

Oviatt Library Strategic Plan 2017-2022

Background

In 2016, the Oviatt Library launched a strategic planning process to generate a new strategic plan to replace the plan that will expire at the end of the year. Associate Dean, Katherine S. Dabbour led the effort with support from an external consultant, Katherine Kott and an internal Strategic Planning Task Force. Members of the task force included staff and librarians from a range of areas in the library.

Ahmed Alwan
Elizabeth Altman
Laurie Borchard
Gabriel Castaneda
Julieta Garcia
Ellen Jarosz
Charissa Jefferson
Justin Kovalcik
Stephen Kutay
Isis Leininger
James Lunsford
Veronica Muncal
Mike Villalobos
Mary Wahl

The task force was charged with creating and managing a process for generating a strategic plan. Based on the consultant's recommendation, the task force adopted Appreciative Inquiry as a methodology to involve members of the CSUN community in generating ideas for the plan. The task force chose the theme "Excellence through Unity" for inspiration.

First, the task force planned and hosted a workshop for library personnel. The workshop was repeated twice to provide an opportunity for everyone to attend. Through a series of activities, participants identified aspects of Oviatt Library that are important to retain and brainstormed ideas for creating the Oviatt Library of the future.

To stimulate thinking about future scenarios, participants worked from a list of topics generated by Dean Mark Stover. These topics were effectively the result of an environmental scan completed by an experienced academic librarian who is knowledgeable about trends in the field and well acquainted with institutional priorities. The workshop generated a number of good ideas and the consultant was able to create an early draft plan based on the feedback and suggestions offered by library personnel.

Next, the Strategic Planning Task Force (SPTF) planned and hosted focus groups for external stakeholders—library student workers, undergraduate students, graduate students, faculty, and staff from other CSUN departments that collaborate with the library on a regular basis.

Members of the Task Force facilitated the external stakeholder focus group meetings, took notes, and posted the protocols for the sessions and the notes in a SPTF shared folder. The external consultant analyzed the notes to identify themes, summarized the results from each group, and then used the data to augment or modify the draft plan. The consultant's summaries are also posted in the SPTF online folder. Both the notes and the data analysis summary may be useful to Dean Stover and the Executive Group as the plan is finalized and implemented.

Once the focus group activities were completed, the SPTF disbanded. The consultant recommended a methodology for implementing the plan using a template to break strategies down into tasks or SMART goals and assign responsibility and a timeline for completion. She transmitted the draft plan to Dean Stover to complete the engagement.