Douglas College Learning Resources
Information Technology Plan 2017/18 – 2018/19

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 (LR) Mission Statements

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.

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 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 Resources Technology Support Services
- Ask Me
- Circulation Desk
- Audiovisual Technician

Learning Centre Services
- 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 resources**
- CMS evaluation and selection
- Workflow development in SharePoint
- WAM Proxy Replacement
- Analysis of AMICUS move to OCLC's WorldCat Voila
- Adopting of Knowledge Base/ERM
- Discovery Platform evaluation and selection

3. **Provide superior research service delivery. Respond to diverse needs in rapid changing information technology service industry**
- Authority control
- Adopting Decision Centre

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**
- Adopting of Mobile Worklists app and Mobile Collections
- Adopting Scheduler
- Investigation into Open Monograph Press (OMP) and Open Journal System (OJS)
- Connecting Sierra and Banner for fines payment
- Improved Patron Records Upload: Auto upload from Banner
- Improved Patron Records Upload: Inclusion of the barcode field

6. **Archives and digitization**