



**THOMPSON
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UNIVERSITY**

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Thompson Rivers University Library

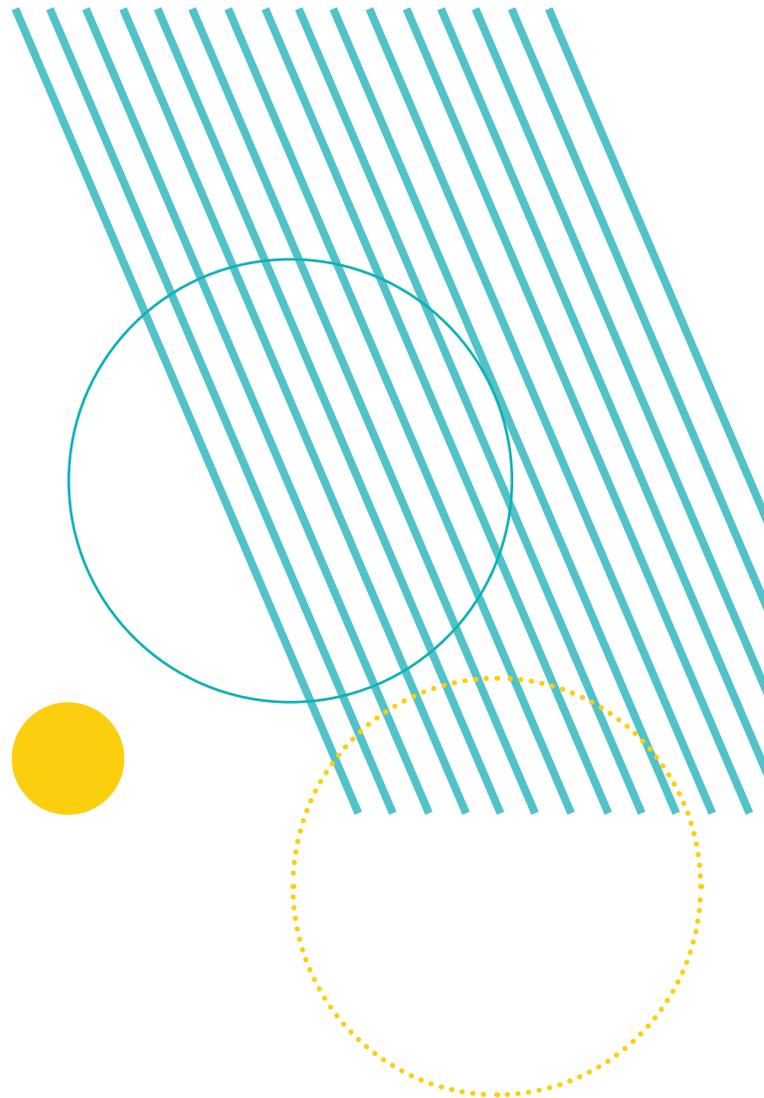
STRATEGIC PLAN

2019 – 2024



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**THOMPSON
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Library

INSPIRING KNOWLEDGE CREATION

EXECUTIVE SUMMARY

In the summer of 2018, TRU Library initiated the development of a new five-year strategic plan.

We launched an open consultative process designed to generate an ambitious yet feasible plan for the future. The process was managed by an external consultant and overseen by a Steering Committee comprised of the University Librarian, faculty, and staff. Through online surveys, open forums, and meetings, we gathered input from TRU faculty, staff, administration, and students, both on-campus in Kamloops and Williams Lake and through Open Learning. This input informed the development of a new vision, mission, and values statement as well as a bold set of strategic goals and objectives for the years 2019 through 2024.



