

Douglas College Learning Resources

Information Technology Plan 2022/23 – 2023/24

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 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, CL & 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
- LR Ask a Tutor
- 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

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 Stacks design to match Campus redesign
- 3. Provide superior research service delivery. Respond to diverse needs in rapid changing information technology service industry**
 - New Library & Discovery platforms evaluation and selection (RFP)
 - Implementation of Indigenous and other up-to-date authorities in the catalogue
 - Implementation of the new Library & Discovery platforms
 - Implementation of the new Reading lists product
- 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**
 - Creating an alternative solution for Sierra's Featured lists
 - Investigation into Open Journal System (OJS)
- 6. Archives and digitization**