

## 2002-2003 OPERATIONAL PLAN

**FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

**New Library/Learning Commons Initiatives**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results Areas	Brief Title of The Action Plan
1	<p>To continue to build and maintain learning resource collections (print, media and electronic) that are closely linked to college curriculum and to work on developing learning resources for the upcoming Applied Degree programs.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>1. The curriculum for all programs will: move toward the characteristics and qualities of advanced applied education and meet and exceed relevant industry and or professional standards.</p>	<b>Learning Resource Collections and Applied Degrees</b>
2	<p>Implementation of a state-of-the-art Web-based library and information system (LIMS) enabling Seneca students, faculty and staff to receive to their desktop and/or home computers, advanced information services.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>3. Services provided to students, employees and other customers will meet and exceed established service quality standards.</p>	<b>Web-based Library and Information Management System (LIMS)</b>
3	<p>To provide Internet based learning by implementing an on-line, real-time reference/information service.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>4. The College will develop new and enhance existing on-line programs and services.</p>	<b>Virtual Reference Service (VRS)</b>
4	<p>To offer an enhanced Learning Commons Web-site through the implementation of our new IMS system Endeavor.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>4. The College will develop new and enhance existing on-line programs and services.</p>	<b>Enhanced Learning Commons On-line</b>
5	<p>To develop an integrated Help Desk offering both technical and academic support at both the King and Seneca @York Learning Commons.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>3. Services provided to students, employees and other customers will meet and exceed established service quality standards.</p>	<b>Integrated Help Desk Services</b>

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6	<p>To explore the external marketability of a generic Research for Success product while ensuring that the tutorials are continuously modified, maintained and updated.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>4. The College will develop new and enhance existing on-line programs and services.</p>	<b>Research for Success Module Development and Distribution</b>
7	<p>To collaborate with Consortium on the delivery of the provincial video streaming project.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>4. The College will develop new and enhance existing on-line programs and services.</p>	<b>Video Streaming Pilot Project</b>
8	<p>The development of cataloguing and indexing of the College's Learning Objects through metadata.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>4. The College will develop new and enhance existing on-line programs and services.</p>	<b>Central Repository of Learning Objects and Metadata</b>
9	<p>To investigate and build potential partnerships within our Seneca community and externally with other academic libraries and institutions.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>8. The College will develop new and enhance existing local, national and international partnerships.</p>	<b>Provincial Partnerships and Collaboration</b>
10	<p>To continue with the focus on professional development of the Learning Commons team.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>6. College employees will: establish professional development plans and achieve their objectives, and be rewarded for enabling student success.</p>	<b>Professional Development</b>
11	<p>Investigate and develop a vision and service philosophy for the Learning Commons.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>3. Services provided to students, employees and other customers will meet and exceed established service quality standards.</p>	<b>Learning Commons Vision and Service Philosophy</b>
12	<p>To develop a communication plan that will include updates from the Director of the Learning Commons, marketing strategies and the creation of a Learning Commons staff Intranet.</p> <p style="text-align: center;"><b>College Key Results:</b></p> <p>3. Services provided to students, employees and other customers will meet and exceed established service quality standards.</p>	<b>Communication and Marketing/Intranet</b>

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13	<p>Coordinating the KPI committee in order to raise the awareness of the Learning Commons at each campus as part of the College KPI initiative.</p> <p><b>College Key Results:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.</p>	<b>Service Standards/KPI</b>
14	<p>Provide relevant electronic resources to support the curriculum and offer students and Senecans broad access to electronic journals and books.</p> <p><b>College Key Results:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.</p>	<b>Electronic Resources</b>
15	<p>Overseeing the development of centralized policies and procedures for the entire Learning Commons system.</p> <p><b>College Key Results:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.</p>	<b>Standardized Policies/Procedures &amp; Statistical Reporting</b>
16	<p>To support the College Master Plan through the development of a Newnham Campus Learning Commons over the next three years.</p> <p><b>College Key Results:</b> Key Result # 7: Campuses will be developed according to the College Campus Master Plan, including the commitment to accommodate anticipated growth in enrollment.</p>	<b>Newnham Learning Commons</b>
17	<p>Oversee the development of a Learning Commons site-builder policy and procedures manual by the King Librarian.</p> <p><b>College Key Results:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.</p>	<b>Site Builder Policy &amp; Manual Development</b>

Submitted by: \_\_\_\_\_

Date: \_\_\_\_\_

Vice President: \_\_\_\_\_

Date: \_\_\_\_\_

**NB:** Once signed, detach *this page only* and forward to the Office of Strategic Planning.  
Submit remainder of Operational Plan on-line at <https://college.senecac.on.ca/strategicplan>.

## **2002-2003 OPERATIONAL PLAN Local Vision Statement**

The vision for Seneca College Library Resource Centres (LRCs) will continue to reflect the overall vision of Seneca College, which is to lead in:

- Student Success
- Learning
- Innovation
- Employee Success

This year will be a very exciting one for the Seneca Library Resource Centres. It will be one of innovation, collaboration, development of external partnerships, staff development and provision of academic support for new applied degrees. Also, our vision is leadership. We will continue to lead in innovation by creating dynamic, state-of-the-art learning and working environments through our Learning Commons model and also through the implementation of leading edge services and resources. The mandate of our department is to foster the development of a team that works together with our students and faculty to create an environment that is supportive of academic programs and college needs.

### **The LRC vision is to lead in student success by:**

- developing an integrated helpdesk offering both technical and academic support help at both the King and Seneca @York Learning Commons.
- investigating and developing a vision and service philosophy for the Learning Commons.

### **The LRC vision is to lead in Learning by:**

- continuing to build and maintain strong learning resource collections (print, media and electronic) that are closely linked to college curriculum and to work on developing learning resources for the two Applied Degree programs.
- offering an enhanced Learning Commons Web-site through the implementation of our new IMS system Endeavor.
- investigating and building potential partnerships within our Seneca community and externally with other academic libraries and institutions.

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### **The LRC vision is to lead in Innovation by:**

- implementing a state-of-the-art Web-based information management system (LIMS) enabling Seneca students, faculty and staff to receive to their desktop and/or home computers, advanced information services.
- providing Internet based learning by implementing an on-line, real-time reference/information service.
- exploring the external marketability of a generic Research for Success product while ensuring that the tutorials are continuously modified, maintained and updated.
- collaborating with Consortium on the delivery of the provincial video streaming project.
- developing cataloguing and indexing of the College's Learning Objects through metadata.

