Goalstorming: Aligning the Strategic Plan with Staff Values

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GOALSTORMING
ALIGNING THE STRATEGIC PLAN WITH STAFF VALUES

Bethany Davis, Lisa Gardinier, & Sara Scheib
University of Iowa Libraries
Strategic Planning
Overall Process and Timeline

Self-Study
- September 2013 – February 2014

External Review
- April – July 2014

University Librarian Response
- July – December 2014

Strategic Planning
- November 2014 – June 2015

Action Planning
- July 2015 – present
Phase 1: Self Study

- 8 team members (appointed by University Librarian) including:
  - 1 library assistant, 1 non-librarian professional, 5 librarians, 1 department head.
  - HR Director as facilitator.

- Methods:
  - Local and national environmental scans;
  - Staff survey (69 responses);
  - 49 individual staff interviews and 5 committee interviews (35 participants);
  - 9 focus groups (50+ participants).

- Results: 61 pages (including appendices) with 24 specific recommendations. Report divided into four sections (Collections, Services, Infrastructure, Administration);
  - 1 subcommittee with 4 members for each section; Each team member served on two subcommittees.
  - Report completed after 1 month extension and submitted to the Provost.
Phase 2: External Review

- **Review Committee Members:**
  - 5 internal (2 administrators, 3 faculty)
  - 2 external (University Librarians from peer institutions)

- **Methods:**
  - Faculty survey;
  - Open forum with library staff;
  - Confidential email account to submit comments;
  - Meetings with Libraries’ Administrative Group, management team, and Self Study Team;
  - Meetings with Deans, Associate Deans, and other constituents (SLIS, Faculty Senate, student government, etc.)

- **Results:** 14 specific recommendations. Report submitted to the Provost and University Librarian in June 2014. Shared with library staff in July.
Phase 3: University Librarian Response

- In August 2014, UL solicited staff feedback on the External Review Report through:
  - 4 focus groups (60 participants);
  - Survey to rank recommendations (73 responses);
  - Email comments directly.

- Proposed actions for all 14 external review recommendations in the following themes:
  - Strategic Plan
  - Development
  - Library Services, Collections, and Spaces

- Shared draft response with the Self Study Team to solicit feedback. Final response submitted to Provost in December 2014.
Phase 4: Strategic Planning

- Facilitated by UI Organizational Effectiveness, managed by Strategic Planning Process Team

- Strategic Planning Group members appointed by University Librarian:
  - University Librarian
  - 3 Associate University Librarians
  - HR & Finance Directors
  - 4 librarians, 1 non-librarian professional, 1 library assistant

- Results: Plan formally adopted in June 2015, including:
  - Mission, vision, and values statements;
  - 33 “areas of focus” arranged within 4 goals, mirroring the UI’s four strategic priorities
Phase 5: Action Planning

- Goal: Involve library staff in the implementation of the strategic plan and communicate results.

- Action Plan Team: Open call for nominations; nine team members selected (8 librarians, 1 non-librarian professional); AULs serve as liaisons.


- Process: designed by Team with the approval of AUL liaisons
  - Planning: proposals created by any staff member; submitted to the Team;
  - Review: Team reviews proposals; revisions suggested; recommend to Admin for adoption
  - Implementation: Plan leaders submit periodic progress reports; Team provides feedback
  - Completion: Plan leaders review outcomes and submit final report.
PARTICIPATORY ACTIVITIES

ENGAGING STAKEHOLDERS IN THE PLANNING PROCESS
Participatory Activities

- Focus groups
  - Library staff (x4) and faculty (x2)
- Online surveys
  - Library staff, faculty, and students
- University-wide Deans’ meeting
- All-library-staff meetings
- Library departmental meetings
- Sharepoint (intranet) blog
- Strategic Planning Group email
- Goalstorming
Library Staff Focus Groups

- Shared draft versions of Libraries’ mission & vision statements in advance via email.
- Included a prompt for brainstorming library values.
- Gauged the groups’ reactions using the “6 Ls” scale & moderated open discussion.
- Brainstormed library values.
- Evaluated each focus group’s experience using Plus/Delta.
- Concurrent online survey.
Focus Group Handout

Strategic Planning Staff Focus Groups
January 2015

Statement Evaluation

Vote on the mission and vision statements using the following scale:

Love it   Like it   Live with it   Let’s discuss it   Lament it   Loathe it

Voting will be used as a conversation starter with discussion to follow.

Previous Mission Statement (rev. 2002)
The University of Iowa Libraries, in partnership with the University’s academic departments, provides access to information resources and services supporting scholarship, creative endeavors and clinical care.

Proposed Mission Statement 1
The University of Iowa Libraries is the center of inquiry for the University of Iowa and the State of Iowa; advancing discovery, scholarship, and teaching among students, researchers, and clinicians through forward-looking collections, open and equitable access to information and innovative services.

Brainstorming

Generate words and short phrases describing the UI Libraries’ values. An example of the University of Iowa’s values is provided for reference.

