

CMRLS

Academic & Research Collaborative Strategic Multi-Year Plan, 2001-2004

ANNUAL ACTION PLAN UPDATE 2005

NOTE about this ARC Annual Action Plan Update:

This update reflects the evolution of WACL into ARC. A completely new Strategic Plan is already being discussed and will be submitted to the MBLC well in advance of the deadline suggested by Beth Wade in her e-mail of July 15, 2003:

** If your last full plan says "1999-2004" in its title, you must have a new plan on file with the MBLC for federal FY06, and it must be filed by October 1, 2005.*

Worcester Area Cooperating Libraries Strategic Multi-Year Plan, 2001-2004

OVERVIEW

ARC began as the Worcester Area Cooperating Libraries (WACL) in 1967. In 2003, the libraries shaped ARC to become a vibrant committee within CMRLS. ARC members make decisions affecting the collaborative.

The ARC libraries house more than 3,800,000 volumes and more than 23,000 serial subscriptions. They serve an enrolled student body of approximately 26,000 as well as a total approximate population of 771,000 in the greater Worcester area.

CMRLS provides basic services free of charge to all its members. Additional centrally administered ARC programs are managed by CMRLS and funded by library fees. Additional funding from private grants has supported special projects.

MISSION

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

FUNDAMENTAL PRINCIPLES

The twenty member libraries each assess and provide appropriate services for their primary users. Through a cooperative agreement the libraries provide supplementary and specialized services to the users of the member libraries. The information, education and research needs of our collective users are met by the very specialized collections of the American Antiquarian Society and the Worcester Art Museum, the broad and more general collections of the Worcester Public Library, and by the higher education libraries in the state-supported institutions, private colleges and graduate research centers. The membership includes libraries with funding bases comprised of municipal, state and/or private sectors serving users across all age groups and economic status in Worcester County.

Each member library takes responsibility for assessing and providing for the needs of its primary clientele. Each shares information about existing resources and services that may be used to provide supplementary and specialized services to other members' users. The community of users served by ARC relies on the collections of the entire membership to supplement and enhance their information needs.

The success of the ARC is advanced by the understanding and commitment of the member institutions' administrators.

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 AND OBJECTIVES, 2001 – 2004 (Action Plan Update, 2005)

GOAL 1 Facilitate access to, and use of, resources available within ARC libraries.

OBJECTIVE 1 - Ensure electronic access to each other's catalogs and the Worcester Area Union List of Serials.

Action step 1 - Encourage each member library to create and maintain electronic links to other ARC online library catalogs and/or web pages and to inform users of availability of this information.

When - Ongoing

Who - Library Directors

Action step 2 – Investigate Web gateway to all ARC online catalogs and to other electronic resources.

When – Ongoing

Who - Library Directors

Action step 3 – Investigate funding possibilities for Web gateway.

When – Ongoing

Who – Library Directors

OBJECTIVE 2 - Explore cooperative purchases of products and resources such as e-books, research databases, etc.

Action step 1 - Identify purchase or subscription opportunities and make recommendations for joint acquisitions.

When – Ongoing

Who - Appropriate Committee

Action step 2 - Work with NELINET, NERL, other larger consortia and commercial vendors to investigate discount purchasing.

When - Ongoing

Who - Library Directors

OBJECTIVE 3 - Provide delivery service for primary users of ARC libraries for documents and physical materials.

Action step 1 - Maintain high quality delivery service as formerly provided through WACL

When - Ongoing

Who - Library Directors, CMRLS Liaison

Action step 2 - Encourage development and use of ARIEL delivery among ARC libraries.

When - FY 2003 and beyond

Who - Library Directors

OBJECTIVE 4 - Provide onsite use, reference and information services to patrons of other ARC libraries.

Action step 1 - Distribute the ARC borrowing cards honored by ARC libraries to each member library participating in the cross-borrowing program.

When - Ongoing - Annually; as requested

Who - CMRLS Liaison in consultation with Circulation Committee

Action step 2 - Arrange tours, orientations, and instruction classes at member institutions upon request.

When - Ongoing

Who - Reference staffs

Action step 3 - Inform users of walk-in interlibrary loan/cross borrowing arrangements, reciprocal registration, and student shuttle service.

When - Ongoing

Who - Public service staffs

Action step 4 - Encourage ARC libraries to send any newsletters they publish to other libraries.

When - Ongoing

Who - Library Directors

OBJECTIVE 5 - Explore new cooperative ventures among ARC libraries.

Action step 1 - Discuss annually at Library Directors meeting.

When - Ongoing

Who - Library Directors

GOAL 2 Enhance awareness of ARC's programs and services.

OBJECTIVE 1 - *Inform Presidents and Chief Academic Officers (CAO's), Institutional Directors and Governing Boards about ARC and ARC activities.*

Action step 1 - Communicate with governing bodies to update and inform of ARC issues and activities.

