Louisiana State University Health Sciences Center at Shreveport

Health Sciences Library

Strategic Plan

FY 2016/17 – FY 2019/20

Vision Statement:

The Health Sciences Library of Louisiana State University Health Sciences Center (LSUHSC) at Shreveport strives to provide
- evidence-based clinical information for improved health and clinical care
- education to the institution's students and faculty regarding use and evaluation of health information
- support for translational research and innovation.

Mission Statement:

The primary mission of the LSUHSC Health Sciences Library is to educate users to employ the skills and knowledge needed to effectively utilize biomedical information resources in support of the institution's mission to teach, heal, and discover. The Library also serves as a resource for the community beyond LSUHSC, providing understandable health information for non-health professionals.

Values:

Incorporated into the execution of the mission are the following values:

- collaboration
- diversity
- integrity
- professional ethics
- respect

Goals:

Research. Support the institution's research initiatives by providing access to knowledge-based resources and services that can assist in advancing and disseminating research.

Environment. Create physical and virtual environments which stimulate learning and are conducive to meeting the diverse needs of the library's clientele, whether onsite or remote.

Education and Outreach. Enhance and expand the library's role in supporting the educational goals of the institution, and provide health information outreach to the region.

Services. Provide traditional, technology-based, and innovative public services in support of the university's mission to teach, heal, and discover.

The Collection. Maintain and build both print and electronic collections which meet the clinical, educational and research needs of faculty, staff and students while improving access and discovery within those collections.

Staffing. Develop and maintain an educated and responsive staff.

This plan is to be reviewed and revised periodically, at least annually.

Strategies for Research:

Strategy 1: Promote the tools the Library has for identifying research grants and for starting the research process. (I.5.5 and III.1.4 LSUHSC Strategic Plan)

Strategy 2: Provide educational opportunities to Library faculty to increase their knowledge of different metrics for measuring research impact. Investigate PlumAnalytics or a similar product.

Strategy 3: Provide instructional services to LSUHSC faculty, including Library faculty, for grant writing. Consider using professional development funds to bring in an instructor. (1.5.2 LSUHSC Strategic Plan)

Strategy 4: Provide instructional services to LSUHSC faculty for using citation management software.

Strategy 5: Provide instructional services to LSUHSC faculty for preparing posters, presentations and publications.

Strategy 6: Educate Library faculty on ORCID and offer assistance to faculty in other departments, especially clinical faculty. Suggest that ORCID registration be a part of the clearance process for graduate students.

Strategy 7: Use the Comegys Professorship funds to offer and publicize a symposium on a research-related topic. Other schools, such as LSU-S, Centenary and Tech may be included as planning partners and/or as attendees.

Strategy 8: Partner with other departments to support their research. Create and provide a packet that outlines what the Library can do for them. (I.5.5 LSUHSC Strategic Plan)

Strategy 9: Identify additional sources of grant funding, other than the National Network of Libraries of Medicine, such as the Noel Foundation, the Board of Regents, Community Foundation, or SCAMeL.

> **Assessment:**
> - Track hits on the Information for Authors LibGuide. (S1 Research)
> - Track Library faculty participation in webinars, peer training, and other educational offerings related to scholarly communications, research impact, data management and other activities related to research. (S2 Research)
> - Track and evaluate educational offerings on grant writing, citation management software, and preparation of posters, presentations and publications. (S3, S4, S5 Research)
> - Track Library faculty participation in education on ORCID and track both formal education and informal assistance to faculty members in other departments. (S6 Research)
> - Take attendance count and collect evaluations manually and/or electronically from attendees of the symposium. (S7 Research)
> - Document steps taken to identify and evaluate research impact software and to track assistance to other departments. Publish the packet (or a packet template) in a LibGuide. (S8 Research)
> - Track funding applications. (S9 Research)

Strategies for the Environment, both Physical and Virtual:

Strategy 1: Continuously improve the main website and corresponding web pages, including the LSU Health Sciences Center Shreveport – a Chronological History, the John C. McDonald website, and healthelinks. Investigate ways to do so, such as having students or interns redesign the website, using LibGuides as a CMS or contracting out the redesign. Continue to develop mobile friendliness of Library websites.

Strategy 2: Investigate feasibility of using the existing stairwells for floor-to-floor access within the Library without sacrificing safety or security.

Strategy 3: Create a committee to investigate innovative and creative ways of using space in the Library to better meet needs of students, faculty and staff.

