

Douglas College Learning Resources Information Technology Plan 2016/17 – 2017/18

Introduction

Mission Statement

At Douglas College, we commit to enhancing the skills, knowledge, and values of life-long learners in meeting their goals.

At Douglas College, we respond to diverse community needs in a rapidly changing society.

Douglas College Values

These guiding principles shape the Douglas College learning community and govern our decision-making.

We believe:

- that students are our primary focus
- in fostering a dynamic, accessible and supportive teaching and learning environment that prizes excellence and innovation, we value creative and critical thinking and the will to challenge and be challenged
- in honouring the contribution and worth of all individuals, we welcome diversity with its rich complexity and believe that all voices need to be heard
- that it is our duty to be thoughtful and caring stewards of the personal, physical and fiscal resources entrusted to us. We practice social, environmental and community responsibility
- that intellectual growth and exploration inspire well-rounded, responsible and contributing citizens. We invite everyone into the excitement and curiosity of learning
- in the power of dreams and in the power of education to make them come true.

Learning Resources Mission Statements

Library:

The Douglas College Library's mission is to serve as an essential academic centre by:

- providing student-centred services, collections, physical facilities and personnel that encourage learning, exploration and the exchange of ideas
- providing leadership in the exploration and application of new information technology
- participating in College-wide, local, provincial and national collaborative efforts
- delivering coordinated programs of progressive and sophisticated information literacy skill development
- extending its services and collections beyond the confines of its physical location.

Learning Centre:

The Douglas College Learning Centre's mission is to:

- provide services and resources that help students develop their abilities to succeed independently in current and future courses and in lifelong learning
- help students develop the writing, reading, numeracy, computer, and study skills they need for academic success
- foster a collaborative, adult learning environment

- explore tools, methodologies, and approaches which facilitate the delivery of our academic support services

LR Technology Mission/Vision Statements

Mission Statement

- To support the Learning Resources missions, providing an innovative, reliable, efficient, effective information technology learning environment
- To provide professional, courteous and helpful support for students, faculty, staff and community patrons in their use of Learning Resources information technology tools
- To help students learn to use the technology they need to complete their academic coursework
- To undertake collaborative efforts in the exploration of new technologies and their beneficial applications to the services Learning Resources provides to Douglas College
- To extend Learning Resources services beyond the confines of its physical location

Vision Statement

Learning Resources integrates technologies that provide a dynamic research and learning environment to improve our support of the learning and educational needs of our diverse College community.

Infrastructure and Support Services

Learning Resources Technology Personnel

- Systems Librarian (OK)
- Open Education & Emerging Technologies Librarian (DF)
- Metadata and Monograph Acquisition Librarian (TDS)
- Web Development Library Technician (AM)
- Web and User Experience Librarian and desktop computers (GV)
- Electronic Resources (CHG)
- AV Technician (LS)
- Learning Centre Coordinator (HS)
- Learning Centre Online Tutoring Faculty (CK and NS)
- Learning Centre Online Tutoring Services/Web Site Coordinator (RR/MP) or LC Supervisor (DG)

Learning Resources Technology Support Services

- Ask Me
- Circulation Desk
- Audio-Visual Technician
- Computer Skills Tutors Desk
- Learning Centre Tutors

- Learning Centre Front Desk

MCO Personnel

- Web Production & Administration Supervisor

CEIT Support Services

- Network support staff
- Application services
- Desktop Support
- Academic Technology Services staff

Learning Resources Technology Goals and Strategies

- 1. Improve the quality of online learning by providing Learning Resources support for online courses, and resource support specifically for online learners**
- 2. Improve anywhere anytime access to the Library and Learning Centre resources**
 - Improving record load process and changing record access in Outlook Online
 - Discovery platform evaluation and selection
 - Sierra servers' replacement
 - Library platform evaluation and selection
 - Workflow development in SharePoint
- 3. Provide superior research service delivery. Respond to diverse needs in rapid changing information technology service industry**
 - Improved Patron Upload
 - Authority control
- 4. Improve student and faculty engagement in Learning Resources by encouraging and gathering student feedback/input**
- 5. Develop new and improve existing services for students and employees**
 - Redevelop Learning Centre website with National College Learning Center Association guidelines
 - Improve online availability and accessibility of Learning Centre resources
 - Library website – main page refresh
 - Investigation into Open Monograph Press and Open Journal System
- 6. Archives and digitization**
 - Transferring of VHS tapes to DVDs
- 7. Use a variety of technological solutions to enhance Tutor Training**
- 8. Improve range/quality of online tutoring service delivery**
 - Synchronous tutoring - Phase 2: Full synchronous online tutoring
 - Integrate campus to campus stations use for synchronous tutoring