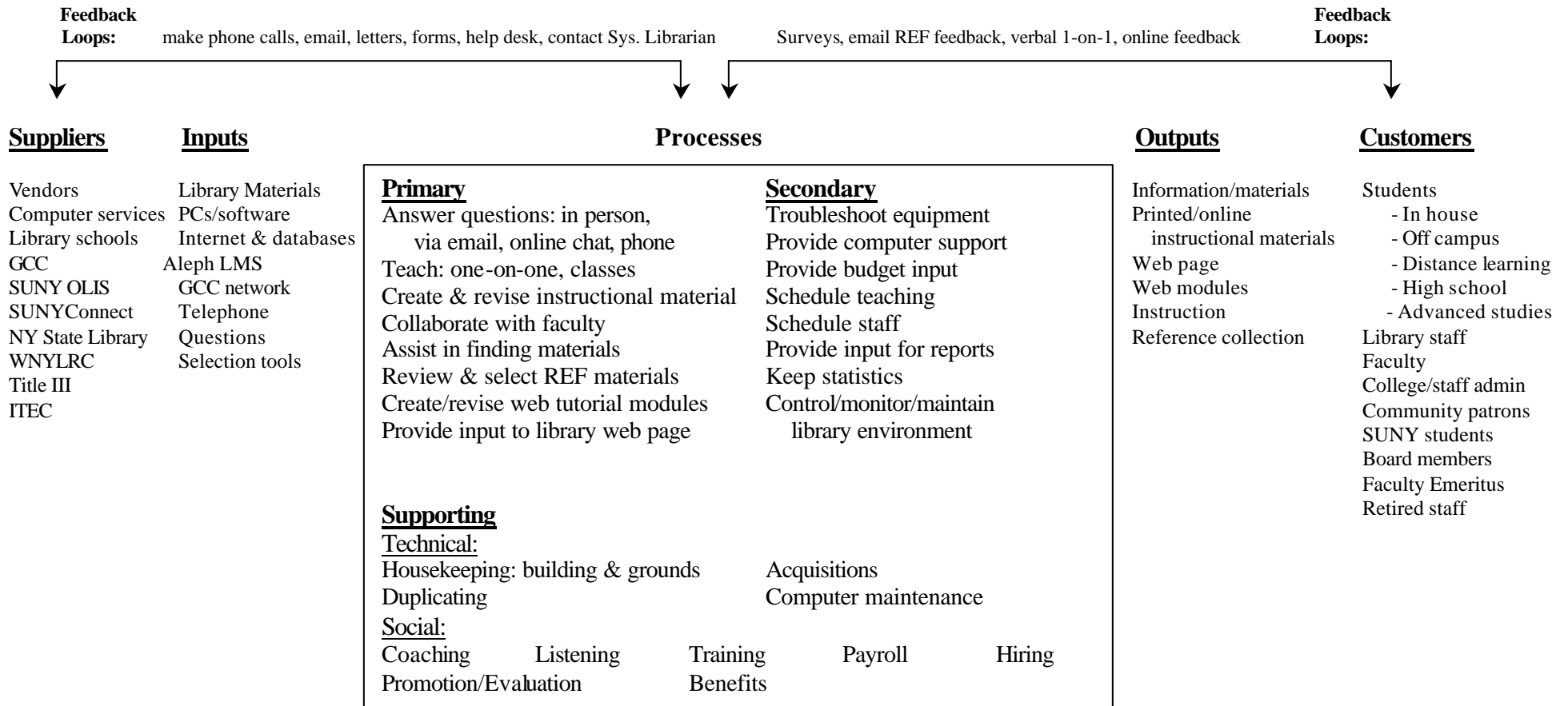


Mission:

Values:

Vision:

Measures:



Genesee Community College Library 2004 – 2005 Key Success Factors

Note: top level numbered entries below refer to Genesee Community College institutional priorities. Library Key Success Factors relate to these institutional priorities.