### **The LRC vision to lead in Employee Success by:**

- continuing with the focus on professional development of the Library Resource Centre team.

The Library Resource Centre team is proud to play a key role in contributing to student success at Seneca College. The Seneca Libraries and Learning Centres strive to work with the Seneca Community to provide high quality service and resource delivery. Our 2002/2003 achievements will reflect and contribute to the excellent reputation of Seneca College.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 2 To Lead in Learning**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
1	College Vision # 2: To Lead in Learning Key Result # 1	<b>Learning Resource Collections and Applied Degrees</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
<input type="checkbox"/> On going from a previous plan <input checked="" type="checkbox"/> Revised from a previous plan <input type="checkbox"/> New Initiative	<p>In partnership with academic programs, continue to build and maintain learning resource collections (print, media and electronic) that are closely linked to classroom activity and course curriculum. In partnership with the Faculty, to work on the building of learning resources for the upcoming Applied Degree programs.</p> <p><b>The main Key Result area is:</b>            Key Result # 1: The curriculum for all programs will move toward the characteristics and qualities of advanced applied education and meet and exceed relevant industry and or professional standards.</p> <p><b>Other Key Result areas covered are:</b>            Key Result # 2: The College will offer Applied Degrees.            Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.            Key Result # 8: The College will develop new and enhance existing local, national and international partnerships.            Key Result # 9: The amount and complexity of applied research will increase.</p>

Partners	
External: The twenty-five colleges with whom Seneca College has a collaborative ILL partnership.	Internal: Faculty of Business and Faculty of Technology.

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible, and specific measurable outcomes.

### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

#### **Action/Description:**

In partnership with academic programs, continue to build and maintain learning resource collections (print, media and electronic) that are closely linked to classroom activity and course curriculum. In partnership with the Faculty of Technology and Business, to work on the building of learning resources for the upcoming Applied Degree programs.

The Learning Commons partner with program faculty and chairs to develop collection profiles using a methodology established by the Learning Commons. 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 five-year budget plan to achieve identified collection targets. This project is an example of a successful partnership between the College's academic programs and an academic support area with a very measurable outcome of student success.

#### **Tactics:**

- A. Continue to implement 30 ongoing collection profiles, in consultation with program faculty.
- B. Target six new areas of study for the development of collection profiles.
- C. Establish faculty contacts and arrange funds for their release time.
- D. Establish benchmarks and collection standards for new profiles.
- E. Establish a five-year budget plan for new collection profiles.
- F. Update collections by weeding and acquiring new resources based on existing and newly developed collection profiles.
- G. Develop the collection profiles for the two Applied Degree programs in partnership with faculty.

#### **Responsibilities:**

Learning Commons Management, Collection Development Librarians, Learning Commons Support Staff in collaboration with Program Faculty and Chairs.

#### **Timelines:**

Complete new collection profiles by March 31, 2003.

Acquire new learning resources by March 31, 2003.

## 2002-2003 OPERATIONAL PLAN

**Achieved by:**

March 2003, ongoing each year.

**Measurable Outcome:**

Improved and relevant collections for the two Applied Degree programs.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 3 To Lead in Innovation**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
2	College Vision # 3: To Lead in Innovation Key Result # 3	<b>Web-based Library and Information Management System (LIMS)</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
<input type="checkbox"/> On going from a previous plan <input type="checkbox"/> Revised from a previous plan <input checked="" type="checkbox"/> New Initiative	<p>In partnership with ITT, to implement a state-of-the-art Web-based library and information management system (LIMS) enabling Seneca students, faculty and staff to receive to their desktop and/or home computers advanced information services.</p> <p><b>The main Key Result area is:</b>          Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.</p> <p><b>Other Key Result areas covered are:</b>          Key Result # 1: The curriculum for all programs will move toward the characteristics and qualities of advanced applied education and meet and exceed relevant industry and or professional standards.          Key Result # 2: The College will offer Applied Degrees.          Key Result # 4: The College will develop new and enhance existing on-line programs and services.          Key Result # 8: The College will develop new and enhance existing local, national and international partnerships.          Key Result # 9: The amount and complexity of applied research will increase.</p>

Partners	
External: Endeavor Information Systems	Internal: ITT, Office of Strategic Planning, Centre for New Technology in Teaching and Learning.

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible, and specific measurable outcomes.

### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

#### **Action/Description:**

With the implementation of the newly acquired library and information management system (LIMS), the Learning Commons in collaboration with its internal/external partners will be able to provide the Seneca community advanced information services, such as:

- A Web-based book and media catalogue which is integrated into the Learning Commons and other Web-sites (i.e. MySeneca or Blackboard).
- The integration of digital journals, books and/or documents with the book and media catalogue.
- The ability to seamlessly and simultaneously search across many digital collections.
- Catalogued Web-sites accessible through the book and media catalogue.
- The ability to book or reserve A/V equipment and media.
- The ability to hold learning resources and be notified of their availability through e-mail or some other on-line mechanism.
- E-commerce applications that will facilitate the on-line payment of fees and fines and that will contribute to the generation of revenue for the Learning Commons.
- The ability for students and faculty to create a personalized information portal through MySeneca.
- The ability for faculty and staff to create on-line dynamic bibliographies and have them display as part of an on-line course or course Web page.
- The ability for faculty and staff to create specialized digital collections that are described indexed and searched using current Web standards (i.e. XML/XSL, Dublin Core metadata). Example of specialized digital libraries would be College documents, electronic reserves, learning objects etc.

Also, as the new LIMS is based on open standards, there is the opportunity to integrate functions such as authentication (i.e. one pin number for all systems) and data sharing (student, staff and financial) with the College's enterprise systems. This integration will help to reduce or eliminate redundant systems and illogical IT environments for both students and staff.

The LIMS includes the following components: book and A/V catalogue; media scheduling, digital image server, digital object repository and manager; circulation module, reserve maintenance; serials maintenance; cataloguing and acquisitions.

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### Tactics:

- A. Establish and confirm project schedule and implementation team.
- B. Participate in orientation training for implementation team at Endeavor in Chicago.
- C. Purchase required hardware and complete a preliminary installation of software.
- D. Complete tasks for the migration of data from current system.
- E. Complete tasks for the interface of the LIMS with enterprise systems and Bibliocentre acquisitions.
- F. Identify participants in server/technical training.
- G. Participate in server/technical training.
- H. Identify participants in functional training.
- I. Participate in functional training for Voyager (circulation, serials, OPAC, media scheduling, cataloguing and acquisitions).
- J. Undertake customization and integration of OPAC as required.
- K. Undertake final load of data.
- L. Acceptance of initial installation of software and database load.
- M. Put Voyager modules listed in I into production.
- N. Complete installation of advance modules for digital library creation and maintenance (Encompass and Image Server).
- O. Identify a collection to be used in training described in I.
- P. Identify participants in training describe in I.
- Q. Participate in functional training for Image Server and Encompass Digital Library.
- R. Acceptance of installation of advanced modules.
- S. Encompass and Image Server are in production.
- T. Identify additional collections to be created and managed in Encompass and/or Image Server.
- U. In partnership with the department or area, establish a project plan for the creation of these collections.
- V. Provide status reports on project to the College Community throughout duration of project.

### Responsibilities:

CIO, Director, Learning Commons, ITT Management, Learning Commons Systems Department, Endeavor Information Systems and Learning Commons staff.

## 2002-2003 OPERATIONAL PLAN

### Timelines:

Execution of the agreement by April 2002.

Establish implementation team by April 2002.

Purchase hardware by May 2002.

Initial installation of software on server by May/June 2002.

Orientation training for implementation team by May 2002.

Data Migration tasks completed by July 2002.

Server/Technical training complete by August 2002.

Functional training on Voyager modules by August 2002.

Final Database load by Sept/October 2002.

Interface with enterprise system and customization of OPAC by October/November 2002.

Voyager system acceptance by October 2002.

Voyager in production by November 2002.

Installation of Encompass and Image Server by January 2003.

Functional training for Encompass and Image Server by February/March 2003.

First digital collection created by April 2003.

Encompass and Image Server acceptance by March 2003.

Encompass and Image Server in production by April 2003.

Additional digital collections from April 2003 to January 2004 and ongoing.

Communication is ongoing.

## 2002-2003 OPERATIONAL PLAN

**Achieved by:**

January 2004.

**Measurable Outcome:**

A college wide, state-of-the-art information management system for the enhancement of access to print and digital information.

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Plan Details**

**New Library/Learning Commons Initiatives  
College Vision #3 To Lead in Innovation**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
3	College Vision # 3: To Lead in Innovation Key Result # 4	<b>Virtual Reference Service (VRS)</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
<input type="checkbox"/> On going from a previous plan <input type="checkbox"/> Revised from a previous plan <input checked="" type="checkbox"/> New Initiative	Provide enhanced support for Internet based learning by implementing an on-line, real-time reference/information service using the latest Web collaborative software called the Virtual Reference Desk. <b>The main Key Result area is:</b> Key Result # 4: The College will develop new and enhance existing on-line programs and services.  <b>Other Key Result areas covered are:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards. Key Result # 10: Faculties and Departments will establish programs and/or services with net revenue generating capability.

Partners	
External: LSSI	Internal: ITT.

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible, and specific measurable outcomes.

#### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

##### **Action/Description:**

The implementation of a virtual reference service (VRS) will allow the Learning Commons to offer the Seneca Community a new way of seeking help and guidance from our expert reference staff. The VRS will empower the Learning Commons to reach faculty and students where they are currently working and learning, which is the World Wide Web. The VRS is founded on collaborative software (called the Virtual Reference Desk) and it will enable the reference staff to establish over the Web, interactive and real-time communication with the Seneca Community. The Reference Staff will be able to communicate and offer assistance to students and faculty using the latest Web technologies such as chat, push and Web-site co-browsing. The Seneca Community will be able to access the VRS from any standard Web browser, from office, home, on campus or anywhere where Internet service is available.

##### **Tactics:**

- A. Analyze results from the winter 2002 pilot project and the research that was completed by the VRS Project Team.
- B. From the analysis, develop recommendations for the implementation of the new service.
- C. Table recommendations with Learning Commons' managers for approval.
- D. Develop a policy and procedures document to govern the virtual reference service.
- E. Train all full-time reference staff on the Virtual Reference Desk.
- F. Develop a marketing and communication program for promoting VRS to the College Community.
- G. Implement new VRS service.
- H. Promote the new service at strategic college meetings such as Deans and Chairs, College IT Council, etc.
- I. Establish a VRS Committee to monitor and develop the service until it becomes one of core services of the Learning Commons.
- J. Investigate the possibility of revenue generation by offering the VRS to other institutions for a fee.

##### **Responsibilities:**

Director, Managers, Learning Commons Staff, and VRS Project Team.

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### **Timelines:**

Analyze results from pilot project and research by May 2002.

Train staff by May 2002.

Develop final recommendations by June 2002.

Develop policy and procedures by September 2002.

Marketing program by September 2002.

Full launch of VRS by September 2002.

Development and monitoring of the service will be ongoing.

Revenue Generation by March 2003.

### **Achieved by:**

September 2002 and ongoing.

### **Measurable Outcome:**

A leading edge information and reference service that will reach Seneca students and faculty on the World Wide Web.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 2 To Lead in Learning**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
4	College Vision # 2: To Lead in Learning Key Result # 4	<b>Enhanced Learning Commons On-line</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
<input type="checkbox"/> On going from a previous plan <input type="checkbox"/> Revised from a previous plan <input checked="" type="checkbox"/> New Initiative	<p>To modify and enhance the existing Web-site (LCO) by utilizing the Endeavor software and platform for customization.</p> <p><b>The main Key Result area is:</b>            Key Result # 4: The College will develop new and enhance existing on-line programs and services.</p> <p><b>Other Key Result areas covered are:</b>            Key Result # 1: The curriculum for all programs will move toward the characteristics and qualities of advanced applied education and meet and exceed relevant industry and or professional standards.            Key Result # 2: The College will offer Applied Degrees.            Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.            Key Result # 8: The College will develop new and enhance existing local, national and international partnerships.            Key Result # 9: The amount and complexity of applied research will increase.</p>

Partners	
External:	Internal: ITT, Faculty, Students and Academic Administration.

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible, and specific measurable outcomes.

### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

#### **Action/Description:**

Through our new Endeavor Technology, to enhance a Learning Commons Web-site that emulates the physical Learning Commons model and provides supplemental innovative virtual information and learning support/services for the Seneca community.

The Learning Commons is committed to encouraging members of the Seneca community to enhance their research and information literacy skills along with their learning and computer literacy skills. Based on a user-centered content analysis and design approach, the Learning Commons Web-site will offer new and updated content from the existing Library, Learning Centre and Help Desk Web-sites through Endeavor technology.