The TRU Library is committed to the following:

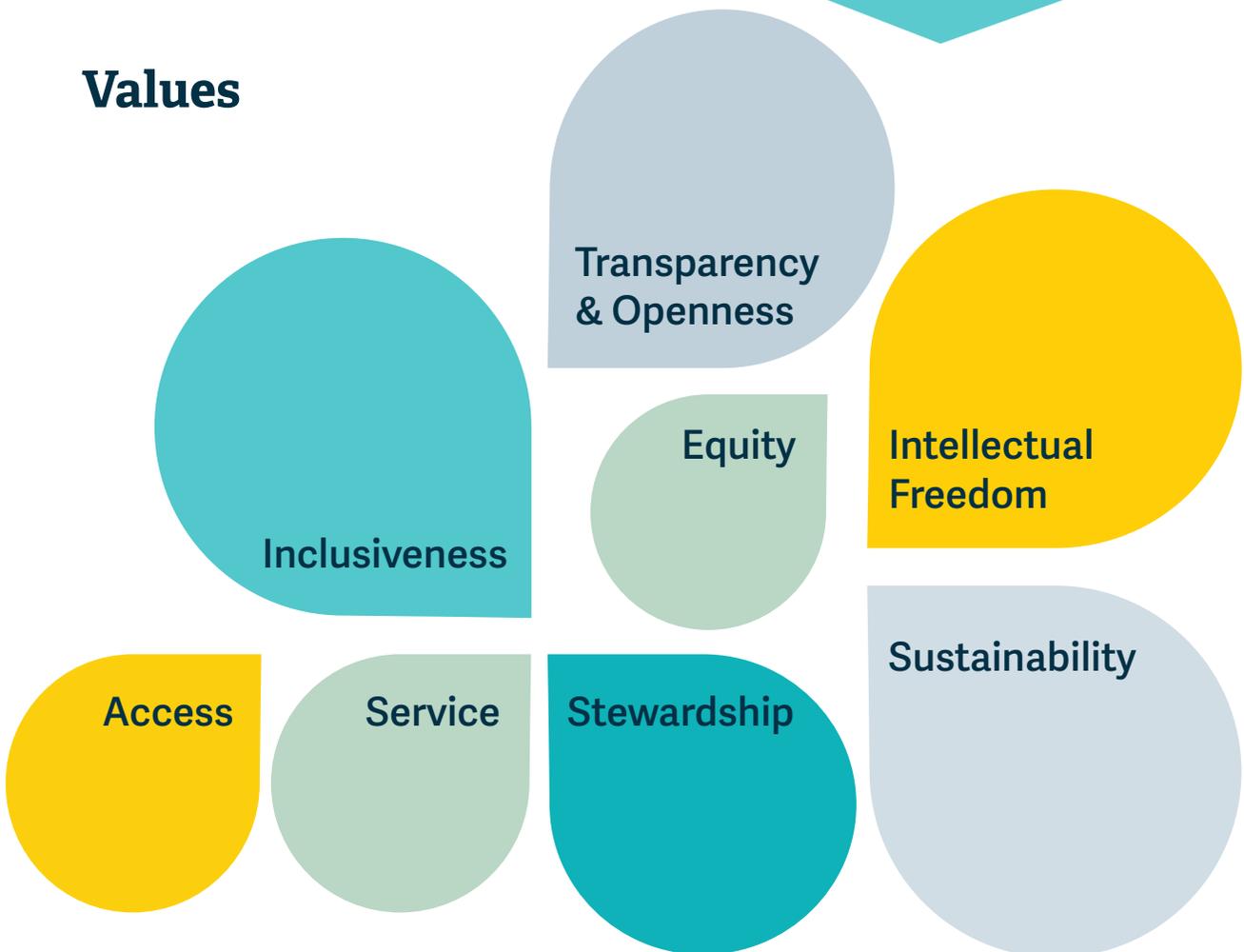
Vision

Inspiring knowledge creation

Mission

Connecting our communities with inclusive spaces, trusted resources, and innovative services.

Values



TRU LIBRARY VALUES

Inclusiveness

All individuals are treated fairly, respectfully, and are valued for their distinctive skills, experiences, and perspectives.

Transparency and Openness

We are committed to accountability as well as timely and open communication with those we serve.

Equity

We believe all people should have equal access to opportunities, resources, information, and support.

Intellectual Freedom

We uphold the right of all people to hold, receive, and disseminate ideas and information without restriction.

Sustainability

We operate in ways that are financially, socially, and environmentally responsible to ensure a healthy library.

Stewardship

We serve our communities by carefully managing resources and information, in both physical and digital forms, and respecting privacy.