2. Continuously Improve the Quality of Programs and Services through Assessment

- *Implement and analyze the General Education competency Information Management assessment test and present the results at a college workshop.*
- *Analyze LibQUAL+ assessment data; conduct focus groups to develop recommendations for action.*
- *Implement both online and hard copy versions of suggestion box for library assessment feedback.*
- *Initiate planning for upcoming Middle States reaccreditation visit.*

3. Promote an Excellent Learning Environment to Foster Student Success

- *Complete Title III year five activities and incorporate into formal library structure*
- *Using skills gained from ALA Institute for Information Literacy, Immersion 04, work with part time reference staff to standardize and enhance instruction.*

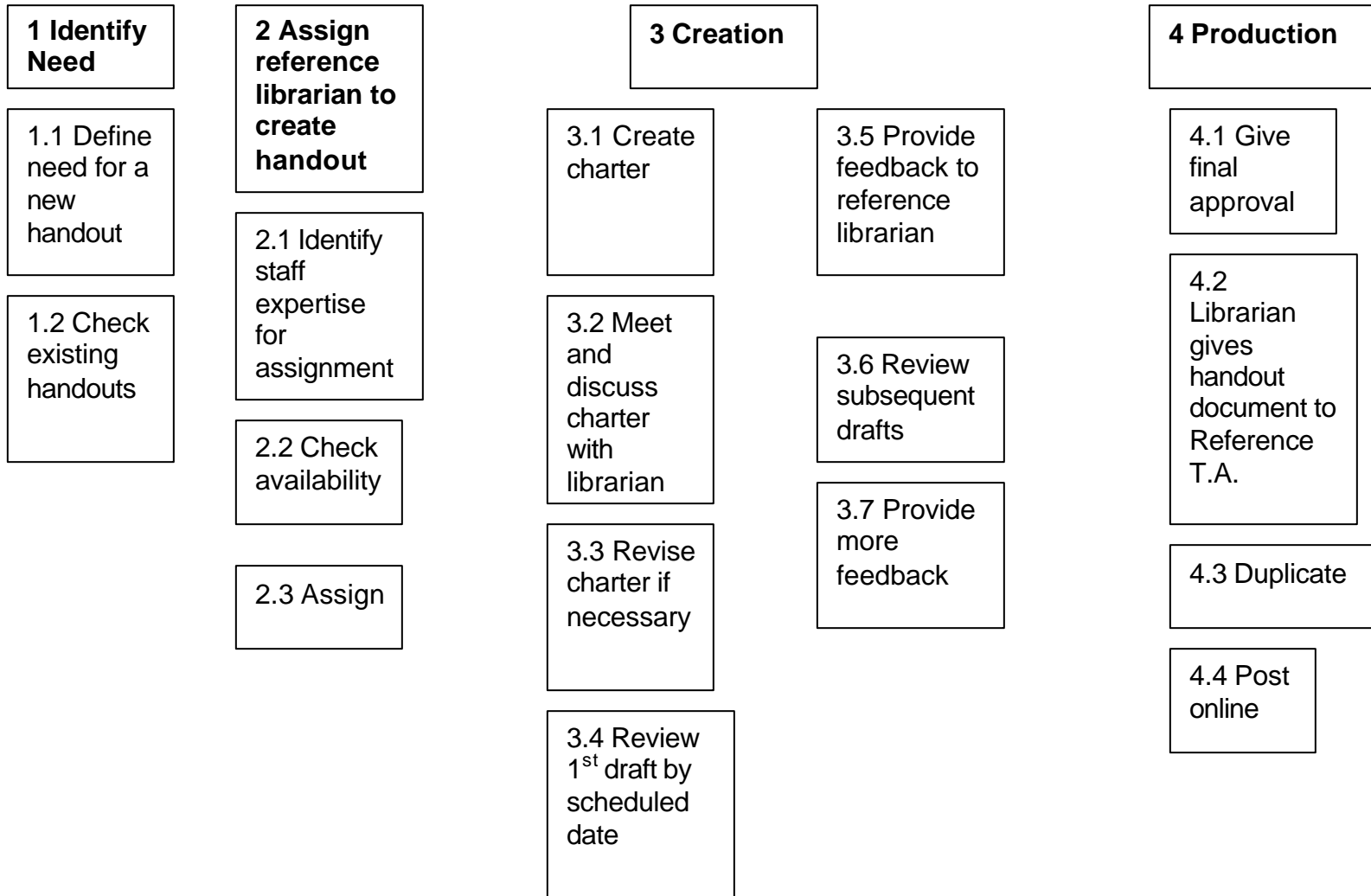
6. Engage all College Personnel in Continuous Learning for Professional Growth and Leadership

- *Support continuous learning opportunities for all library staff.*

7. Build on Our Position on the Leading Edge of Educational Technology

- *Continue to enhance and upgrade library technology:*
 - *Aleph LMS:*
 - *Work with SCT to complete the Banner to Aleph Patron Load Interface (PLIF) implementation.*
 - *Implement Aleph “Patron Scrubbing” utility (removal of patron-loan linkages).*
 - *Automate circulation overdue procedure to include varying notice templates for increased overdue dates.*
 - *Implement catalog user account features and expanded web OPAC.*
 - *Prepare for anticipated summer 2005 Aleph upgrade to version 16.*

