



## 1 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.

## 2 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.

## 3 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.

## 4 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.

## 5 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.