Strategic Directions Staff Retreat: Notes

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1. **Double our research**
   1) Think of buying datasets as part of collections and make then easily available
   2) Support for interdisciplinary research centres
   3) Increase our own research at the Library
   4) Training RAs to find information, primary/secondary sources
   5) Host research chairs, post-docs in the Library
   6) Offer support for the administrative side of research so researchers can research
   7) Offer research expertise: statisticians, research data management, research methods experts, digital humanities, systematic reviews
   8) Office of research: we need to support funding/grant submission process of researchers (e.g. researcher, DS, etc.) (mandated open NIH, SSHRC)
   9) More time for research (and more resources too)
   10) Preserve data
   11) Support data deposit: FIGShare, PeerJ, etc.; Open data-sharing sources
   12) Knowledge mobilization
   13) Teach how to be more efficient (techniques, etc.) with information acquisition
   14) Partner with MLIS programs
   15) Partner with Faculty on actual research: references, co-authoring, publication process
   16) Promoting discussions and questions as research starters
   17) Provide IT infrastructure to support research: infrastructure and services for preservation and access to data publications (for after the research is completed, for other researchers to use the same data); online collaborative spaces (file-sharing, wikis); hardware (focus group rooms, transcription pedal); software (NVDIA, Dragon Speak)

2. **Teach for tomorrow**
   1) Reward system for students registering at our workshops
   2) Information skills for lifelong learning
   3) Adapt teaching to e-learning environments
   4) Enabling experiential learning/teaching activities in the library
   5) Teach critical thinking
   6) Develop a 'kit' or structured program approach to new undergraduate and other types of students for our workshop/teaching offer
   7) Resources for self-directed learning
   8) Learning the search process
   9) Identifying micro (neglected) areas not covered
   10) Find out about training/teaching programs done in other libraries: benchmarking
   11) Learn from colleagues
   12) Transversal competencies/critical teaching
   13) Collaborative or team-teaching: librarian/librarian or professor/librarian

14) Provide opportunities for students to share their research e.g. 'lightning' talks
15) Speaker series e.g. privacy, big data, etc.

3. Get your hands dirty
    1) Show, don't tell
    2) Trying is doing
    3) Right to fail
    4) Be curious
    5) Ask questions
    6) Get involved
    7) Think outside the box
    8) Be project-oriented
    9) Have a goal
    10) Swap staff jobs with administrative positions and vice versa
    11) Change perspective
    12) Each staff member should try different jobs for a day or more (in different departments, different responsibilities and levels)
    13) Flipped library workshops
    14) Play
    15) Change perspective (glass half full; half empty)
    16) Learn the jobs
    17) Introduce yourselves to students (proactive vs. reactive)
    18) Roaming librarian or staff member

4. Mix it up
    1) Collaborative space
    2) Support for interdisciplinary research centres
    3) Change jobs or roles
    4) Interlibrary work experience (Vanier and Webster)
    5) Inter-department work experience; cross-training
    6) Library partnerships with various academic departments
    7) Secondment opportunities
    8) Swap position for half a day
    9) Collaborative collection development
    10) Annual retreats for all staff (Hawaii, fishing…)
    11) Welcome 'non-library' activities in our spaces (yoga, meditation, gaming, eating, tutoring (Student Centre, Centre services,etc…) (not everyone agrees)
    12) Hub: facilitated events/activities with campus recreation, Student Success Centre, e.g. lightning talks for grad students, tutoring
    13) Staff reps and librarians on all committees and working groups

5. Experiment boldly
    1) 3D Printing
    2) Videogames

3) Copyright
4) Embracing new technologies
5) Sandbox interaction
6) Don't be afraid to fail – let go of expertise
7) Identifying trends – getting involved on the ground floor
8) Innovate with purpose
9) Allocating time and resources for experimentation
10) Collaboration outside of designated units
11) Reward and encourage experimentation
12) Communication outside the comfort zones
13) Multi-purpose space (babysitting, meditation…); it is Concordia's mission as working persons space
14) Community drive space (town square)
15) Collaborative teaching and collection development (team teaching)
16) Less message control
17) Endowment
18) Collaboration with students for experiential learning e.g. student ambassador
19) Concordia University Press
20) Don't be afraid to be the first to try something!
21) Patron-driven acquisition
22) Permanent beta
23) Assessment and learning from failures to improve services

6. **Grow smartly**
   1) Institute a 'Library graffiti wall'
   2) Recognize our strengths and invest in them: specialization in programs
   3) Increase tuition (?) and reduce fees
   4) Improved Library space
   5) Understanding who we fit
   6) Mapping existing services before embarking on new ones
   7) Educating/informing on impact of growth
   8) Retain and improve services and resources
   9) Say 'no' sometimes
   10) Staff appreciation and recognition
   11) Create feed-back to identify problems/needs to focus on
   12) Change management process
   13) Set priorities
   14) Enhance suggestion box
   15) CSU funds, similar consultations/committees
   16) Start thinking about the next Transformation as soon as this one is over! (It's never over!!!)
   17) Collections as a sustainable growth strategy: eReserve; Spectrum; Special collections, etc.
   18) Flexible staff and roles (more students, growth)
   19) Dynamism
   20) Sustainability

21) Alumni feed-back
22) Showing past, present and future growth
23) Comprehensive onboarding process in the Library

7. Embrace the city, embrace the world
    1) Create visibility in the community
    2) Staff ambassadorship
    3) Multi-lingual website
    4) Full sharing of all library collections and knowledge: access for everyone; shared collection management and cataloguing
    5) Librarian and staff exchange program between libraries (local and international)
    6) Attitude of 'openmindness' and culture of respect
    7) …with local institutions to achieve a…fund benefit (museums)
    8) Donors as partners in excellence
    9) Library-sponsored community events
    10) Reducing barriers to digital collections
    11) Web archiving: local communities
    12) Events….
    13) Present local history that otherwise would be lost
    14) Embracing culture and communities
    15) How does Concordia Libraries enhance the city?
    16) Offer different services to our diverse students and body
    17) Library stages, cultural events that draws the attention of Montreal
    18) Volunteerism: let's open our doors
    19) Partner with community groups to assist community projects

8. Go beyond
    1) Leave my desk to help student find books; with research at their workstations; go to them and not wait for them to come to us
    2) Taking risks
    3) Take the time to listen to our users
    4) Work exchange with other libraries around the world!
    5) Volunteering in reading projects, or with other student/community groups (not necessarily focused on academics)
    6) Don't be afraid to 'un-library-like'
    7) More engagement with the community
    8) Step outside the library…café…daycare…
    9) Recognizing non-identified services
    10) Create safe space for meditation
    11) Greater integration with Departments
    12) Librarian-obile: kiosk that is movable
    13) More events like this retreat and ideas cafés to foster engagement!
    14) Going beyond the 'traditional' library services and create new services, including a cultural offer

9. Take pride
    1) More visibility with staff and faculty about necessity of library to their success
    2) Of the difference we are making (library and staff) for our students and faculty
    3) Brag about our successes in newspapers, NOW, our website, Newsletter, public square, etc.
    4) Cleanliness of the Library; respect of physical space
    5) Students and staff should take pride and ownership of whole library space
    6) Better than…(insert other library name)
    7) Take pride in our staff and service level
    8) Take pride in new space
    9) Don't accept to be second best in everything
    10) My institution (metaphoric ownership)
    11) Take pride in great service
    12) Recognition of skills/experience/expertise of long-time staff
    13) Celebrate each other's achievements
    14) Take pride in our diversity such as diverse collections