

University of New Mexico

## UNM Digital Repository

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HSLIC Strategic Plans

Administration

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2011

### UNM HSLIC Strategic Plan FY2011 - FY2014

Sally Bowler-Hill

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Historical and Administrative Collection

Administration

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2011

### UNM HSLIC Strategic Plan FY2011 - FY2014

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**University of New Mexico Health Sciences Library and Informatics Center (HSLIC)**

**Strategic Plan**

**FY2011 – FY2014**

*Revised March 5, 2012*

***HSLIC Mission***

We improve and enhance human health through support, innovation, and leadership in the organization, delivery, and use of quality information. We create an environment that fosters the development and sharing of knowledge for the UNM Health Sciences Center and its partners.

***HSLIC Vision***

Through commitment to the expertise of multidisciplinary teams, the UNM HSLIC employees create innovative, high quality solutions to complex information and technology challenges. These solutions provide the means for answering the most important questions of human health.

***Goal 1 – HSC Strategic Planning Goal***

Expand HSC educational resources for student learning through: a) completing renovation of educational facilities in HSSB, Domenici Center, CON, BRF, and ACC Learning Center, and renovating the Tri Services building to reintegrate the EMS Academy with the HSC campus; b) creating a dynamic information and technology-rich commons that expands interprofessional and group learning; and c) developing innovative and sustainable technology support for collaborative initiatives, learning, and work.

***HSLIC Objectives 2011-2012***

- Provide leadership and oversight for a project to provide additional educational facilities for the HSC in renovated rather than in new space by December 2012.
  - Key Project or Deliverable 1: Submit a change of scope request to HRSA for new project
  - Key Project or Deliverable 2: Oversee and complete required reporting to HRSA on renovation project
- Work with departments and web authors to migrate all HSC web content that is feasible to move to the new UNM-wide content management system by December 2013.
- Fully implement a HSLIC patron involvement plan by December 2013 that helps assure that the library's research collection meets HSC needs.
  - Key Project or Deliverable 1: Develop patron involvement plan and commence implementation of plan cycle.

## ***Goal 2 – HSC Strategic Planning Goal***

The HSC will develop and support technologies that facilitate convergence (audio, video, AV, instructional and information technology), biomedical informatics, and evidence-based decisions in order to improve the ease of practice (use, instruction, research, and clinical care) for faculty, staff, and students.

### ***HSC Annual Action Plan Objective, 2011***

- Improve the HSC IT disaster remediation plan by December 2011 by developing a plan for a new HSC Data Center and working with HSC departments to complete departmental impact analysis of risk, including IT security.
  - Key Project or Deliverable 1: Plan for a new data center
  - Key Project or Deliverable 2: HSC department level business impact analysis and risk analysis

### ***HSLIC Objectives 2011-2012***

- By June 2012, identify and redesign 10 HSLIC systems and/or processes to improve to enhance ease of use for the HSC.
  - Key Project or Deliverable 1: 10 redesigned systems or processes
- Organize a workgroup within HSLIC to lead the mobile technologies effort.
  - Key Project or Deliverable 1: HSLIC Mobile Technologies Workgroup
  - Key Project or Deliverable 2: HSLIC vision, work plan and support model for mobile technologies initiative
  - Key Project or Deliverable 3: Pilot iPad support infrastructure
  - Key Project or Deliverable 4: Further development of mobile devices applications that provide greater access to HSLIC resources

### ***HSLIC Objective 2012-2013***

- Develop a vision for the collection, organization, classification, interpretation and potential repurposing of HSC digital data toward making HSLIC a recognized leader at the HSC and among academic health sciences libraries with digital data management expertise by the year 2015.
  - By July 2012, initiate a collaborative approach to the collection, organization, classification, interpretation, and preservation of data to develop strategic partnerships with researchers at the HSC.
    - Key Project or Deliverable 1: In concert with Deliverable 2, develop a vision and a staffing plan to ensure sustainability of this new service by June 30, 2012. (Brian, Strategic Planning Committee)
    - Key Project or Deliverable 2: By December 2012, conduct a pilot of a digital data management partnership with an HSC research project, including developing data management and data sharing plans as well as limited data set agreement (if needed), and complete an assessment of the outcomes including a list of needed skill sets. (Owen, TECHS, LES)
    - Key Project or Deliverable 3: By June 2012, forge a partnership with the UNM CTSC to collaborate on developing a plan for an implementation of a

national faculty networking system. Implement the plan by December 2012.  
(Phil, Jon E., Kevin)

- By December 2013, mature HSLIC's digital data services into a more comprehensive program for HSC investigators and units with more demanding data management needs. Key Projects to be determined.

***Goal 3 – HSLIC Customer Service Goal***

Achieve a higher level of working together across HSLIC's merged organization that enables extraordinary customer relationships.

***HSLIC Objectives 2011-2012***

- By the third quarter of 2011, produce an organization-wide HSLIC Service Catalog that includes pricing of HSLIC services.
  - Key Project or Deliverable 1: Organization-wide HSLIC service catalog
  - Key Project or Deliverable 2: Integration of service catalog into HSLIC web site
- By the fourth quarter of 2012, implement a customer relationship management (CRM) program with our users, HSLIC-wide.
  - Key Project or Deliverable 1: HSLIC-wide CRM program, including personnel training and associated changes in business operations
  - Key Project or Deliverable 2: HSLIC-wide CRM database
  - Key Project or Deliverable 3: New HSLIC liaison program (Envoy)
  - Key Project or Deliverable 4: Consolidating desks into a single service point for customer interactions