Service

We are dedicated to providing excellent and innovative support to all our communities, including students, staff, faculty and the broader community.

Access

We make information, resources, and support as widely available and as easy to access as possible.

STRATEGIC FRAMEWORK

Thompson Rivers University Library is committed to four strategic priorities and goals with the following five areas of focus:



Priority	Goals
Capacity	To work towards a continuous improvement strategy for the creation of a sustainable and effective organization.
Ethic of Care	To create an environment that generates a sense of belonging
Indigenization	To embrace Indigenous ways of knowing
User-Centeredness	To deliver accessible services, respond to needs, and actively develop in sync with our communities

ORGANIZATIONAL DESCRIPTION

The TRU Library serves the Kamloops campus through its Main Library and House of Learning Library, and its Williams Lake campus through the Williams Lake Campus Library. TRU Library also provides library services to distance and Open Learning students and faculty. Human resources include 8.6 FTE librarians and 14 FTE library staff.

Resources:

- **\$1.2 million** annual spending on collections
- **238,000** Total physical items
- **180,000** Total e-books
- **9,800** Streaming videos
- **57,800** E-journals

Annual Usage and Services:

- **449,000** E-journal article downloads
- **44.7** Articles downloaded per student
- **30,000** Physical items borrowed from the collection
- **308,000** Physical visits
- **10,800** Group study room bookings
- **348,000** Website visits
- **287** Instructional workshops
- **4,500** Instructional workshop participants
- **11,000** Reference interactions



APPENDIX A PROCESS

In June of 2018, Thompson Rivers University Library initiated the development of a new five-year strategic plan. The sought an open and consultative process that would result in an ambitious yet feasible plan for the future. The project would involve:

- **Consulting various groups throughout TRU regarding the Library's roles, strategy, and direction**
- **Reviewing and revising the TRU Library's Vision, Mission, and Values**
- **Collectively establishing areas of strategic priority and goals within each priority area**
- **Collectively establishing clear objectives within each strategic goal**

An external consultant was hired, to begin work in September 2018, and a Strategic Plan Steering Committee was established, comprised of the TRU University Librarian, as well as TRU Library staff and faculty. The Steering Committee's mandate was to oversee the planning process and the consultant's work, and to serve as a bridge between the consultant and all library staff and faculty.



**Phase 1:
Discovery**



**Phase 2:
Preplanning**



**Phase 3:
Planning**



**Phase 4:
Communication**

APPENDIX A PROCESS

The strategic planning process was broken down into four phases, as follows:



Phase 1 – Discovery

All data and documentation relevant to strategic planning was compiled, and a consultation process was initiated. The consultation process involved both external and internal surveys as well as focus groups for a variety of stakeholders. This consultation involved the following:

- Online surveys of faculty (TRUFA and TRUOLFA), students, and administration
- Online survey of library staff and faculty
- Open forums for TRU faculty and staff
- Open forums for TRU students
- TRU Student Caucus input session
- TRU Williams Lake campus open forums



Phase 2 – Preplanning

During preplanning, the Steering Committee and consultant planned five strategic planning meetings.



Phase 3 – Planning

Strategic Planning involved the following sessions:

- 1: All Staff & Faculty – Vision, Mission, Values
- 2: Steering Committee – Strategic Priorities
- 3: Steering Committee – Strategic Objectives
- 4: Steering Committee – Strategic Objectives



Phase 4 – Communication

Communication began with a drafting of the strategic goals, priorities and objectives. These were distributed to all staff and faculty. An all-staff and faculty session was then held to gather input on the draft priorities and objectives. Everyone was invited to provide input on the work done to date.

Input was then incorporated into the strategic planning document.