When - Ongoing

Who - Library Directors

Action step 2 - Distribute copies of annual update of Strategic Plan to governing bodies.

When - Annually

Who - Library Directors

Action step 3 - Participate in CMRLS strategic planning.

When - as appropriate

Who - Library Directors

OBJECTIVE 2 - Maintain regular communications with Central Massachusetts Regional Library System (CMRLS)

Action step 1 - Include CMRLS Regional Administrator in ARC Library Directors' meetings.

When - Ongoing

Who - Library Directors

Action step 3 - Encourage ARC libraries to send any newsletters they publish to CMRLS office.

When - Ongoing

Who - Library Directors

OBJECTIVE 3 - *Implement other methods of increasing visibility for ARC.*

Action step 1 - *Use CMRLS/ARC Web site as a promotional tool.*

When - Ongoing

Who - Library Directors

Action step 2 - *Work with CMRLS staff to include ARC publicity activities into CMRLS workflow.*

When - Ongoing

Who - Library Directors; Regional Administrator

Action step 3 - *Sponsor and exhibit at regional library conferences.*

When - As appropriate

Who - Library Directors

OBJECTIVE 4 - *Maintain and expand ARC's portion of the CMRLS Web site.*

Action step 1 - *Publish guidelines and other information for continued growth of the web site.*

When - Ongoing

Who - CMRLS staff

Action step 2 - *Insure information is up to date by working with the liaison from each library.*

When - Ongoing

Who - CMRLS staff

GOAL 3 Enhance individual libraries' staff knowledge and skills through cooperative staff development programs and ARC committee work.

OBJECTIVE 1 - *Involve ARC library staff in committees that have a role in shaping ARC's future.*

Action step 1 - *Identify and, with Directors' approval, appoint staff to committees.*

When - Ongoing

Who - Library Directors

Action step 2 - *Provide committees with specific charges for goals to be accomplished.*

When - Ongoing

Who - Library Directors

OBJECTIVE 2 - *Continue ARC program offerings.*

Action step 1 - *Encourage all committees to investigate and offer professional development opportunities for ARC members' staff.*

When - Ongoing

Who - Library Directors

Action step 2 - *Continue offering satellite teleconference series independently or in conjunction with CMRLS.*

When - Ongoing

Who - Library Directors, CMRLS Liaison

OBJECTIVE 3 - Facilitate communication between all levels of ARC.

Action step 1 - Ensure that wherever possible library staff subscribe to at least one ARC listserv group.

When - Ongoing

Who - Library Directors

Action step 2 - Publish all Library Director and Committee minutes and reports on the ARC Web site and send notifications via e-mail.

When - Ongoing

Who - CMRLS Staff and Committee Chairs

OBJECTIVE 4 - Explore local, regional and national opportunities.

Action step 1 - Identify and publicize workshops sponsored by agencies such as, COWC, CMRLS, NELINET, Boston Library Consortium, and ACRL.

When - Ongoing

Who - Committees and CMRLS Staff

Action step 2 - Develop closer relationships with these groups to deliver workshops in the Worcester area.

When - Ongoing

Who - Library Directors

Action step 3 - Identify and establish links to these and other group web sites from ARC Web site.

When - Ongoing

Who - CMRLS Staff

GOAL 4 Maintain the preservation and conservation program.

OBJECTIVE 1 – Determine appropriate level of support for ARC libraries.

Action step 1 – Identify and offer regular workshops on conservation and preservation.

When – Ongoing

Who - Preservation Committee

OBJECTIVE 2 – Insure access to back runs of journals.

Action step 1 – Develop a plan to identify libraries of record, using WAULS.

When – Ongoing

Who - Serials Committee

Action step 2 - Prepare report of findings and recommendations for further action.

When – Fall 2005

Who - Serials Committee

Measurement Factors for Meeting Objectives:

Time lines have been established for the Action Plan. Compliance will be monitored. Dates may be adjusted as necessary.

The Library Directors will update the plan on an annual basis by reviewing the goals and objectives and determining action steps for the year.

APPROVED BY ARC LIBRARY DIRECTORS – November 2003



Members

- American Antiquarian Society
- Anna Maria College
- Assumption College
- Atlantic Union College
- Becker College - Leicester
- Becker College - Worcester
- Clark University
- College of the Holy Cross
- Fitchburg State College
- Massachusetts College of Pharmacy and Health Sciences
- Mount Wachusett Community College
- Nichols College
- Quinsigamond Community College
- UMass Medical School
- Worcester Art Museum
- Worcester County Horticultural Society
- Worcester Historical Museum
- Worcester Polytechnic Institute (WPI)
- Worcester Public Library
- Worcester State College

Questions? [E-mail ARCinfo@cmrls.org](mailto:ARCinfo@cmrls.org)