#### **Tactics:**

- A. Continue working on reviewing and modifying existing content and enhancing new content that has been identified in our user needs assessment, utilizing Endeavor.
- B. Modify the Web design layout, look and feel that adequately represents the Learning Commons identity and purpose through Endeavor.
- C. Develop standard Web design and content development guidelines.
- D. Draw in special expertise when needed. This includes skills such as technical/Web writing, graphic design, marketing/branding, Web technology (particularly content management).
- E. Develop and implement a content and site maintenance process and assign content ownership.
- F. Identify and outline future directions.

#### **Responsibilities:**

Librarians, Web Programmer, Senior Reference Technicians, Learning Commons Systems Department, ITT Staff and Learning Commons Management.

#### **Timelines:**

Assessment, adjustments and additions – ongoing.

#### **Achieved by:**

September 2004 and ongoing.

## 2002-2003 OPERATIONAL PLAN

### **Measurable Outcome:**

To provide an enhanced Learning Commons Web-site through our new system Endeavor.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 1 To Lead in Student Success**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
5	College Vision # 1: To Lead in Student Success Key Result # 3	<b>Integrated Help Desk</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
<input type="checkbox"/> On going from a previous plan <input type="checkbox"/> Revised from a previous plan <input checked="" type="checkbox"/> New Initiative	<p>In partnership with the Manager of Client Services, develop an integrated Help Desk offering both technical and academic support help at both the King and Seneca @York Learning Commons.</p> <p><b>The main Key Result area is:</b>            Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.</p> <p><b>Other Key Result areas covered are:</b>            Key Result # 1: The curriculum for all programs will move toward the characteristics and qualities of advanced applied education and meet and exceed relevant industry and or professional standards.            Key Result # 2: The College will offer Applied Degrees.            Key Result # 8: The College will develop new and enhance existing local, national and international partnerships.            Key Result # 9: The amount and complexity of applied research will increase.</p>

Partners	
External:	Internal: Manager of Client Services and ITT.

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible, and specific measurable outcomes.

### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

#### **Action/Description:**

The implementation of the Seneca @York Learning Commons model has created a new type of support team. This support team consists of highly motivated, skilled and knowledgeable people with general and specific expertise. They perform the roles of experts, guides, coaches and facilitators. All staff on this team have the common goal of providing support to both students and faculty, with an emphasis on customer service. The Help Desk supports student learning by providing a variety of learning/information resources from program specific course work to general research resources. Staff are available for help and support with a variety of skills including faculty librarians, professors, library technicians, software and hardware specialists and tutors.

The next level of support at the Seneca @York and King Learning Commons will be the further integration of the two teams. Now the Help Desk provides two types of services; academic and instructional support services and information technology support services. Through this initiative the two teams will be further enhancing their collaborative relationship. The staff will be involved in a cross training program to offer a one-stop help desk. Next the team will work together on the development of a Help Desk Academic Service philosophy and the development of a joint communication plan. Finally, the two teams will work on the implementation and delivery of the new Help Desk software called "Footprints".

The development of the cross training program, Help Desk Academic Service Philosophy and the joint communication plan, will become models for the new Newnham Learning Commons.

#### **Tactics:**

- A. Plan a visioning day centered around the development of an academic service philosophy for the Integrated Help Desk.
- B. Prepare a draft report outlining the Academic Service Philosophy developed from the visioning day.
- C. Create a planning team with representation from the Seneca @York and King Learning Commons staff.
- D. The team will work together to review and develop steps to implement the Academic Service Philosophy at both campuses.
- E. The team will work together to develop a Help Desk Communication Plan.
- F. The team will develop a plan to implement the "Footprints" software for the Help Desk.

#### **Responsibilities:**

Learning Commons Management and Manager of Client Services.

## 2002-2003 OPERATIONAL PLAN

### **Timelines:**

Scheduling of Visioning Day for May 2002.

Other timelines to be determined at the Visioning Day.

### **Achieved by:**

March 2003, ongoing.

### **Measurable Outcome:**

Enhanced Help Desk services.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 3 To Lead in Innovation**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
6	College Vision # 3: To Lead in Innovation Key Result # 4	<b>Research for Success Module Development and Distribution</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
<input type="checkbox"/> On going from a previous plan <input checked="" type="checkbox"/> Revised from a previous plan <input type="checkbox"/> New Initiative	<p>The Learning Commons Bibliographic Instruction team will be responsible to explore the external marketability of a generic Research for Success product while ensuring that the tutorials are continuously modified, maintained and updated to ensure they become a generic part of the curriculum.</p> <p><b>The main Key Result area is:</b>            Key Result # 4: The College will develop new and enhance existing on-line programs and services.</p> <p><b>Other Key Result areas covered are:</b>            Key Result # 1: The curriculum for all programs will move toward the characteristics and qualities of advanced applied education and meet and exceed relevant industry and/or professional standards.            Key Result # 2: The College will offer Applied Degrees.            Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.            Key Result # 8: The College will develop new and enhance existing local, national and international partnerships.            Key Result # 9: The amount and complexity of applied research will increase.</p>

Partners	
External: Bibliocentre, Working Faster.com and others	Internal: ELI, School of General Business, Faculty of Business, Faculty of Health Sciences.

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible, and specific measurable outcomes.

### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

#### **Action/Description:**

In partnership with the Bibliocentre and commercial vendors, the Learning Commons will explore the feasibility of producing a revenue generating generic Research for Success tutorial. In addition, the Learning Commons will continue its partnerships with ELI, School of General Education and Faculty of Business to consistently modify, maintain and update the Research for Success tutorials to ensure they become a generic part of the curriculum. This will ensure that all Seneca students are provided with a technologically advanced information literacy product across the curriculum.

#### **Tactics:**

- A. Liaison with Bibliocentre, representatives from Ontario Community College Libraries and others to explore demand and usability focus for a generic information literacy product such as the Research for Success tutorial.
- B. Based on demand, enhance the existing product to meet requirements of interested outside parties.
- C. Explore licensing opportunities.
- D. Conduct pricing discussions.
- E. Finalize sales and marketing venues.
- F. Continue liaison with the internal Seneca College partners to modify, maintain and update the existing products.
- G. Work with the Web programmer to modify the tutorials for the coming Endeavor platform.
- H. Continue to employ feedback mechanisms for students and faculty.
- I. Evaluate feedback.
- J. Provide recommendations for further enhancements and customization of the product.

#### **Responsibilities:**

Learning Commons Management, External Partners, Faculty of Business, School of General Education, Faculty of Health Sciences and the English Language Institute.

#### **Timelines:**

Liaison with External Partners by September 2003.

Continue to maintain, modify, update and evaluate – ongoing.

## 2002-2003 OPERATIONAL PLAN

**Achieved by:**

September 2004.

**Measurable Outcome:**

A generic Research for Success product designed to meet external college community needs as well as ensure Seneca College students are provided with a customized, technologically advanced information literacy tutorial across the curriculum.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 3 To Lead in Innovation**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
7	College Vision # 3: To Lead in Innovation Key Result # 4	<b>Video Streaming Pilot Project</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
( ) On going from a previous plan ( ) Revised from a previous plan (X) New Initiative	To collaborate with the Consortium of Ontario Colleges on the delivery of the provincial video-streaming project to enhance educational opportunities in the classroom by offering centralized services through faster and easier access. <b>The main Key Result area is:</b> Key Result # 4: The College will develop new and enhance existing on-line programs and services.  <b>Other Key Result areas covered are:</b> Key Result # 8: The College will develop new and enhance existing local, national and international partnerships.

Partners	
External: The VOD Advisory Team, Consortium of Ontario Colleges	Internal: ITT

Plan Details Outline the specific activities/tactics you expect to undertake, including timing, those responsible, and specific measurable outcomes.
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**FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

**Action/Description:**

To collaborate with the Bibliocentre and the Ontario Community College Consortium on providing enhanced educational opportunities for classroom use by enabling the development, demonstration and assessment of new VOD technologies and applications with a 24/7/365 accessibility.

## 2002-2003 OPERATIONAL PLAN

### **Tactics:**

- A. Determine a consensus of selected videos to offer faculty during the pilot project.
- B. Promote the use of digital media in the classroom.
- C. Produce on-line learning resources accessible through a common interface with searching capabilities.
- D. Investigate the metatag opportunities for designing a searchable database with the Endeavor platform.
- E. Encourage the enrichment of course materials through the dynamic capability of inserting selective video clips into courseware to encourage the creation of learning objects.
- F. Ensure the support of distributed learning and synchronicity to distance learners.

### **Responsibilities:**

Learning Commons Management, Faculty Librarian, Audio-Visual Services, Academic Faculties and ITT.

### **Timelines:**

Launch Pilot project by June 2002.

Assessment of Pilot by September 2002.

Investigate the launch of VOD across the curriculum by September 2003.

### **Achieved by:**

September 2003.

### **Measurable Outcome:**

The centralized, customized delivery of Video on Demand to provide a wider selection of videos than is offered by any single participating educational institution.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 3 To Lead in Innovation**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
8	College Vision # 3: To Lead in Innovation Key Result # 4	<b>Central Repository of Learning Objects and Metadata</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
<input type="checkbox"/> On going from a previous plan <input type="checkbox"/> Revised from a previous plan <input checked="" type="checkbox"/> New Initiative	<p>Oversee the development of cataloguing and indexing of the College's Learning Objects through metadata. Working in partnership with the Bibliocentre in determining metadata standards, policies and procedures, and assisting us with the development of our college thesaurus.</p> <p><b>The main Key Result area is:</b>            Key Result # 4: The College will develop new and enhance existing on-line programs and services.</p> <p><b>Other Key Result areas covered are:</b>            Key Result # 1: The curriculum for all programs will move toward the characteristics and qualities of advanced applied education and meet and exceed relevant industry and or professional standards.            Key Result # 2: The College will offer Applied Degrees.            Key Result # 8: The College will develop new and enhance existing local, national and international partnerships.            Key Result # 9: The amount and complexity of applied research will increase.</p>

Partners	
External: Bibliocentre	Internal: Professional Development, ITT, Office of Strategic Initiatives

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible, and specific measurable outcomes.

### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

#### **Action/Description:**

To oversee the development of cataloguing and indexing standards of metadata for the College's Learning Objects. This provides us with the opportunity to utilize new standards in Web technologies such as Dublin Core (metadata), XML/XSL and Open URL through the Endeavor system, ensuring that Seneca College is keeping pace with advances in technology and developing expertise with the tools to manage and integrate content through a single user interface to all of this information.

#### **Tactics:**

- A. Within the confines of the Endeavor system we will work with the Bibliocentre to determine metadata standards, policies and procedures and provide assistance to them through the development of our college thesaurus.
- B. Ensure that the development of metadata for the Learning Objects allows common search interface that is compatible with the existing college systems such as BlackBoard.
- C. Develop a method to create and administer easy to use tools for digital collection owners to input, manipulate and maintain records in their digital collection.
- D. Support training initiatives and provide a liaison for interested parties and within the College to learn to utilize the Learning Object repository through Endeavor.
- E. Continue to actively participate in College committee on Learning Objects.

#### **Responsibilities:**

Learning Commons Management, Faculty Librarians, ITT and CNTTL.

#### **Timelines:**

Training of Learning Commons staff by November 2002.

Creation of metadata standards for Learning Objects by June 2003.

Ongoing customization of metadata – ongoing.

## 2002-2003 OPERATIONAL PLAN

**Achieved by:**

September 2004.

**Measurable Outcome:**

Creation of a Seneca College repository of multiple digital collections for various formats of Learning Objects fully accessible through a common interface using existing and developed Digital Library standards and policies with customized metadata tags.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 2 To Lead in Learning**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
9	College Vision # 2: To Lead in Learning Key Result # 1	<b>Provincial Partnerships and Collaboration</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
<input type="checkbox"/> On going from a previous plan <input type="checkbox"/> Revised from a previous plan <input checked="" type="checkbox"/> New Initiative	<p>To investigate and build potential partnerships within our Seneca community and externally with other academic libraries and institutions.</p> <p><b>The main Key Result area is:</b>            Key Result # 8: The College will develop new and enhance existing local, national and international partnerships.</p> <p><b>Other Key Result areas covered are:</b>            Key Result # 2: The College will offer Applied Degrees.            Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.            Key Result # 9: The amount and complexity of applied research will increase.</p>

Partners	
External: The twenty-five College Libraries, other external libraries and other academic institutions.	Internal:

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible, and specific measurable outcomes.

### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

#### **Action/Description:**

To investigate and build potential partnerships within our Seneca community and externally with other academic libraries and institutions. The Seneca Library has gained a provincial reputation for our work in the development and delivery of Web-based resources and services. As stated by the Director of the Sheridan Library Resource Centre, "Seneca has demonstrated excellent work and has several initiatives underway that support the delivery of library services, programs and resources electronically. Seneca has a pool of experienced staff who have implemented electronic alternatives/enhancements to the traditional library, and are committed to providing users with structured access to the widest possible range of information, and to tutorials and programs that promote general information literacy". Based on this reputation, Seneca College was nominated by the other 23 colleges to sit on the Ontario Library Association Catalyst Group. This group was asked by the Deputy Minister of Training, Colleges and Universities to develop a proposal for the creation of an Ontario Digital Library. The Ontario Digital Library (ODL) is a vision of how publicly assisted libraries in Ontario can collaborate to create and sustain a partnership that will provide seamless services and resources to all the citizens of Ontario. This provincial initiative will demonstrate the expertise and knowledge of the Seneca Library staff and also will bring to our students and faculty the opportunity to access a high quality digital network of information resources and services that were not available to them in their local institution. Seneca College will also be leading a Heads of Metro College Libraries Working Committee that will investigate potential partnerships and collaborative initiatives. Seneca College will be leading the College Directors of Learning Resource Centres in the development of a College Digital Library as part of the ODL initiative.

#### **Tactics:**

- A. To develop for the Deputy Minister of Training, Colleges and Universities, a proposal for the Ontario Digital Library as part of the OLA Catalyst Group.
- B. To take a leadership role in the creation of the Heads of Metro College Libraries Working Committee.
- C. To take a leadership role in the creation of the College Digital Library Task Group.

#### **Responsibilities:**

Director, Learning Commons.

## 2002-2003 OPERATIONAL PLAN

### **Timelines:**

ODL Committee work will be completed by May 2002.

Heads of Metro College Libraries Working Committee established by Spring 2002.

The College Digital Library Task Group established by Fall 2002.

### **Achieved by:**

April 2003.

### **Measurable Outcome:**

New collaborative relationships with external Libraries.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 4 To Lead in Employee Success**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
10	College Vision # 3: To Lead in Employee Success Key Result # 6	<b>Professional Development</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
( ) On going from a previous plan ( ) Revised from a previous plan (X ) New Initiative	To continue with the focus on professional development of the Learning Commons team. It is essential that the Learning Commons provide staffing that is well trained and equipped to handle the ever-changing dynamic of this new type of learning environment. Continue to conduct the annual review of employees' professional development plans to determine staff training needs. <b>The main Key Result area is:</b> Key Result # 6: College employees will: establish professional development plans and achieve their objectives, and be rewarded for enabling student success.

Partners	
External:	Internal: Centre for Professional Development (CPD)

Plan Details
Outline the specific activities/tactics you expect to undertake, including timing, those responsible and specific measurable outcomes.

**FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

**Action/Description:**

Library Commons 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. This will enable us to better serve our students and clientele, and enable the Learning Commons staff to continue to develop themselves. This action will concentrate on both the IT and skills training required by all Learning Commons 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.

## 2002-2003 OPERATIONAL PLAN

### **Tactics:**

- A. Review submitted professional development plans with all staff and where necessary or desired, have staff submit new professional development plans.
- B. Assess individual and group training needs.
- C. Develop "Learning Commons Staff Training Plan" for our new Endeavor System.
- D. Explore with CPD workshops that can be offered by the College.
- E. Identify other avenues for workshops to include Learning Commons arranged internal workshops, as well as, external workshops and conferences.
- F. Arrange training workshops and identify staff to attend external workshops.
- G. With the support of CPD, develop an equitable funding policy for all levels of staff.

### **Responsibilities:**

Learning Commons Management, Learning Commons Staff with the assistance of Staff from CPD.

### **Timelines:**

Professional Development Plans reviewed by May 2003.

Training ongoing as opportunities arise.

### **Achieved by:**

March 2003 and ongoing.

### **Measurable Outcome:**

A viable Learning Commons Staff training program.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 1 To Lead in Student Success**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
11	College Vision # 1: To Lead in Student Success Key Result # 3	<b>Learning Commons Vision and Service Philosophy</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
( ) On going from a previous plan ( ) Revised from a previous plan (X) New Initiative	To ensure equitable service at the three Learning Commons, at all service desks and in all individual Learning Commons departments, it is critical to have a common vision and service philosophy for the Learning Commons. <b>The main Key Result area is:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.

Partners	
External:	Internal: Learning Commons Management and Staff

Plan Details
Outline the specific activities/tactics you expect to undertake, including timing, those responsible and specific measurable outcomes.

**FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

**Action/Description:**

To ensure equitable service at all three Learning Commons, at all service desks and in all individual Learning Commons departments, it is critical to have a common vision and service philosophy. This strategic initiative will concentrate on the development of a common vision, common service philosophy and common framework of values. The Learning Commons management team will be basing our vision development on an external "best practice".

## 2002-2003 OPERATIONAL PLAN

### **Tactics:**

- A. Investigate and find an institution to model our best practices.
- B. Build a Learning Commons Vision Team with representatives from all departments involved in the day-to-day operations of the Learning Commons.
- C. Development of a common vision, common service philosophy and common set of values.

### **Responsibilities:**

Learning Commons Management, Manager of Client Services and ITT.

### **Timelines:**

Research will be completed by September 2002.

Visioning Team will be created in September 2002.

### **Achieved by:**

March 2003.

### **Measurable Outcome:**

Equitable service at all three Learning Commons.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 1 To Lead in Student Success**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
12	College Vision # 1: To Lead in Student Success Key Result # 3	<b>Communication and Marketing/Intranet</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
<input type="checkbox"/> On going from a previous plan <input type="checkbox"/> Revised from a previous plan <input checked="" type="checkbox"/> New Initiative	To develop a communication plan that will include updates from the Director of the Learning Commons, marketing strategies and the creation of a Learning Commons staff Intranet. <b>The main Key Result area is:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.

Partners	
External:	Internal: Learning Commons Management and Staff

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible and specific measurable outcomes.

#### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

##### **Action/Description:**

To develop a communication plan which will include a quarterly newsletter from the office of the Director of the Learning Commons, a marketing strategy for the Learning Commons and a Learning Commons staff Intranet.

The newsletter will be released quarterly by the Director of the Learning Commons and will provide the Learning Commons staff with an update of the projects and initiatives being developed in all three Learning Commons. As well, the newsletter will communicate to staff the overall events of the Learning Commons in relation to the College on the whole.