APPENDIX B RESOURCES

The TRU Library Strategic Plan was informed by several other important plans and documents:

TRU Strategic Priorities 2014 - 2019

https://www.tru.ca/__shared/assets/2014-2019_StrategicPriorities_PDF31428.pdf

Honouring the Truth, Reconciling for the Future: Summary of the Final Report of the Truth and Reconciliation Commission of Canada

http://nctr.ca/assets/reports/Final%20Reports/Executive_Summary_English_Web.pdf

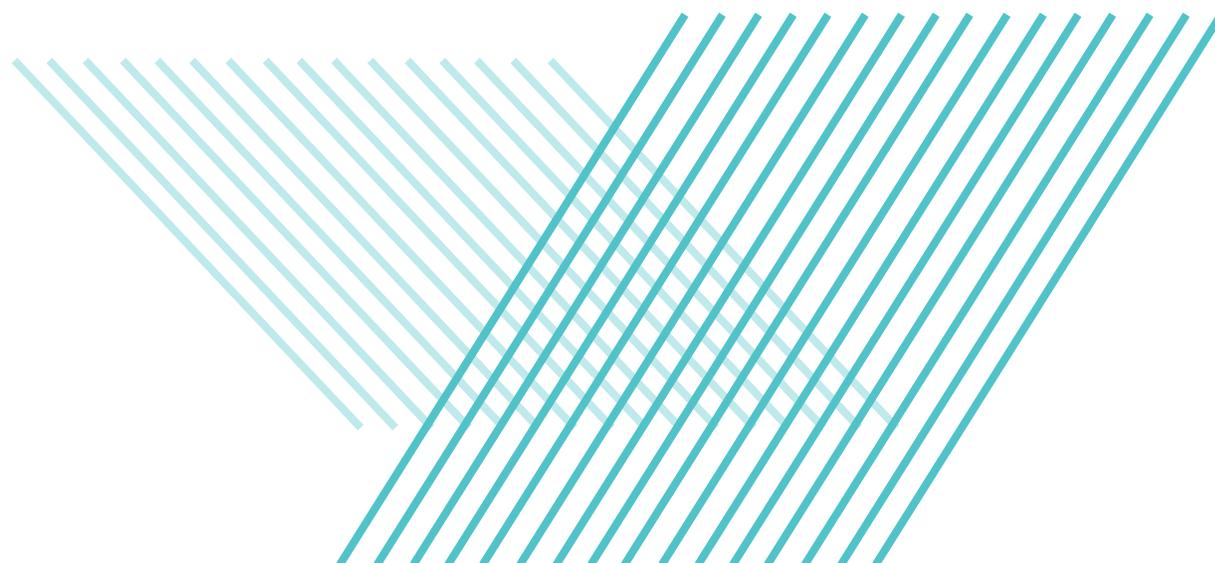
Truth and Reconciliation Commission of Canada: Calls to Action

http://trc.ca/assets/pdf/Calls_to_Action_English2.pdf

For comparative statistics on post-secondary libraries in British Columbia, visit:

Council of Post-Secondary Library Directors, BC Statistic Report 2017-2018

http://cpsld.ca/ld.php?content_id=34599089



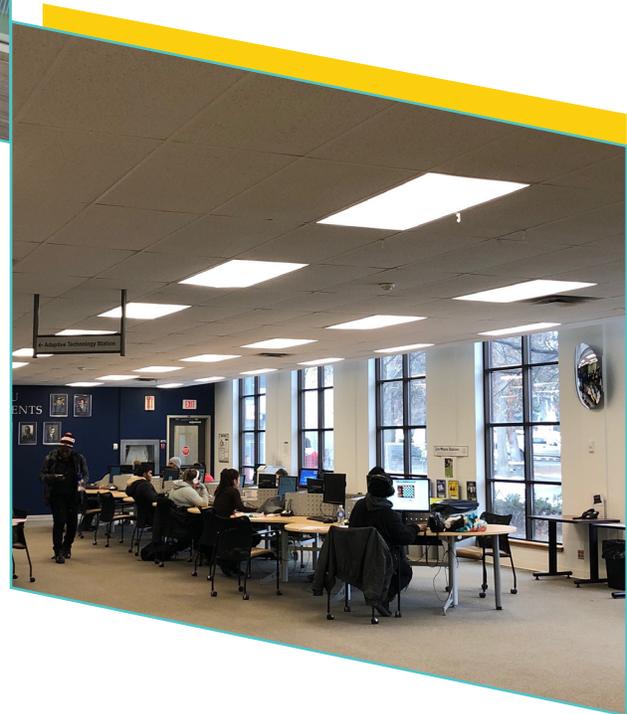


Strategic Planning Steering Committee

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