

University of New Mexico Health Sciences Library and Informatics Center (HSLIC)  
**Strategic Plan**  
**FY2015 – FY2018**

***HSLIC Vision***

We aspire to be New Mexico's agent for health knowledge

***HSLIC Mission***

We connect the UNM HSC community to quality information and services by delivering health resources and instruction, advancing the science of informatics, and promoting health information access for New Mexicans.

***Strategy 1:*** To foster dynamic learning environments, student collaboration and success, HSLIC will continue to make incremental improvements to the spaces it manages.

***Objective A:*** Improve spaces for HSC students, faculty and staff:

***Task 1:*** Create additional collaborative study solutions in HSLIC building for small groups. (Project Lead: Holly Buchanan)

***Task 2:*** Transition the Domenici Center west building lobby into permanent exhibit space. (Project Lead: Laura Hall)

***Task 3:*** Expand potential formats for exhibits in the HSLIC Building, including use of digital signage. (Project Lead: Laura Hall)

***Task 4:*** Investigate and explore an innovation space concept, and implement like services (e.g., 3D printing, multimedia recording for educational support, electronic posters). (Project Lead: Monica Rogers and Cathy Brandenburg)

***Task 5:*** Modernize permanent signage within the HSLIC building. (Project Lead: Cathy Brandenburg)

***Objective B:*** Define a vision for the future of print and electronic library resources:

***Task 1:*** Update the HSLIC Collection Development Policy to guide the future direction of collections, with consideration for storage of print materials and provision of perpetual access for electronic materials. (Project Lead: Laura Hall)

***Task 2:*** Research the feasibility of moving library collections to compact shelving within the HSLIC building. (Project Lead: Laura Hall)

***Task 3:*** Develop processes for the appraisal and transfer of proposed institutional records, plan for permanent storage and preservation. (Project Lead: Laura Hall)

***Task 4:*** Determine HSLIC's policy regarding resources to include mobile accessibility. (Project Lead: Laura Hall)

***Strategy 2:*** Modernize aging infrastructure and building systems (e.g., HVAC, lighting, power, network access) in HSLIC-managed spaces to insure business requirements for HSLIC services are met and the risk of service interruptions is reduced.

***Objective A:*** Create a plan to update key infrastructure over the next 10 years:

***Task 1:*** Identify and make recommendations for capabilities that are needed to support converging digital technologies. (Project Lead: Steve Stockdale)

**Task 2:** Work with HSC leadership to assure infrastructure needs are addressed and determine future priorities for use of HSLIC-managed spaces. (Project Lead: Holly Buchanan)

**Strategy 3:** Exploit and develop technologies to improve the access, delivery and value of HSLIC services for its users.

**Objective A:** Identify and implement opportunities for greater use of mobile apps and capabilities for HSLIC resources and services.

**Task 1:** Assess HSLIC's electronic collection for opportunities to provide more mobile content and implement. (Project Lead: Laura Hall)

**Task 2:** Update HSLIC website for responsive web design. (Project Lead: Sally Bowler-Hill)

**Task 3:** Assess and implement opportunities to provide more mobile-enabled services (e.g., browsing in EMS, self-service study room reservations, print collection map, mobile-enabled reference, mobile-enable feedback). (Project Lead: Steve Stockdale)

**Strategy 4:** Use standardized lifecycle, design and promotional methods to manage HSLIC services in a way that optimizes value for its users.

**Objective A:** Define the roles performed by HSLIC's Service Point (tier one) for IT services:

**Task 1:** Define and codify the Service Point's role in providing IT services (Project Lead: Steve Stockdale).

**Task 2:** Develop SLA's between HSLIC and HSC IT (Project Lead: Steve Stockdale).

**Objective B:** Improve HSLIC's ability to deliver quality services in a consistent manner:

**Task 1:** Conduct a pilot with the Service Point and library faculty to identify the tasks employees perform to deliver key services, and develop a template that other HSLIC units may use. (Project Lead: Monica Rogers)

**Task 2:** Develop a template to define employee competencies and assessments, and write competencies. (Project Lead: Cathy Brandenburg and Monica Rogers)

**Task 3:** As a pilot, develop Service Point competencies using the template (Project Lead: Monica Rogers).

**Task 4:** Based on the pilot and competencies, develop appropriate training and ongoing monitoring to improve service quality and consistency. (Project Lead: Cathy Brandenburg and Monica Rogers)

**Task 5:** Extend to the rest of HSLIC by December 2017, by each employee writing three competencies for major aspects of their job. (Project Lead: OMT Managers)

**Strategy 5:** Reify HSLIC's role at the HSC as a leader in Biomedical Informatics (BMI) research, training and scholarship:

**Objective A:** Support BMI training programs:

**Task 1:** Revise and update HSLIC BMI Research Fellowship. (Project Lead: new BMI faculty/Phil Kroth)

**Task 2:** Create an Accreditation Council for Graduate Medical Education accredited Clinical Informatics (CI) fellowship with Internal Medicine. (Project Lead: Phil Kroth)

**Objective B:** Increase awareness of extramural awards and BMI research:

**Task 1:** Partnering with the Translational Informatics Division, create an HSC-wide informatics web page highlighting BMI research and training programs across the HSC. (Project Lead: Phil Kroth)

**Task 2:** Develop a communications plan to promote awareness of informatics research activities. (Project Lead: Phil Kroth)

**Objective C:** Create a Biomedical Informatics Research, Training and Scholarship (BioMIRTS) Unit physical presence in the HSLIC building (216):

**Task 1:** Complete remodeling of 216 suite. (Project Lead: Cathy Brandenburg)

**Task 2:** Create a plan to co-locate the CI and BioMIRTS fellows in HSLIC. (Project Lead: Phil Kroth)