

OUR FUTURE WORK

MISSION

The Rutgers University Libraries will support the university's mission of instruction, research, and service. We will mirror the university's Jersey roots by bringing the world's knowledge to our campuses. We will mirror the university's global reach by giving the scholarly works created at the university and our unique resources to the world and by contributing to the research library community. We will be uniquely suited to provide leadership, services, and resources that unite our campuses. Faculty and students will understand and appreciate the centrality and importance of the Libraries to their learning and research.

ACCESS

We will commit to universal access. Access will be direct, instant, convenient, easy, and ubiquitous. All faculty and students will be able to access all services and resources anytime anywhere on the device of their choice. We will offer a variety of information paths and a variety of formats. Physical materials stored offsite will be retrieved within 24 hours. We make faculty and student works availability to the world and advocate for open access.

FACULTY AND STUDENTS

We will be user-friendly and focused on satisfying the needs of all members of our community. Faculty and students will benefit from a full set of services accompanied by easy access and assistance if and when needed. We will use digital technologies to connect directly with our users wherever they are and to preserve works created by both faculty and students. Our services will be both personal and varied, offering personal portals, appealing to those using a variety of technologies, and supporting all disciplines.

LIBRARY AS PLACE

Our libraries will transition to multipurpose spaces. Our many locations will provide convenient study and learning spaces and will be places where help is available. The transition of our collections from the physical to the digital will allow creative reuse of our spaces for such activities as multimedia creation, events, meeting places, and social interaction.

PARTNERSHIPS

We will develop strategic partnerships with faculty and students and throughout the world. At Rutgers, we will partner with academic departments and faculty, integrating ourselves into their work in meaningful ways in such areas as instruction, research project support, and distributing and managing intellectual output. We will seek partnerships that cross departmental lines and provide leadership for the university. Librarians will embed themselves in close proximity to our users and will partner with students for special projects. We will adopt user-driven purchasing models. We will collaborate with other libraries for collections, digitization, and cutting edge development. Where appropriate, we will collaborate with innovative corporate entities. With faculty consultation, we will seek national and international partnerships that bring distinction. We will accelerate the speed with which we can make the fruits of our partnerships available.

PEOPLE

The Libraries will be synonymous with knowledgeable people who provide sophisticated services and add value to resources. Our expertise will include subject specialties and digital creation. We will be aggressively visible and at work in the community, interacting with faculty and students personally, in departments and the Libraries, and digitally. We will seek out experts and work closely with them to distinguish Rutgers within the global research community. Librarians and library staff will work together flexibly in a continually changing organizational structure designed to meet continually changing external needs and pressures.

RESOURCES

We will work to make the world's knowledge available to our users. We will continue to provide print and physical media resources where they are the only option, but we will focus on providing digital resources, including e-books, e-media, e-journals, and e-reference materials, including an extensive array of research databases. We will acknowledge that digital resources are our present and future reality. Selection will involve individual users and print on demand, user selection, and pay per view models. Our users will know that their libraries give them ready access to extensive collections/resources coupled with expert services. We will provide the world with digital access to and preserve the unique primary resources in our New Jersey history, jazz, and other special collections and to scholarly work created by Rutgers faculty and students. These activities will bring distinction to the university and the Libraries. We will partner with other research libraries to develop and share collections/resource and to deaccession unneeded physical collections. We will regularly assess how well we are meeting user needs.

SERVICES

Our services will be authentic and responsive, combining the traditional library focus on service with the cutting edge technologies embraced by our faculty and students. They will be extensive, reliable, immediate, and personalizable. They will support current work but be sufficiently imaginative to support discovery. Heavy reliance on technology means that the library will be an advocate for universal and equitable access for all faculty and students. Services will decide how our organization is structured and how staff time is spent.

Our services will be available both virtually and in person. They will be developed and carried out by expert librarians and staff. The full spectrum of services will include distance education support, consultations, guidance on information retrieval for research, downloadable and cloud resources, writing and technology help, e-reading regardless of device, required readings connected to courses, a dynamic website, customizable portal pages, accurate information, support for digitization and such other digital activities as multimedia development, educational resources without cost to users, customizable tools for analyzing data and scholarly learning, and e-updates and alerts.

Our use of technology will be cutting edge and so easy to use all can use it. Technology will locate us where our users are.

We will continue interlibrary services, providing materials online more rapidly and with innovative delivery methods. We will consider delivery of materials to individual campus locations.

We will increase our emphasis on instruction and will offer it both in person and virtually. Instruction should be targeted to specific needs and should result from collaboration with teaching faculty. We will be more involved in

the curriculum, an extended presence in the online course environment, and work with faculty to create meaningful assignments. Our students will have required readings linked to course syllabi or otherwise easily available as well as pragmatic instruction that they can use in real life.

We will provide reference service in a variety of formats. Users will be helped 24/7 by reference and subject specialists in person and online.