

## **Douglas College Learning Resources**

### **Information Technology Plan 2024/25 – 2025/26**

#### **Introduction**

##### **Douglas College Vision**

To graduate resilient global citizens with the knowledge and skills to adapt, innovate and lead in a changing world.

##### **Douglas College Values**

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

- **Honesty and Integrity**

We do the right thing. We treat each other with fairness and respect, and we model ethical behavior in our academic, interpersonal and administrative practices.

- **Innovation and Creativity**

We challenge ourselves. We strive for excellence in our academic programs, or teaching, our student and employee services and our administration.

- **Diversity and Inclusion**

We embrace uniqueness. We recognize, celebrate and support the cultural, ethnic, religious, physical and individual diversity of our students and employees.

- **Accountability and Sustainability**

We take the long view. We uphold our responsibility as careful stewards of the financial, physical and environmental resources entrusted to us.

- **Community and Relationship**

We care. We support each other and our community partners in our role to cultivate resilient global citizens and to advance a more prosperous, just and fair society.

##### **Learning Resources (LR) Mission Statement**

The mission of Learning Resources is to serve the Douglas College community by:

- providing user-centred library and archival services, spaces, collections, technology, and expertise;
- partnering with faculty, staff and students to advance their teaching, learning, and research needs;
- delivering coordinated instructional programs to develop students' information and digital literacy skills;
- participating in local, provincial and national collaborative efforts that leverage our resources to enhance our services and collections;
- managing, archiving and preserving the College's current and historical records and cultural assets; and
- ensuring the College's compliance with the [Freedom of Information and Protection of Privacy Act](#).

## **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 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**

- Electronic Resources Librarian (CG)
- Institutional Repository Librarian (GG)
- Metadata & Discovery Librarian (MT)
- Monograph Collections Librarian (TS)
- Open Education Librarian (AA)
- Systems & Access Services Librarian (OK)
- Web & UX Librarian (GV)
- Operation Supervisors (AK, AL, ES & CK)
- Media Technicians (CL, MK & RSL)
- Systems Technicians (KL & SR)
- Web Development Library Technician (AM)

### **Learning Resources Technology Support Services**

- Media Technicians
- Systems Technicians
- Public Services
- Technical Services

### **Learning Centre Services**

- LC Tutors
- LC Front Desk
- LC Basics Workshops

### **MCO Personnel**

- Web Production & Administration Supervisor

### **ITS Support Services**

- Academic Technology Services

- Application Services
- Client Services
- Infrastructure Services
- Students Helping Students

## **Douglas College Strategic Plan (2020-2025)**

Key themes with objectives:

### **THEME #1: SUCCESSFUL STUDENTS**

1. Empower students to be active partners in their educational experiences.  
*Initiatives under this theme will focus on helping students make the most out of their time at Douglas by providing a spectrum of educational opportunities inside and outside the classroom, by ensuring systems of support are effective, and by removing unnecessary barriers to progress.*
2. Recognize and build on comprehensive student skills and competencies.  
*Initiatives under this objective will focus on the holistic educational experience, by recognizing that a college education extends beyond the classroom and that learning can take many forms.*

### **THEME #2: RESPONSIVE LEARNING ENVIRONMENTS**

1. Develop relevant and innovative programs.  
*Douglas College programs are already known for their quality and relevance. But it's vital to always be on the lookout for new programs and to explore new delivery methods. Initiatives under this objective will ensure the variety, quantity, and quality of programming at Douglas will continue to improve and keep pace with external demands.*
2. Expand and renew facilities.  
*It also means that some of our infrastructure has been serving us for decades. Although our facilities are well-maintained, growing student demand, changing service needs, and new technologies all continue to stretch College infrastructure to its limits. Initiatives under this objective will aim to grow and improve College facilities, as well as look to new opportunities to enhance the campus experience. Importantly, these initiatives will now have to be looked at through a new lens – pandemic responsiveness and mitigation – that will likely require long-term institutional flexibility.*

### **THEME #3: SOCIAL AND ENVIRONMENTAL RESPONSIBILITY**

1. Align practices and processes with the UN Declaration on the Rights of Indigenous Peoples and the Truth and Reconciliation Commission's Calls to Action.  
*Douglas College has long been a proud supporter and champion of our Indigenous students. With direction from provincial and federal governments, this support has been expanded to*

*become a process of truth and reconciliation. Initiatives under this objective aim to create an increasingly welcoming campus environment for Indigenous students, faculty, and staff, to build bridges to Indigenous communities, and to support the creation of Indigenous curricula and professional development.*

2. Contribute to sustainability goals through education, processes and practices.  
*As a public post-secondary institution, Douglas College has a responsibility to provide environmental and social leadership. Initiatives under this objective will help demonstrably reduce the College's environmental impact and support educational programming that is socially and environmentally progressive.*

#### THEME #4: HEALTHY AND EFFECTIVE WORK AND LEARNING ENVIRONMENT

1. Develop practices and processes that promote long-term planning, professional development, mental wellness and adaptability.  
*Initiatives under this objective will focus on strategic, structural, and process changes that will help create the necessary conditions for wellness. This includes long-term planning and preparation at a College-wide level, as well as strategies to address wellness at an individual level.*
2. Modernize business processes and digital environments.  
*Even before the COVID-19 pandemic, digital transformation and adaptable business process were becoming necessary priorities for most institutions. The temporary shift to remote learning and working highlights how important the digital experience can be to the overall functioning and success of the College. Initiatives under this objective will focus on ensuring business practices are adaptive to changing institutional needs and digital experiences are optimized to provide the best user experiences for students and employees.*

## **Learning Resources Technology Goals and Strategies**

- 1. Improve the quality of online learning by providing LR support for online courses, and resource support specifically for online learners**
- 2. Improve anywhere anytime access to the library resources**
  - Align Springshare design to match Campus redesign
- 3. Provide superior research service delivery. Respond to diverse needs in rapid changing information technology service industry**
  - Adding authority functionality to Folio
  - DOOR's migration to Islandora 2.0
  - Identifying needed features in LOCATE and working with the vendor on the enhancements
  - Investigation of the new Reading lists product eReserves Plus
- 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**
  - Employing Panorama for statistics
  - Collaboration with Ebsco on Booking module development in Folio
  - Redevelopment of all permissions in Folio for Eureka (Sunflower release)
- 6. Archives and digitization**