to ensure continued relevance and quality of resources.

Action/Description:

Develop standard bibliographic records, known as Metadata, for all library web based resources.

Creating standardized bibliographic records for Web resources has become a recognized need within the Web user community. Currently a number of collaborative projects have been undertaken between higher educational institutions in an effort to undertake this immense indexing task. The Seneca Library Resource Centres have offered to become a partner in a current project about to be launched. We feel that it is an essential part of the evolution of our ELVIS site. Indexing our resources will make us more viable for partnerships and resource sharing with other educational institutions as well as providing more definitive information about our own resources.

Tactics:

- A. Assign project to selected Library staff.
- B. Evaluate current metadata projects & collaborate if possible with other educational institutions.
- C. Research required formats.
- D. Begin standardization.
- E. Evaluate results.
- F. Make recommendations.

Responsibilities:

Web Services Librarian (Seneca @ York), LRC Web Team, Library Systems Department, and Library Technical Services Department.

Timelines:

Evaluate current projects and research required formats by August 1999
Create metadata for LRC Web site by March 2000

Achieved by: March 2000 and ongoing

Strategy 5.4 (continued)

Measurable Outcomes:

Ensure our Web resources are effectively indexed in a standardized format, which then allows for resource partnership with other educational institutions.