

Academic and Research Collaborative

Central Massachusetts Regional Library System

Annual Action Plan Update
2010

VISION

ARC inspires library staff members to innovate for the benefit of their users. Our librarians will be seen by their institutions as experts in information access. By collaborating and with the use of traditional and emerging technologies, ARC libraries will provide world-class services and resources.

MISSION

The Academic and Research Collaborative (ARC) of the Central Massachusetts Regional Library System (CMRLS) is a coalition of academic libraries and public and special libraries that have research collections, working together to facilitate the sharing of resources and services for the benefit of their users.

VALUES

The CMRLS Academic & Research Collaborative believes that:

- Users of ARC libraries deserve quality services and collections.
- Complementarity in member institutions' size and character contributes to the strength of the organization.
- The sense of equity within ARC does not depend on equal exchange of resources.
- Each member library is responsible for a collection that supports self-development, education, and scholarly research for its users.
- ARC has an essential role to play in providing to its constituency effective access to and utilization of information.

- Collaborative efforts are intrinsic to the successful delivery of information to ARC libraries' users.
- Cooperative research and development in application of information technology augment service and realize cost efficiencies.
- Staff development and interaction enhance the quality of service each library provides.
- ARC membership increases the value of each library to its own users.

Goal 1 Energize ARC through staff and leadership development

Objective A. Continue to offer professional development opportunities

Activities

1. Participate in regular CMRLS continuing education surveys to identify staff needs

Who	When	Assessment
CMRLS staff ARC members	Ongoing	Written report with summary of activities and participant comments

2. With the professional development advisory committee, develop offerings as appropriate

Who	When	Assessment
Prof. Dev. Adv Comm. All other Interest Groups	Ongoing	Annual written report with summary of activities participant comments

3. Establish, update and maintain a wiki or other types of WEB 2 software to list professional development opportunities

Who	When	Assessment
CMRLS staff Prof. Dev. Adv. Comm.	Sp 2010	Decide on appropriate mechanism have it up and running

Objective B. Use technology to enable all ARC members to participate in ARC programs, regardless of time place, by delivering continuing education opportunities online.

Activities

1. Investigate, identify, and cost out different technologies for providing remote, web-based access to ARC programming

Who	When	Assessment
Prof. Dev. Comm. CMRLS staff	Sp 2010	Summary of pilot projects with participant comments

Objective C. Establish a formal orientation program for new staff of ARC members' libraries

Activity

1. Develop a set of procedures/workflow to contact the new staff hires.

Who	When	Assessment
Communication Committee	Fall 2009 Sp 2010	A set of policies will be adopted by ARC The Committee will issue annual reports

Objective D. Develop a mentoring program for new directors of ARC member libraries

Activity:

1. Implement the mentoring program for new directors and interim directors

Who	When	Assessment
Steering Committee	As new directors or interim directors are hired	Issue annual report with summary of activities and participant comments

GOAL II DEMONSTRATE ARC'S IMPACT ON THE COMMUNITY

Objective A. Promote and demonstrate ARC's expertise in information literacy and assessment

Activities:

1. Investigate the sponsorship of an information literacy/assessment symposium for the greater ARC community, including audiences such as faculty members, administrators, and members of COWC

Who	When	Assessment
Reference Interest Group	Sp 2010	Planning has begun

2. Hold the symposium

Who	When	Assessment
Ad hoc symposium planning committee Reference Interest Group	Sp 2011	Survey feedback with participant comments

Objective B. Promote and demonstrate ARC's expertise in cutting edge technology

Activities

1. Develop and promote an annual demonstration day on emerging technologies. Include audiences outside the library community such as faculty/administrators

Who	When	Assessment
Prof. Dev. Adv. Committee CMRLS Staff COWC	Annual	Develop a plan and include an implementation schedule

2. Develop and promote an "Ask the Expert" blog/wiki

Who	When	Assessment
Sub-Committee of the Steering Comm. (D. Thistle & T. Leger-Hornby)	Sp 2010	Develop a pilot project with written report when the project is completed

Objective C. Promote ARC's Traditional resource sharing services

Activities

1. Assure that all resource sharing library staff are aware of emerging developments/software

Who	When	Assessment
Customer Service Interest Group	Ongoing	Written report with summary of proposed Technologies

2. Review existing resource sharing/cross borrowing services to identify areas of improvement

Who	When	Assessment
Customer Service Interest Group	Ongoing	Written report

Objective D. Investigate existing opportunities for promoting ARC among all relevant constituencies

Activities

1. Survey Interest Groups and Committees to identify appropriate events and venues for promoting ARC libraries, librarians, and services
2. Survey members to identify new opportunities with organizations such as COWC, museum associations and others.

3. Place two articles or announcements each year

Who	When	Assessment
Communications Committee	Ongoing	Written report with summary of activities

GOAL III. STRENGTHEN SHARING AND COLLABORATION AMONG ARC MEMBER LIBRARIES

Objective A. Maintain and update a clearing house of ARC members' documents, including policies, pathfinders, planning documents, etc.

Activities:

1. Publish, update, and publicize the ARC resource web page

Who	When	Assessment
Communications Comm. CMRLS staff	Ongoing	Collect annual statistics and comments

Objective B. Continue to provide interpersonal networking opportunities

Activities:

1. Plan and implement at least one social opportunity each year

Who	When	Assessment
Steering Committee	Annual	Event held (survey for feedback)

Objective C. Continue to seek opportunities to develop and expand ARC members' collections to serve the collective needs of our users.

Activities:

1. Encourage and implement appropriate recommendations of the collection management interest group

Who	When	Assessment
Collection Management	2009-10	Written report with a set of recommendations

2. Seek to expand cost-effective access to resources by negotiating contracts in collaboration with other consortia such as MCCLPHEI or WALDO.

Who	When	Assessment
ARC Directors Collection Mgt. Committee	Ongoing	Written report summarizing the activities and a listing of any changes/savings that took place

3. Provide a best practices forum to discuss archival management policies and procedures

Who	When	Assessment
Archival Interest Group ARC Directors	Sp 2010	Written report