      3.a. Consider rearranging existing furniture, such as moving bookshelves toward the front of first floor so that study furniture can be added at the back of the room. Consider moving or repurposing the reference desk. Also consider spending some enhancement funds to buy new furniture for study rooms, open areas or labs. Partner with others, such as alumni or faculty wives, to purchase new furnishings.

      3.b. Consider establishing designated silent floors and noisy floors with signage

      3.c. Investigate the possibility of installing vending machines in an optimal location, possibly the copy room or a portion of the 24 hour area, if created.

      3.d. Investigate installation of exercise machines, such as treadmills, or standing desks.

      3.e. Rethink areas designated for eating and/or drinking.

      3.f. Investigate the possibility of offering 24 hour badge access for studying on one floor, such as the ground floor through badge entry and turning off elevators at a designated hour. Consider issues such as security, e.g., having someone walk patrons out at night, and which services would be available, e.g., printing.

      3.g. Investigate feasibility of installing security cameras.

      3.h. Investigate feasibility of installing a filtered water station that can be used to fill water bottles.

Strategy 4: Create an environment that encourages collaboration with and assistance from people in other departments or in the community. Present a "Friend of the Library" award to a faculty member or community member who has done the most good for the Library in the past year.

Strategy 5: Begin a fundraising campaign for renovation of the Library, possibly adapting the information commons plan designed by Peter Bolek for the ground floor--allowing for vending space, 24/7 access, and multipurpose furniture.

      Assessment:
- Conduct focus groups and/or surveys to receive patron input on the Library's web space. (S1 Environment)
- Find a way to make the stairwells usable or publicize why this change would not be feasible. (S2 Environment)
- Obtain user input on any changes made in the physical space. (S3a, S3b, S3c, S3d, S3e, S3f, S3g, S3h Environment)
- Document the award with public recognition in multiple forms of media. (S4 Environment)
- Determine amount of funding needed and work with the Foundation to raise it. (S5 Environment)

Strategies for Education and Outreach

Strategy 1: Identify educational needs of faculty, staff and students by having liaisons meet with department chairs or section heads to determine how the Library faculty can assist their specific programs, and then develop courses accordingly. To further develop this concept, create "Tools for Liaisons", a list of classes/activities which can be offered for specific departments, as well as general ones for any/all departments, i.e., a list of "what we do for you/what we can do for you." (I.4.1 and I.4.3 LSUHSC Strategic Plan)

Strategy 2: Continue to work toward reinstating a librarian on the Medical Curriculum Committee (MCC) so that Library faculty members are informed about curriculum changes and are aware of resources needed and learning objectives.

Strategy 3: Obtain a list of textbooks used for each course and use multiple communication methods to promote e-books as tools to meet curriculum needs.

Strategy 4: Continue to build and promote the LibGuides platform as a modality to host both in-house and external learning tools, utilizing its full capabilities.

Strategy 5: Investigate free technology for teaching, e.g., "Guide on the Side."

Strategy 6: Investigate educational partnerships
- ProjectCARE for topics like PowerPoint, Excel, Word
- Academic Affairs funds (Classroom Response System)
- Faculty development classes, e.g., altmetrics
- With entities such as Human Resources, Medical Communications, Computer Services, and others
- To support ACGME and SACS requirements for accreditation and life-long learning

Strategy 7: Promote and track usage of online tutorials available from the Library or commercial entities, as well as recordings of live library classes that have been placed online.

Strategy 8: Promote use of educational technology in the Library, such as the SmartBoard or the classroom response system.

Strategy 9: Partner with institutional and public organizations to provide health information and/or education to the region through project collaborations which may or may not be funded by grants. This library is a resource library for north Louisiana in the National Network of Libraries of Medicine South Central Region. (Goal II. LSUHSC Strategic Plan)

Assessment:
- Track meetings with departments and track classes offered in the Classes database. (S1 Education and Outreach)
- Note any Library appointments to the MCC in the annual report. (S2 Education and Outreach)
- Publicize availability of textbooks in the appropriate LibGuides. (S3 Education and Outreach)
- Note any new or enhanced use of LibGuides in the annual report. (S4 Education and Outreach)
- Document any newly implemented educational tools, such as "Guide on the Side" in the annual report. (S5 Education and Outreach)
- Document any new classes resulting from interprofessional partnerships in the Classes database.

