Improve the User Experience

1.1 Frame a systematic process for collecting and sharing information about the ways library users work.

1.2 Use a better understanding of user communities to create extensive and deep collaboration with users at earlier stages of their research and teaching.

1.3 Institutionalize innovation by employing results from user assessments to improve procedures and services quickly.

1.4 Present library programs and services in ways that help users understand the connections to their needs.

Provide Digital Content, Tools, & Services

2.1 Increase the Libraries’ capacity to create, acquire, and manage digital scholarly content in an increasingly diverse range of formats.

2.2 Facilitate easy, convenient discovery and use of relevant scholarly information.

2.3 Create and refine services to support the use of digital tools and digital content.

2.4 Provide opportunities for staff to become technologically skilled and adaptable.

Develop New Research & Teaching Partnerships

3.1 Encourage interaction of Libraries staff with all groups of users, with non-library groups at Duke, with other libraries and with additional organizations to identify opportunities for new collaborations.

3.2 Be an active partner in the development of infrastructure that supports new types of research and publishing.

3.3 Expand Libraries partnerships that serve groups of constituents, such as Duke Engage, services for students studying abroad, and curriculum revision teams.

3.4 Develop a flexible organizational structure and encourage cross-department work.

Support University Priorities

4.1 Develop a broad understanding across the Libraries of University priorities.

4.2 Address emerging University priorities in library planning and assessment activities.

4.3 Connect the Libraries with University priorities in our external communications.

Enhance Library Spaces

5.1 Complete the Perkins Project, a way of continuing to adapt Libraries spaces to user needs.

5.2 Regularly assess space usage in all Libraries locations and align space planning with evolving user needs.