

Academic and Research Collaborative

Central Massachusetts Regional Library System

Annual Action Plan Update
2011

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.

Goals/Objectives/Action Items		Who	When	Assessment
Goal 1	Energize ARC Through Staff and Leadership Development			
Objective A	Continue to offer professional development opportunities			
	1. Participate in regular CMRLS continuing education surveys to identify staff needs	CMRLS staff, ARC members	Ongoing	Written report with summary of activities and participant's comments*
	2. Work with the professional development advisory committee, develop offerings as appropriate	Prof. Dev. Adv. Comm.; Other interest groups	Ongoing	Written report with summary of activities and participant's comments*
	3. Maintain a wiki or other types of WEB 2 software to list professional development opportunities	CMRLS staff; Prof. Dev. Adv. Comm. ARC members	Ongoing	Decide on appropriate mechanism and have it up and running
Objective B	Use technology to enable all ARC members to participate in ARC programs, regardless of time or place by delivering continuing education opportunities online			
	1. Provide remote, web-based access to ARC programming	CMRLS staff	Fall 2009 & Sp 2010	Written report with hardware and software recommendations*
	2. Implement other pilot programs with one or two ARC Interest Groups	Selected IG representatives, to be determined	Fall 2010	Summary of pilot projects with participant's comments
Objective C	Establish a formal orientation program for new staff of ARC member libraries			
	1. Review and maintain set of procedures/workflow to contact new staff hires.	Communications Committee	Ongoing	The Committee will issue annual reports*

Objective D Develop a mentoring program

1. Designate Steering Committee members to mentor incoming directors

Steering Committee

As new directors are hired

Issue annual report with summary of activities and participant's comments*

Goal 2 Demonstrate ARC's Impact on the Community

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

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

Reference IG

Sp 2010

Planning has begun

2. Hold the symposium

Ad hoc symposium planning committee;
Reference IG

Sp 2011

Survey feedback with participant comments

Objective B Promote ARC's traditional resource sharing services.

1. Develop a Resource Sharing Interest Group
2. Assure all resource sharing libraries staff are aware of emerging developments/software
3. Review existing resources sharing/cross borrowing services to identify areas for improvement

Steering Committee

Ongoing

Reports to be posted to the wiki or blog

Ongoing

Reports to be posted to the wiki or blog

Objective C

Investigate collaborative opportunities with other libraries and other organizations in central Massachusetts

1. Identify appropriate events and venues for promoting ARC libraries, librarians and services

All Library staff

Ongoing

2. Identify new collaborative opportunities with organizations such as COWC, museum associations, high schools, public libraries, historical societies and others.

All Interest Groups

Ongoing

3. Place two articles or announcements each year

Communications
Comm.

Ongoing

Written reports with summary of activities*

Goal 3

Strengthen Sharing and Collaboration Among ARC Member Libraries

Objective A

1. Maintain and promote centralized location/clearing house for access to ARC members' documents:

a. Research aids

b. Library including policies, planning documents, etc.

Ongoing

2. Publish and update ARC resources WEB page

Communications
Comm.; CMRLS staff

Ongoing

Page has been created

Collect annual statistics and comments*

Objective B

Continue to provide interpersonal networking opportunities

1. Survey all staff members to determine their thoughts or suggestions for the annual social.

Steering Committee
and CMRLS staff

Fall 2009

Written report with survey summary

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

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

Coll. 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

ARC Directors; Coll. Management

Ongoing

New subscriptions

3. Develop a survey of archival interests and provide a best practices forum to discuss issues that arise such as archival management policies, procedures , etc.

Archival IG; ARC Directors

Sp 2010

Written report*

GOAL 4**Prepare for the possible reorganization of Massachusetts regional library including CMRLS and make adjustments to the Strategic Plan as appropriate**

1. Identify points of service

Governance Comm.,
Steering Comm.
Library staffs

Jan. 2010

Submit a report with recommendations

2. Identify and analyze other organizations that offer comparable services

* All annual written or statistical reports will be submitted for posting to the ARC web site and be presented at the annual meeting by June 1st

10/21/2009