Values

A value statement is a declaration that informs customers and staff about the Libraries’ top priorities and core beliefs.

Example: The University of Iowa’s values in the 2010-2016 Strategic Plan:

Core Values: In planning, setting priorities, and carrying out every aspect of its mission, The University of Iowa is guided by seven interdependent values:
   Excellence | Learning | Community | Diversity | Integrity | Respect | Responsibility

What are the UI Libraries’ values?
Deans’ Meeting

- Modified questions from the Harwood Institute

1. What are your aspirations for the University Libraries?

2. What challenges do we face in reaching these aspirations?

3. What needs to change in the community to reach our aspirations?
Student Survey

Are you an undergraduate student or a graduate student?
- Undergraduate
- Graduate
- Other

How would you rate the services you use from the UI Libraries?

What changes would make the UI Libraries more valuable to you in the future?
Data Collection & Analysis

- Collected stats for every event (i.e. focus groups)
  - Number of participants
  - Number of votes during “6 Ls”
- Took copious notes
  - Designated note taker recording comments without names
- Synthesized focus group and survey data into 1 crosswalk
  - Master list of concepts grouped under goals
  - Became the content for goalstorming
### Goal Area 2: Advancing Knowledge & Practice

The final goal statement (or tailoring of the above mentioned UI pillar as one of the four UI Libraries’ Strategic Goals) will be shaped by Libraries’ staff input at Goal-Storming events.

#### Synthesis (Emerging Objectives)

<table>
<thead>
<tr>
<th>Objective</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1. Partner with faculty for collaboration and support of research.</td>
<td>LC</td>
</tr>
<tr>
<td>2.2. Promote enhanced Data Management for heightened visibility and longevity of faculty and student research</td>
<td>LC</td>
</tr>
<tr>
<td>2.3. Provide robust publishing services for faculty and student work.</td>
<td>LC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Examples of potential activities/projects for Action Plans:</th>
</tr>
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<tbody>
<tr>
<td>-Education and advise regarding data management.</td>
</tr>
<tr>
<td>-Design and implement a data publishing service.</td>
</tr>
<tr>
<td>-Provide alternative publishing models (open access).</td>
</tr>
</tbody>
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**Source Codes: (in alpha order)**

- **AUL** = Associate University Librarians
- **C** = Collection, **S** = Services, **I** = Infrastructure, **A** = Administration
- **FFG** = Faculty Focus Groups, **FS** = Faculty Survey
- **LC** = Leadership Council (Feb-Mar 2015) Source: Volunteers from the Leadership Council, the AULs, and Senior HR synthesized the first draft of the crosswalk into the potential goals under the four pillars of Plan.
- **R** = Recommendations
- **ST** = University Libraries Self Study, **ST** = Self-Study Team

**Data Crosswalk**

- Source: (Feb. 2015) The AULs and Senior HR Leader meet to synthesize data into the four Strategic Plan, drafting this “Crosswalk” document. Possible gaps in goals identified by the labeled “AUL.”
- Source: (Feb. 2015) Faculty participating in focus groups and survey to generate areas of Libraries’ Strategic Plan. (Aspirations, Challenges, Changes)
- Source: (Feb. 2014) University Libraries Self Study Report, from Self-Study Team
- Source: (Mar. 2015) Undergraduate and Graduate & Professional Student Survey.
- Source: (Aug. 2014) Staff Survey. The number cited represents votes received for recommendation of the total of 73 respondents, or approximately half of UI Libraries staff. (“Three most important recommendations from the Review Committee Report.”)

*Source Code: see last page, Last updated: 03/19/15*
GOALSTORMING

AN ACTIVITY TO MEASURE STRATEGIC PLANNING PRIORITIES
Activity Objectives

- To gather quantitative data measuring staff priorities of potential strategic planning goal content

- To engage all library staff in the goal drafting stage of the strategic planning process
Resources: The ILA-ACRL Version

- Flip chart & markers
- Colored paper (3 colors)
- Containers for voting
- Prepared goal components
Resources: The UIL Prototype

- Flip chart & markers
- Pre-assembled “concept” slip packets
- +1/meh/nope voting bins
  - Recycling bin optional!
- Markers, scissors, post-its for participant modification
Activity Process

- Participants read the goal concept at the station.

- Participants consider the supporting concepts and indicate +1, meh, or nope.
  - +1: Yes, this should be in the final goal!
  - meh: This might be important, but maybe for an action plan.
  - NOPE: This is unimportant for the organization’s future.
Goalstorming the ILA-ACRL!

The digital version:

http://tinyurl.com/goalstorming
Results

effective communication between UI Libraries & students
student knowledge creation
quiet spaces
collaborative spaces
resources for international students
Learning Commons
information technology
assessment
marketing
sciences/STEM
data management
staff workspaces
support for grant writing
user experience
innovative initiatives
commitment to diversity
strengthen areas of expertise

no  meh  +1
THANK YOU!

Questions?