2022 Library Strategic Planning Staff Survey
Executive Summary of Key Findings

Fall 2022

Note: This summary consists of excerpts from the full report provided by Nora Ladjahasan, Research Scientist/CD-DIAL Coordinator in the College of Design

Survey Team:

*Library Strategic Planning Committee members:*
- **Greg Bailey**, University Archivist
- **Curtis Brundy**, Associate University Librarian for Scholarly Communication and Collections
- **Greg Davis**, Manager of Programs and Operations
- **David Harborth**, System Support Specialist
- **Lorrie Pellack**, Head of Research Services
- **Hannah Scates Kettler**, Associate University Librarian for Academic Services
- **Harriet Wintermute**, Head, Metadata Services
- **William Yungclas**, Acquisitions Management

*In collaboration with IDRO & CED*
- **Nora Ladjahasan**, Research Scientist III, Institute for Design Research & Outreach, College of Design
- **Mary Lynn Adams**, Specialist II, Community and Economic Development Extension, Iowa State University and Outreach
- **Mary Weinand**, Specialist III, Community and Economic Development Extension, Iowa State University and Outreach
- **Nafisa Anjum**, CRP Graduate Student, Iowa State University
Methodology
An online survey was sent out to 97 library staff. Data gathering took one week (September 28 to October 5, 2022) with follow-up email to non-respondents three days before the closing date. A total of 66 library staff completed the survey, with a response rate of 68%.

Using a combination of both targeted response and open-text response questions, the survey was designed to gather feedback related to (1) university to-be statements, (2) library value statements, and (3) emerging trends in academic libraries.

Data was analyzed using both SPSS and content analysis and NVivo for open-ended questions.

Key Findings

- University to-be goal statements
  - All of the five university to-be goals are relevant to the programs and services offered by the library.
  - The 3 most relevant “to-be” goal statements and most common themes on how the library can support were:
    - The university aspires to the most student-centric major research university
      - Student focus referring to student success; collaboration, partnership and outreach, library efficiency such as library space, welcomingness
    - The university that fosters lifelong learning
      - Resources such as access to information, resources such as Digital initiatives, digital stewardship, information literacy, knowledge source, OER
    - The university that cultivates a diverse, equitable, and inclusive environment where students, faculty, and staff flourish
      - DEI, resources, student focus

- Library Values
  - Ranking of the of the five most strategically most important library values were:
    - Provides collections and spaces that are both physically and virtually accessible (1st rank)
    - Collects and preserves knowledge and research—past, present and future for all generations (2nd rank)
    - Fosters a vibrant and inclusive culture that honors diversity and intellectual freedom 2nd rank)
    - Recognizes the user as the focus of all our services (3rd rank)
    - Teaches and promotes information literacy as central to education and research (4th rank)
  - Other suggested library core values not on the list were connection to ISU and outside, issues related to staff and students, and technology and innovation. All of the mentioned values already exist but still needs improvements.

- Strategic direction identified in the recent ARL planning
  - The 3 important directions for the library to prioritize and focus on are: (Note: 2nd, 3rd & 4th direction were rated equally)
    - Ensuring that the library is working in alignment with the university’s student success agenda (if there is one) and as a contributor to it
Turning the library physical space, and potentially some of its virtual space, into a hub for student learning and success, bringing student-facing services into the library facility, trading space for organizational advantages

Extending the library’s negotiations and licensing expertise to expand access to research outputs across the state

Modernizing information literacy models to ensure that they address today’s information environment

Nine other strategic directions stated by the respondents

1. Cultivating self and community awareness by developing a modular storytelling program to transition out of pandemic isolation
2. Support department and university efforts to "tell their story" by introducing college and departmental communications staff to archival collections and materials that can help build connections with alumni
3. Ensuring that advocacy efforts for scholarly communication, both on campus and with service providers
4. Finding ways to reach non-users
5. Establishing an AR/VR/XR lab to support knowledge acquisition in virtual environments
6. Supporting student groups to self-determine online or physical exhibits or changes they want to see in the library
7. Need to improve and strengthen the library's digital repository
8. Digitizing our collection
9. Providing the spaces and resources students need and want, be a library where all students feel they belong

All of the directions are already in place but still need increased resources and higher priority. Suggested resources were time, funding, staff, DEI and data.

Additional staff feedback
The survey also used open-text response questions to collect ideas from staff related to things the library could consider eliminating. Staff also had the opportunity to contribute any additional ideas or thoughts related to the library’s strategic plan before submitting their response.

Ideas the library could eliminate

- Equipment, software, committee, class, books, staff, projects, space, etc. are ideas/things that the library could eliminate

Additional comments

- Revolves around the issues on training and support, mental health / morale of the staff, space, engagement, collaboration, promotion, facilities/tech improvements, student’s welfare, new faculty, resources and support, project planning, disappointments, and others.

The full report for this survey can be found at: