

## Douglas College Learning Resources Information Technology Plan 2019/20 – 2020/21

### Introduction

#### Douglas College Vision

Douglas College is recognized as providing the most inspiring and relevant undergraduate educational experience in B.C., filling a niche between universities and colleges by combining the academic foundations of a university with the employer-ready skills of a college.

#### 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 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 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 & Discovery Librarian (GV)
- Web Development Library Technician (AM)
- Media Technicians (LS, LDS & RM)
- Systems Technicians (KL & RSL)

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

- Ask Me
- Check Out Desk
- Media Technicians
- Systems Technicians

### **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
- Application services
- Desktop Support
- Academic Technology Services

## 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**
  - Embedding librarians into Blackboard classes to help with marked library assignments
- 2. Improve anywhere anytime access to the Library resources**
  - Modernizing access to My Library Account
  - Align Stacks design to match Campus redesign
  - Analysis of AMICUS move to OCLC's WorldCat Voila
  - Investigation of Knowledge Base/ERM for eBooks
  - Discovery Platform evaluation and selection
- 3. Provide superior research service delivery. Respond to diverse needs in rapid changing information technology service industry**
  - 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**
  - Improved Patron Records Upload: Auto upload from Banner
  - Improved Patron Records Upload: Inclusion of the barcode field
  - PaperCut and cashless transactions
  - Investigation into Open Journal System (OJS)
  - Scheduling software review
- 6. Archives and digitization**
  - SharePoint refresh