- Continue work on resolving the many authority issues.
- Many unresolved functionality issues
- Title III:
 - Create additional online instructional modules
 - Ariel version upgrade and expansion of electronic delivery service for interlibrary loan
- Wireless service
- CleanSlate PC maintenance software installation on all student-use PCs



Genesee Community College

Process Mastering Key Step Worksheet

Process: **Creating an Instructional Handout**
Team name: **Genesee Community College**

Date: 6/7/04
Date to be rechecked: June 2005

Key Step #	Key Step Name (Starts with a verb)	Best Known Way	Tricks of the Trade	Consequences of doing it wrong
2.1	Identify staff expertise for assignment	Select based on staff knowledge and availability	Know staff strengths and weaknesses	Wasted time, additional drafts and frustration
3.1	Create Charter	Use modified CA/CI template	Be very explicit	More rounds of review, wasted time
3.2	Discuss charter with librarian	Meet one-on-one	Have charter and look over with librarian; provide additional clarification	More rounds of review, wasted time
3.4	Review first draft by scheduled date	Review a hard-copy of the draft	Request feedback, have another librarian review for second opinion, ensure adequate time to do this carefully	Printing up the handout without catching mistakes, wasted paper and wasted time
3.5	Provide feedback on drafts	Write on the hard-copy and discuss with creator librarian	Check that he/she understands the changes	Waste more time, an extra round of review

Handling Exceptions

Process Measurements	What is measured	How it is measured	Target	Range
	Time used to produce the document.	Record start date, end date and dates of all rounds of review on the charter.	Two weeks.	One to four weeks.
	Number of drafts.	Count the number of rounds of revision.	Three revisions.	Two to five revisions.

Non-Library Mission Statements

From Liz:

Walmart Secret to Success

"The secret of successful retailing is to give your customers what they want. And really, if you think about it from your point of view as a customer, you want everything: a wide assortment of good quality merchandise; the lowest possible prices; guaranteed satisfaction with what you buy; friendly, knowledgeable service; convenient hours; free parking; a pleasant shopping experience."

- Sam Walton (1918-1992)

From Cindy F.

To preserve and improve human life.

Merck

(Merck's value statements below support the one line mission statement.)

- Corporate social responsibility
- Unequivocal excellence in all aspects of the company
- Science-based innovation
- Honesty & integrity
- Profit, but profit from work that benefits humanity

From Melissa:

More data. More flexibility. Better decisions.

- Rand-McNally

From Trish:

Our mission is to offer you quality products at the best possible price. Guaranteed.

From Marilyn:

Inspiration comes standard

Chrysler

From Cindy H.

"Our mission is to inform, inspire, and empower people and organizations to be their best -- both personally and professionally."

Success Networks

From Janet:

Ben & Jerry's is founded on and dedicated to a sustainable corporate concept of linked prosperity. Our mission consists of 3 interrelated parts:

Product Mission

To make, distribute & sell the finest quality all natural ice cream & euphoric concoctions with a continued commitment to incorporating wholesome, natural ingredients and promoting business practices that respect the Earth and the Environment.

Economic Mission

To operate the Company on a sustainable financial basis of profitable growth, increasing value for our stakeholders & expanding opportunities for development and career growth for our employees.

Social Mission

To operate the company in a way that actively recognizes the central role that business plays in society by initiating innovative ways to improve the quality of life locally, nationally & internationally.

Central To The Mission Of Ben & Jerry's is the belief that all three parts must thrive equally in a manner that commands deep respect for individuals in and outside the company and supports the communities of which they are a part.

From Tracy:

Liberati Mission Statement

"Educate to Liberate"

The mission of Liberati Corporation is to aid in the reduction of bankruptcy rates in the United States through the production and promotion of financial literacy course material and software, along with creative methods, that educators, teachers and parents can utilize in educating the youth of America.

From Nina:

TORONTO SCHOOL OF DRYWALL (TSD) IS EMPOWERING ITS CUSTOMERS BY PROVIDING THE BEST QUALITY DRYWALL TRAINING PROGRAMS AVAILABLE ON THE MARKET AND TRANSFORMING THEM INTO TOMORROW'S ELITE DRYWALL PROFESSIONALS. TORONTO SCHOOL OF DRYWALL IS CREATING COMMUNITY VALUE IN THE FORM OF REAL JOB CREATION AND THE BETTERMENT OF THE DRYWALL TRADE.

From Judy:

Deliver the package – absolutely, positively, overnight.

