



Strategic Plan | 2010/2013

Over the last five years, McMaster University Library has transformed itself into an innovative, user-centred service provider. We have responded to shifting student and faculty expectations by dramatically changing our physical and virtual spaces, by enhancing services, by enriching our unique collections and by building strong relationships both on and off campus.

Our new Strategic Plan provides a clear roadmap for continuing this transformation. The new plan is based on a *Balanced Scorecard* framework, thus reflecting our ongoing commitment to regular and sustained improvement across all aspects of the organization. The ten new strategic objectives will challenge us to enhance our focus on the user experience, to improve internal efficiencies, to advance the learning and growth of our staff, and to increase our financial health. The new framework will also encourage us to regularly measure and communicate our progress in meeting these ambitious goals.

As an organization, we are committed to our new Strategic Plan and feel that it represents our dedication to ongoing transformation. I invite you to learn more about our Plan and to follow our progress in the coming years.

Jeffrey G. Trzeciak
 University Librarian

Our Vision, Mission and Values

Vision

McMaster University Library will be recognized as Canada's most innovative, user-centred, academic library.

Mission

The University Library advances teaching, learning and research at McMaster by:

- teaching students to be successful, ethical information seekers
- facilitating access to information resources
- providing welcoming spaces for intellectual discovery
- promoting the innovative adoption of emerging learning technologies

Values

- excellent customer service
- collaboration, innovation, creativity and risk taking
- inclusiveness and respect for the individual
- accountability for our actions and decisions



Strategy Map | 2010/2013



Focus on faculty, students and university staff

- Strive for exemplary service that is responsive to user needs
- Create world-class teaching & learning spaces
- Improve discovery of and access to scholarly resources
- Integrate the Library into the University's teaching, learning and research mission

Focus on library staff learning and growth

- Grow an evidence-based culture that encourages innovation and risk taking
- Nurture a healthy, collaborative, and dynamic work environment
- Develop highly-trained, technologically-fluent superlative staff

Focus on library processes

- Track efficiency and effectiveness of Library programs and services
- Promote awareness of the Library's rich collections, state-of-the-art facilities and exemplary services

The Library's Strategic Plan is a living document. For current information on specific initiatives or to access our Library Scorecard, please visit our website at: library.mcmaster.ca/mission

Focus on financial health

- Secure appropriate financial resources to maintain a world-class research library