The marketing plan will involve the centralization of all types of marketing material being developed and distributed by the Learning Commons. The centralization of this material will ensure that brochures, pamphlets and any other products developed by the Learning Commons staff are professional, and display the appropriate College logo. As well, centralization of marketing materials will ensure that all staff have access to the material and will avoid duplication of work. To achieve this, a Learning Commons marketing committee will be established and will include representatives from each Learning Commons. All marketing material produced by the Learning Commons will be done in consultation with the College marketing Department.

Finally, the development of a Learning Commons staff Intranet will provide a vehicle for staff to update everyone on special events or projects that occur at each Learning Commons locations. The Intranet will also allow for sharing of resources and ideas among staff which will contribute to quality service being delivered at each of the Learning Commons locations.

## 2002-2003 OPERATIONAL PLAN

### **Tactics:**

- A. Each manager on a quarterly basis will provide an update of their Learning Commons activities to the Director of the Learning Commons.
- B. The Office of the Director of the Learning Commons will summarize the activities of each Learning Commons in a newsletter to be distributed to all Learning Commons staff and College wide.
- C. Establish a Learning Commons marketing committee which will include representatives from each Learning Commons.
- D. The Learning Commons marketing committee will develop a marketing strategy for the Learning Commons as a whole.
- E. The marketing committee will ensure the centralization of all marketing material being developed and distributed.
- F. Develop a Learning Commons staff Intranet to be used to share information to all Learning Commons staff.

### **Responsibilities:**

Director of the Learning Commons, Learning Commons Managers, Learning Commons staff.

### **Timelines:**

Learning Commons marketing committee set up by September 2002.

Newsletters to be distributed June 2002, October 2002, January 2003, June 2003 and ongoing.

### **Achieved by:**

March 2003 and ongoing.

### **Measurable Outcome:**

Learning Centre staff and College staff will be updated on Learning Commons activities through various formats and in a timely manner. As well, the centralization of consistent professional production of Learning Commons products.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 1 To Lead in Student Success**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
13	College Vision # 1: To Lead in Student Success Key Result # 3	<b>Service Standards/KPI</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
( ) On going from a previous plan ( ) Revised from a previous plan ( X ) New Initiative	To enhance service standards for the individual Learning Commons areas based on the results from the student and faculty satisfaction survey information and KPI results. <b>The main Key Result area is:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.

Partners	
External:	Internal: Office of Strategic Planning

Plan Details
Outline the specific activities/tactics you expect to undertake, including timing, those responsible and specific measurable outcomes.

**FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

**Action/Description:**

To review the KPI results and enhance services for the individual Learning Commons areas based on the results from the student and faculty satisfaction survey information and KPI results.

The evolution in Learning Commons services such as improved access to technology, more resources through the WWW, more relevant print collections and increased hours have impacted on library users across the College. It is incumbent upon the Learning Commons to ensure continued quality services along with these changes. Evaluation of KPI results will provide measurable results to develop and enhance standards for each Learning Commons service area and will ensure response to user needs.

## 2002-2003 OPERATIONAL PLAN

### **Tactics:**

- A. Measure and evaluate effectiveness of existing standards.
- B. Review all KPI data to determine service standards development.
- C. Develop, document and implement new standards for each Learning Commons area to enhance service.
- D. Analyze KPI results on an annual basis to ensure quality for each Learning Commons service area.

### **Responsibilities:**

Learning Commons Management and staff.

### **Timelines:**

Measure and evaluate effectiveness of existing standards by September 2002.

Review all college survey data by September 2002.

Develop, document and implement new standards for each Learning Commons service area by March 2003 as needed.

### **Achieved by:**

March 2002 and ongoing.

### **Measurable Outcome:**

Enhanced KPI ratings for the Learning Commons.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 1 To Lead in Student Success**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
14	College Vision # 1: To Lead in Student Success Key Result # 3	<b>Electronic Resources</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
( ) On going from a previous plan ( ) Revised from a previous plan (X) New Initiative	Provide relevant electronic resources to support the curriculum and offer students and Senecans broad access to electronic journals and books. <b>The main Key Result area is:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.

Partners	
External: Database Vendors, Bibliocentre, Academic Institutions in Consortia	Internal: ITT, Librarians, Support Staff, Faculty, Students, IT Council

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible and specific measurable outcomes.

#### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

##### **Action/Description:**

Electronic Resources are integral to the Learning Commons and the LCO. The information contained in the databases and e-books support the learner on and off campus. The number of new electronic resources published continues to grow , sometimes replacing the print versions, often supplementing the print. To insure that we stay within our budget it is imperative to evaluate new and existing resources on a continuing basis, adding and canceling subscriptions as necessary. Also as new programs are added to the curriculum, we will need to subscribe to new resources. As these electronic resources are almost always subscriptions, not purchases, the subscriptions must be reviewed and renewed on an annual basis. Negotiations with vendors and partnering with other academic institutions in consortium purchases insure the best prices are met.

##### **Tactics:**

- A. Establish a working group with Librarians to evaluate electronic resources - existing and new.
- B. Review and evaluate existing electronic resources annually, in consultation with librarians.
- C. Research new electronic resources to support curriculum (new and existing programs).
- D. Liaise with the Bibliocentre and other institutions to insure best consortium offers.
- E. Liaise with vendors to insure integrity of products and best prices where negotiable.
- F. Work within existing budget and ensure subscription purchases do not exceed established budget.

##### **Responsibilities:**

LRC Management, Collection Development Librarians, in collaboration with faculty and Chairs in all faculties. Support staff responsible for Collection Development. IT Council and ITT for budget support. LC IT staff to support online products and delivery via LCO.

##### **Timelines:**

Meet with Librarians May 2003 to establish evaluation responsibilities and evaluate products on an ongoing or as needed basis.  
All electronic resources purchases, cancellations and renewals by March 31, 2003

##### **Achieved by:**

March 31, 2003

## 2002-2003 OPERATIONAL PLAN

### **Measurable Outcome:**

Improved and relevant electronic resources collection.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 1 To Lead in Student Success**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
15	College Vision # 1: To Lead in Student Success Key Result # 3	<b>Standardized Policies/Procedures and Statistical Reporting</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
( ) On going from a previous plan ( ) Revised from a previous plan (X) New Initiative	Overseeing the development of centralized policies and procedures for the entire Learning Commons system. <b>The main Key Result area is:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.

