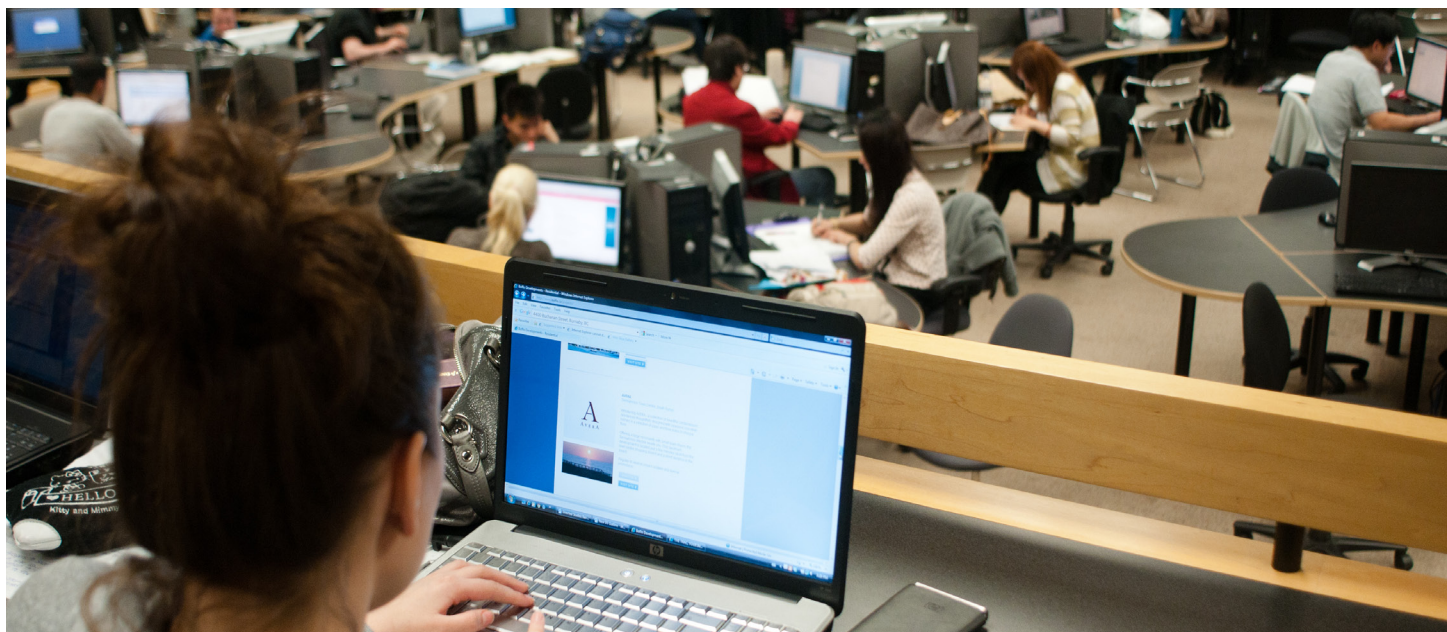




***In Step:***

# BCIT Library Services 2011 — 2014



Library Services\* will continue to be crucial to the core mandate of teaching, learning and research as long as we are “in step” with users who expect to work, learn and study wherever and whenever they want. Creating connections to resources — whether they reside in physical or virtual online spaces — and navigating users through the possibilities — is both a challenge and an opportunity.

The five strategic initiatives and objectives in this plan that will drive us for the next few years share a single purpose: to provide a superior learning and teaching experience.

We look forward to engaging with you!

Hearty thanks to the many BCIT personnel who helped bring this strategic plan from concept to conclusion! In particular, I would like to thank Patricia Cumming who led the project, and Elena Underhill for her magic touch!

Dave Pepper  
Director, Library Services

## Vision

Creating connections through knowledge and innovation

## Mission

BCIT Library Services positively impacts student success by:

- actively engaging with faculty, staff and students to ensure that our services and resources meet evolving needs
- leveraging technology to connect users to information anywhere, anytime
- creating flexible and collaborative learning and teaching spaces
- providing an extraordinary service experience

*\*Library Services includes the Library (Burnaby, ATC, BMC), Learning Commons, Archives and Special Collections, Records Management, FOIPOP, Copyright, and Policy Development.*

# Five Strategic Initiatives

## 1 Facilitate Learning and Teaching

BCIT Library Services will build on its many successes to ensure that all students have the necessary resources to succeed in their studies, and to support faculty and employees as they design and renew curriculum, conduct applied research, and pursue their professional development

### *Specific objectives...*

- Continue to develop programs and services that reflect students' diverse needs and evolving learning styles and to promote academic engagement
- Demonstrate how our services impact student learning outcomes and engagement
- Continually refresh print and electronic collections to meet the evolving needs of the BCIT community

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## 2 Strengthen Connections with the BCIT Community

BCIT Library Services has a long tradition of partnering with various BCIT Schools and Departments to create new initiatives and enhance existing ones. Continued success depends on increasing collaborations and a heightening awareness of what we have to offer

### *Specific objectives...*

- Work towards a more distributed services model, going to users in their physical space
- Engage with instructors to promote information literacy as an essential skill
- Embed access to library services and information resources in D2L
- Provide guidance to all employees on copyright and freedom of information and protection of privacy (FOIPOP)
- Collaborate with students and faculty to develop peer to peer programs that foster an engaged learning community





### 3 Optimize Virtual Spaces

The rate of technology change creates not only challenges for Library Services but also opportunities to communicate and deliver services in new and unique ways. Library Services must continue to evolve and be nimble, embracing appropriate technology, shifting and adjusting to new learning environments

#### *Specific objectives...*

- Continue to respond to the opportunities and expectations created by the explosive growth of mobile devices
- Identify BCIT materials (e.g. course outlines) suitable for digitization, and create digital repositories to enhance access and retrieval
- Acquire ContentPro software for the management of digital resources
- Acquire an electronics records management (ERM) system to manage institutional knowledge
- Develop a more robust web presence for the discovery and exchange of information and ideas

### 4 Optimize Physical Spaces

Students require flexible, innovative physical spaces that facilitate and enhance learning. Creating modern learning spaces, and refreshing existing ones, is necessary to meet the current and future needs of the BCIT community

#### *Specific objectives...*

- Vigorously pursue support and funding for the construction of “The Bridge” — a strategic teaching, learning and social space for the campus
- Re-purpose any existing space that is freed up as digital collections increase in importance
- Strive to achieve a balance between quiet, contemplative spaces and collaborative spaces







## 5 Empower Employees

The people who work in BCIT's Library Services are widely recognized for customer service excellence. In order to nurture and support this resource, we commit to maintaining a healthy, collegial workplace in which staff feels valued and empowered, and where transparency and open communication are modelled

### *Specific objectives...*

- Support career and professional development
- Create in-house staff training opportunities
- Cultivate a work culture where teamwork is encouraged and rewarded
- Attract, recruit and retain highly qualified, skilled staff
- Reflect BCIT's focus on leadership development