(S6 Education and Outreach)

- Publicized announcements serve as documentation of promotion; usage statistics track use of online educational offerings available through the Library. (S7 Education and Outreach)
- Track SmartBoard and classroom response system usage in the Classes and Events databases as a component of the information listed for each class or event. (S8 Education and Outreach)
- Track educational offerings to non-LSUHSC entities through the Events database. Maintain reports submitted to award agencies for any funded educational projects. (S9 Education and Outreach)

Strategies for Services

Strategy 1: Set up a formal process to evaluate which Library services (see Appendix A) need to be:
- continued as is,
- maintained but revised, i.e., downsized, expanded or enhanced,
- eliminated altogether, or
- added,

focusing on services which help achieve the school's mission to teach, heal and discover.

Strategy 2: Continue to offer knowledge-based information through the electronic health record, revising links and integration as needed.

Strategy 3: Create a presence online for information about copyright and fair use. Include this content in the Information for Authors LibGuide. Consider offering a class, taught by a librarian or by a copyright expert.*

Strategy 4: Explore ways to assist the institution in compliance with public access.

Strategy 5: Increase use of the healthelinks website for consumer health information. Continue to publicize through pamphlets, the school website, the Library website, health fairs, and public library events.

Assessment:
- Involve the people who offer particular services in the process of evaluating them, particularly in regard to workload. Utilize user feedback (focus groups, surveys) and usage statistics in determining usefulness of services. (S1 Services)
- Determine who will be the contact person in the Library for this service and maintain communication with electronic health record personnel at the school, as well as the Chief Medical Information Officer. (S2 Services)
- Library administration will appoint a librarian (or librarians) to work on this section of the Authors LibGuide. Publication of the copyright and fair use section will be considered completion. (S3 Services)
- Assistance with public access compliance can be discussed at a liaison meeting. Any action taken as a result should be documented in the appropriate place(s). (S4 Services)
- Continue to monitor usage statistics for healthelinks. Those statistics will indicate whether or not there is any increase in use. (S5 Services)

*The main LSU campus in Baton Rouge has a copyright expert, Peggy Hoon.

Strategies for the Collection

Strategy 1: Maintain a strong collection of easily accessible electronic journals useful to research, basic sciences education, and clinical care.
- Augment current subscriptions with electronic backfiles to facilitate weeding of print backfiles as journal stack space becomes utilized for other purposes.
- Seek the most advantageous pricing, whether that is through a state consortium, medical consortium, package deal or other means of obtaining discounts.
- Continue to emphasize to administration that medical resources increase in cost at a rate higher than general inflation and that budget increases are necessary simply to maintain current holdings which support the mission of the school and the goals of accrediting bodies, such as LCME and ACGME.

Strategy 2: Improve efficiency of electronic resource access and discovery by examining usage of the electronic books database and by removing or redesigning subject headings based on feedback. Examine alternatives to the integrated library system that is currently used.

Strategy 3: Maintain a collection of current monographs, preferably in electronic format whenever available. Create policies and guidelines for withdrawing physical materials from the collections and transferring items to the historical collections. Encourage and recognize donations by individuals and departments for purchase of monographs.

Strategy 4: Maintain a collection of databases requisite for research, clinical care and education. Actively seek partnerships with entities such as other LSUHSC departments or University Health to sponsor resources.

Strategy 5: Preserve and make accessible the history of the institution and the history of medicine in the region. Create a plan to preserve, digitize, and promote physical materials in the archives.

Strategy 6: Create a retention plan for materials that are unique or important, including guidance for determining which items meet criteria for long-term retention.

Strategy 7: Create a disaster preparedness plan for recovery of damaged or destroyed materials. Research best practices for preservation and for determining what is worth preserving.

Assessment:
- Examine usage statistics to determine if electronic journals are being used by LSUHSC patrons and if cost per use is acceptable. (S1 Collection)
- Obtain patron feedback on ease of finding electronic books in the collection, as well as usage statistics for electronic books. (S2 Collection)
- Once policy and guidelines are written, examine and report number of withdrawals and number of transfers of print materials. Track donations and publicly thank donors. (S3 Collection)
- Track usage statistics on databases to guide future purchase/renewal decisions. Publicly acknowledge partners who support database purchases. (S4 Collection)
- Historical websites for LSUHSC will show evidence of additional content and of being updated. Digitized items pertaining to LSUHSC will be added to the Louisiana Digital Collection.(S5 Collection)
- The retention plan will serve as evidence that this strategy has been enacted. The plan will be in a location accessible to Library staff. (S6 Collection)

- The disaster preparedness plan itself will serve as evidence that the plan was created. This plan will also be in an accessible location. (S7 Collection)

Strategies for Staffing and Staff Development

Strategy 1: Provide cross-training for staff so that library functions can continue when temporary staff shortages occur. Investigate most efficient ways of implementing cross training and which areas are most critical for having backup personnel.