Partners	
External:	Internal:

Plan Details
Outline the specific activities/tactics you expect to undertake, including timing, those responsible and specific measurable outcomes.

**FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

**Action/Description:**

Overseeing the development of centralized policies and procedures for the Learning Commons at all three campuses, in order to provide consistent service to students across the College. There are existing policies and procedures for each service area that need to be reviewed and updated to reflect the changes that have occurred within the Learning Commons environment.

## 2002-2003 OPERATIONAL PLAN

### **Tactics:**

- A. In collaboration with representatives from each of the service areas, review the policies and service standards as they exist.
- B. The representatives make recommendations for the areas reviewed and submit to the King LC manager for revisions.
- C. Make the revisions, and submit back to the group for review.
- D. Send the revisions to the Management team for review.
- E. Create a centralized binder to be housed in the Chief Librarian's office and distribute copies to each Learning Commons.

### **Responsibilities:**

King Learning Commons Manager, Learning Commons Staff, Management Team.

### **Timelines:**

Ongoing.

### **Achieved by:**

March 31, 2003 and ongoing.

### **Measurable Outcome:**

A completed manual of centralized policies and procedures for each service area within all three Learning Commons.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 1 To Lead in Student Success**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
16	College Vision # 1: To Lead in Student Success Key Result # 7	<b>Newnham Learning Commons</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
( ) On going from a previous plan ( X ) Revised from a previous plan ( ) New Initiative	To support the College Master Plan through the development of a Newnham Campus Learning Commons over the next three years. <b>The main Key Result area is:</b> Key Result # 7: Campuses will be developed according to the College Campus Master Plan, including the commitment to accommodate anticipated growth in enrollment.  Other Key Result areas covered are: Key Result # 1: The curriculum for all programs will move toward the characteristics and qualities of advanced applied education and meet and exceed relevant industry and or professional standards. Key Result # 2: The College will offer Applied Degrees. Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards. Key Result # 4: The College will develop new and enhance existing on-line programs and services. Key Result # 8: The College will develop new and enhance existing local, national and international partnerships. Key Result # 9: The amount and complexity of applied research will increase.

Partners	
External: ECS and Selected Architect	Internal: Faculty of Business, Faculty of Continuing Education and ITT.

## 2002-2003 OPERATIONAL PLAN

### Plan Details

Outline the specific activities/tactics you expect to undertake, including timing, those responsible, and specific measurable outcomes.

### **FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

#### **Action/Description:**

As part of the Superbuild Master Plan, to provide an enhanced Learning Commons facility at the Newnham Campus, which will provide students the IT and research skills necessary to be successful in the knowledge economy. Based on the successful model at Seneca @York, the Newnham Learning Commons will be a structure that integrates three centres of excellence, which are the Library, Learning Centre and an open Microcomputer facility. All three areas are linked together with the common goal of supporting and helping the learner. The vision is that the Newnham Learning Commons will be the academic centre of the campus playing a key role in the delivery of curriculum through traditional and on-line methods.

The objective of the Learning Commons is to provide a dynamic, accessible teaching-learning environment outside of, but related to the classroom. It shifts the learning process from being classroom based, to a more independent, self-directed process with the support and assistance of the Learning Commons staff. The Learning Commons with this integration of the three centres of excellence creates a support team of highly motivated, skilled and knowledgeable people. The support team brings general and specific expertise and they can perform the roles of experts, guides, coaches and facilitators. The professor as a member of the Learning Commons team plays a major role by providing significant academic support and assistance to students utilizing the Learning Commons.

The Learning Commons is a creation of a new type of learning space that is focused on the individual program-specific learning and teaching needs of the student.

#### **Tactics:**

- A. Working with ECS, to develop a functional program outlining the role of the Newnham Learning Commons.
- B. Meet with College representatives and architect to ensure a functional program is applicable to the resources available.
- C. Meet with stakeholders (Deans, Chairs, ITT representatives, faculty, staff and students) to determine their service expectations and requirements.
- D. Determine the staffing, IT and furniture requirements for the redesigned facility.
- E. Develop an operational budget for the projected target date of 2003.
- F. Plan for the physical shifting of collections and relocation of services while the renovation is under way.
- G. Ensure service is not affected during renovations.

#### **Responsibilities:**

Learning Commons & ITT Management and Newnham Learning Commons staff.

## 2002-2003 OPERATIONAL PLAN

### **Timelines:**

April 2001 – September 2003.

### **Achieved by:**

September 2003.

### **Measurable Outcome:**

Develop an effective, collaborative plan for a fully integrated Learning Commons at the Newnham Campus in 2003 which encompasses all the information, IT and learning support needs of the College community.

**2002-2003 OPERATIONAL PLAN  
Plan Details**

**New Library/Learning Commons Initiatives  
College Vision # 1 To Lead in Student Success**

Priority	Enter a specific reference to one of the Strategic Directions or Key Results areas	Brief title of the Action Plan
17	College Vision # 1: To Lead in Student Success Key Result # 3	<b>Site Builder Policy and Manual Development</b>

Plan status	Short Summary A one or two line description stating the purpose and/or intended results of this plan.
( ) On going from a previous plan ( ) Revised from a previous plan (X) New Initiative	Oversee the development of a Learning Commons site-builder policy and procedures manual by the King Librarian. <b>The main Key Result area is:</b> Key Result # 3: Services provided to students, employees and other customers will meet and exceed established service quality standards.

Partners	
External:	Internal: Librarians and Management within the Learning Commons.

Plan Details
Outline the specific activities/tactics you expect to undertake, including timing, those responsible and specific measurable outcomes.

**FACULTY/SCHOOL/DEPARTMENT: LIBRARY/LEARNING COMMONS**

**Action/Description:**

To develop a policy and procedures manual for creating site-builder pages. The manual will enable staff at all campuses to create standardized site-builder pages.

## 2002-2003 OPERATIONAL PLAN

### **Tactics:**

- A. King Librarian will create a draft manual.
- B. The manual will be distributed to all Librarians and management for review.
- C. Based on comments from the review the manual will be completed and forwarded to management for approval.

### **Responsibilities:**

Librarian and Manager at King Campus, Librarians, Learning Commons Management.

### **Timelines:**

Draft to be completed summer 2002.

Review and approval fall semester 2002.

Final draft December 2002.

### **Achieved by:**

December 2002.

### **Measurable Outcome:**

Creation of a site-builder policy and procedures manual, providing consistent professional production of Learning Commons products.