CSUSB Libraries Strategic Plan 2025-30

Mission

Through collections, services, spaces, and programs, the CSUSB Libraries' team enriches the creative, academic, and professional endeavors of students, staff, and faculty. We collaborate in stewardship of community history. We offer a welcoming environment where people from diverse backgrounds become life-long learners.

Vision

The CSUSB Libraries will be essential partners in transforming lives through our support of academic success, teaching, scholarship, creative activity, and life-long learning.

Values

The CSUSB Libraries apply the campus values of Progress, Access, Community, and Kindness. These include but are not limited to:

Progress - We use wholistic planning and creative problem solving to meet the needs of our users and fulfill our mission.

Access - We provide free and open access to information that reflects a wide range of identities and perspectives, defense of academic and intellectual freedom, and development of critical information literacy skills.

Community - We collaborate and engage with our constituents. We preserve the unique histories of our campuses and regions.

Kindness - We offer user-centered services, support the professional growth and personal well-being of the libraries' team, and foster an environment of inclusivity and belonging for all library users and employees.

Goals, Objectives, Outcomes

Although this plan outlines our areas of emphasis for the next five years, it cannot encompass all the critically important day-to-day activities that keep the CSUSB Libraries running. These activities include, but are not limited to:

- Developing and managing our collections in a variety of formats.

- Acquiring, making discoverable, and delivering information resources through OneSearch and other discovery tools.

- Providing Circulation and Interlibrary Loan/ Resource Sharing services.

- Offering instruction and research consultations to our users, whether individually or in groups.

- Supporting scholarship and knowledge creation with our collections and services.

- Participating in CSU systemwide and other library consortial agreements.

- Offering guidance on scholarly communication, copyright, data management, and open access.

- Creating and maintaining welcoming and accessible spaces, both physical and virtual.

- Maintaining our technological tools and offering new technologies that will best serve our users.

- Shepherding our budget for operations, personnel, and collections.

- Providing programs and services that engage our users and reflect our values.

- Preserving and documenting the history of the university and our region.

- Collecting data about library resources and services to make informed assessments.

- Connecting with our users through outreach and marketing.

We affirm the value of all library work and commit to ongoing excellence as we perform it.

Strategies for meeting these goals and objectives will be developed in an ongoing participatory process by the libraries' team.

We recognize that the PDC campus and the San Bernardino campus libraries have unique needs that must be considered throughout the planning process. Projects that are achievable and high priority for one campus may not be relevant for the other campus.

Goal 1: Student Success

Objective 1: Acknowledge and value students' cultural, linguistic, and social identities

Outcome 1: Provide students with library materials that represent their identities.

Outcome 2: Develop library spaces that reflect diversity and are welcoming for all.

Outcome 3: Offer programs that embrace socially conscious values.

Objective 2: Advance life-long learning and critical information literacy

Outcome 1: Incorporate inclusive pedagogy practices.

Outcome 2: Offer varied modalities for building critical information literacy.

Outcome 3: Develop students' core competencies to help them to engage with information beyond the classroom.

Objective 3: Promote student engagement with the libraries' collections, programs, and services

Outcome 1: Identify and eliminate barriers to discovering library resources to improve user experience.

Outcome 2: Identify and promote services for meeting users at point of need in digital and physical spaces.

Outcome 3: Improve the exposure and promotion of our collections, spaces, and services to our students.

Outcome 4: Develop in-person programming that reflects the PDC campus' interests and capacity.

Goal 2: Faculty and Staff Success

Objective 1: Provide CSUSB faculty and scholars with opportunities, resources, and tools to improve knowledge creation and curation

Outcome 1: Curate collections that support the university's programs and priorities.

Outcome 2: Support and enhance multiple modalities of teaching and learning.

Outcome 3: Increase understanding and support of open access, knowledge creation, publishing, and emerging scholarly communication practices.

Objective 2: Position the libraries as valuable resources for staff

Outcome 1: Highlight opportunities for life-long learning and enrichment.

Outcome 2: Increase awareness through outreach and programming directed at staff.

Objective 3: Prioritize the work life balance needs of the libraries' team

Outcome 1: Prioritize improving the physical work environment and work tools.

Outcome 2: Cultivate training and professional development opportunities for the libraries' team members

Outcome 3: Promote a workplace culture of trust and safety.

Outcome 4: Address logistical and support issues unique to PDC.

Goal 3: Diversity, Equity, Inclusion, Belonging, and Accessibility

Objective 1: Augment library users' sense of belonging.

Outcome 1: Provide physical spaces that are inviting, safe, and comfortable.

Outcome 2: Advocate for physical space needs at the PDC library.

Outcome 3: Promote positive mental health through programs and activities.

Outcome 4: Continuously examine our spaces and services to recognize and celebrate individual identities, diverse perspectives, and myriad backgrounds.

Objective 2: Integrate DEIBA into our policies and practices

Outcome 1: Review and adjust the libraries' policies and procedures to reduce barriers to access, with attention to different needs of the PDC and San Bernardino libraries.

Outcome 2: Encourage participation in DEIBA training opportunities for the libraries' employees.

Outcome 3: Provide library users and employees with opportunities to give feedback during DEIBA progress assessment.

Goal 4: Collaboration

Objective 1: Promote collaboration with the community

Outcome 1: Connect with local groups to preserve unique histories in both the Palm Desert and San Bernardino communities.

Outcome 2: Partner with local schools to promote information literacy and interest in higher education opportunities.

Outcome 3: Seek opportunities to learn from and cooperate with other CSUs and area universities.

Objective 2: Promote collaboration with other CSUSB units

Outcome 1: Demonstrate how the libraries can support the mission of other CSUSB units.

Outcome 2: Explore ways in which partnerships with other CSUSB units can support the mission of our libraries.

Objective 3: Promote collaboration within the libraries

Outcome 1: Include a mix of faculty and staff for committees and working groups.

Outcome 2: Provide a range of informal opportunities for cross-departmental interaction and understanding.

Outcome 3: Encourage cross-departmental projects, including projects between the Palm Desert and San Bernardino campus libraries.

Outcome 4: Improve internal communication and inclusive decision making.

Outcome 5: Increase presence of San Bernardino campus librarians at the Palm Desert Campus library.