Strategy 2: Provide continuing education (CE) opportunities for Library faculty and staff. Determine individual training needs for specific duties as well as general training needs, e.g., customer service. The Comegys Professorship can fund CE as well as attendance at professional meetings.

Strategy 3: Investigate the feasibility of dedicating a single librarian to all of Allied Health and its programs, as well as a single librarian for the School of Graduate Studies. A number of factors would have to be considered in determining feasibility.

Strategy 4: Create a template for profiles of librarians; have librarians complete their profiles, and post on the Library website as links from the staff directory and/or in LibGuides. (Schusterman Library in Tulsa is an example of a library that provides such profiles.)

Strategy 5: To promote librarians' role in contributing to the professional literature, repeat compiling and hosting a physical display of Library faculty publications, in addition to listing publications in the annual report.

Strategy 6: Reach out to library science programs in the region to offer unpaid internships at this library. Investigate the possibility of including other types of programs, such as history or computer science. Identify projects which could be accomplished by graduate students in those areas.

Strategy 7: Continue assigning mentors for the promotion and tenure process, and monitoring portfolios.

Strategy 8: Encourage Library faculty to publish, present at professional meetings, and write grants. Senior faculty members can assist less experienced faculty members in these endeavors.

Strategy 9: Encourage Library faculty to serve the profession through leadership in organizations, e.g., committees, task forces, boards, elected offices and appointed positions.

> **Assessment:**
> - Create a spreadsheet for cross training to be maintained in the Library Handbook or on the shared drive, i.e., an accessible location for staff. Indicate training that has occurred, when it occurred, and who received it. Determine how often refresher training is needed. (S1 Staffing)
> - Document CE for staff in appropriate places, such as the annual report. (S2 Staffing)
> - Have liaisons meet with administration to discuss pros and cons of having one librarian assigned to all of Allied Health and/or one librarian assigned to Basic Sciences/Research, rather than several librarians assigned to individual programs within those schools. Have library administration make a decision based on points raised in the discussion. If the decision results in change, document the change on the Liaison web page. (S3 Staffing)
> - Creating the template, filling out the profiles, and posting them will be considered completion for current staff. New profiles are to be created as staff members are added. (S4 Staffing)
> - Library administration will appoint a staff member to prepare staff publications for the display and will set the timespan of publication dates to be included in the items displayed. The display will be publicized. (S5 Staffing)

- Staff members who have potential projects will describe those projects in writing, and library administration will contact (or designate someone to contact) schools for possible participants. Placement will be considered accomplishment along with the project itself. (S6 Staffing)
- Library administration will fill mentor vacancies and check with mentors on progress of portfolios. (S7 Staffing)
- Publications, presentations and successful grant applications will be publicized in the annual report, as well as other mediums. (S8 Staffing)
- Leadership positions will be publicized in the annual report, as well as other mediums. (S9 Staffing)

Appendix A
Services

Education
      Curriculum classes
      Non-curriculum, library-initiated classes
      Online educational materials, e.g., tutorials
      One-on-one guided instruction
Reference
      Ready reference
      Ask A Librarian
      Literature Searches
            Systematic Reviews
Writing Consultants
      Editing and proof reading writing projects
      Grant classes
      Information for Authors LibGuide
Circulation
      Of non-restricted materials
      Of reserve materials
Interlibrary Loan
Computer Labs
      Reservations for other departments, as well as Library classes
      Online exams
      Individual use when available
      Maintenance and updating of computers in labs, plus public access computers
Acquisitions
      Purchase of requested materials as funds available
      Thank you letters for donations to assist with tax deductions
Cataloging
Liaison
      New employee orientation to the Library
      Department specific classes
      Tailored LibGuides
      Benefits fairs
      Welcome baskets for new faculty with information about the Library
      Communications
      Website newsfeed
      Newsletter
      Social media
      Digital bulletin boards
Relaxation
      Therapy dog visits
      Corner of Library for TV, puzzles, coloring pages,
      Contests with prizes
      Showings of animal cams and seasonal movies
Printing and copying
Provision of consumer health information through the Library's healthelinks website and outreach projects
Monthly list of health observances
Exhibits

Traveling, e.g. National Library of Medicine (NLM) (but not limited to NLM)
Art from the Heart – annual show in the Library of LSUHSC faculty, staff and student artworks
Displays on various topics, usually historical in nature
Historical collections
Historical physical collections
Historical digitized collections
History of Medicine room

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