Federal Express

Provide a quality environment for physicians to practice medicine.

Hospital Maintenance Department

Show mercy and compassion to the dying.

Mother Teresa

You can do it, we can help.

Home Depot

From Kendra:

Wild Oats Markets

Our Mission

Wild Oats was founded on the vision of enhancing the lives of our Customers and our people with products and education that support health and well-being.

Wild Oats is committed to providing the highest quality, fresh and natural food, health and wellness products in vibrant stores with people who are friendly, eager and ready to educate.

At Wild Oats, we sell food that remembers its roots.™

Getting to know our library (and ourselves!)

Library Staff Retreat 2004

Thursday, March 18th

8:30 **Morning Goodies in Lower Lounge**

8:45 **What is a Mission Statement and why do we need a new one?**

Definitions of **mission**, **vision**, and **values** will be presented. We'll discuss mission statement examples found by staff.

8:45-9:05 **Judy**: (20 minutes)

- Define mission and why we need one
- History of current mission, Oct 1992+
- Why new one?
- Results of constancy of purpose continuum

9:05-9:15 **Kendra**: (10 minutes)

- Define Vision and Values; brief examples

9:15-10:00 **Cindy** (with input of all): (45 minutes)

- Review GCC mission (in catalog)
- Review examples of submitted mission statements
- Discussion: why did you pick? Why do you think good? Could any serve as our mission? Why is it important for staff to develop mission together? Are there examples of missions that answer the question: who? Gets what? For what purpose?

10:00 **Break** 15 minutes

10:15 **Mission Generation -- Who gets what for what purpose?**

A mission statement conveys the reason for our library's existence. It is short, easily remembered and "owned" by all staff since we create it. Working in groups, we will create our mission statement.

At approximately 11:00 we will have a 5 min break

Judy:

- 10:15-10:25: Explain process: (10 minutes)
 - using mission generation guide from packet, we will first break into pairs to fill in the guide, working together. Who? Gets what? For what purpose?
 - We'll then merge into groups of 4 to share/consolidate (write new mission on guide)
 - 5 minute break
 - we will merge into 2 groups of 8 to share/consolidate and write new version of mission

- Finally, as a whole group, using white board, we'll share our 2 versions of mission and come to consensus on a final mission statement. Lunch = reward for completed mission!
 - Have everyone pull out mission generation guide. Explain exactly what to do. Any questions??
- 10:25-10:50: (25 minutes) Count off from 1 to 8, beginning with the 4 of us. Pair off with your matching number. Move to separate areas to work on filling in guide.
- 10:50-11:10: (20 minutes) Each pair merges with another pair (your choice). Share and consolidate your work
- 11:10-11:15: quick 5 minute break
- 11:15-11:40: (25 minutes) each group of 4 merges with another group of 4. Share and consolidate your input and write in form of a mission statement.
 - Helpful hints: keep brief, active verbs (provide... improve...deliver...)
- 11:40-45: quick stretch- ready for the final stretch! (we write the 2 missions on white board, leaving room for combined final mission)
- 11:45-12:30 (or lunch) **Judy/Cindy/Kendra/Nicki**: work together as group to develop our mission statement. (Print copy, give to Jim)

12:30 **Lunch** (1 hour) (using 4 tables on sides of lounge)

1:30 **Identifying our Values**

We'll view the video *Inside Stew Leonard's*, which demonstrates excellence in customer service at a grocery store. Based on what we've observed, we'll identify the dairy store's, values and see if there are any ideas from the video we could use in our library.

Group value identification exercise.

1:30-1:35 (5 minutes) assemble in classroom: **Nicki**: brief intro to video with hint to look for what the Stew Leonard employees value in their work. Also look for ideas that could be adapted to improving service in our library.

1:35-1:55 (20 minutes): View video

1:55-2:05 (10 minutes): **Nicki**: Values: solicit suggestions from group to identify the values of the Stew Leonard employees. List ideas on front board (Jim will copy).

2:05-2:15 (10 minutes): **Judy**: Ideas: solicit suggestions from group to identify ideas from the video we might be able to use in our library. List ideas on front board (Jim will copy).

2:15-2:20 (5 minutes): **Cindy**:

- Explain values exercise. Start with pairs, then groups of 4.
- Review values generation guide; questions?
- Count off, 1 to 8, starting with us, and break into pairs, go to quiet spot

2:20-2:30: work in pairs to complete values guide

2:40-3:00: merge into groups of 4 (their choice) and consolidate values. Develop written values statement and print on strips we hand out. Provide (**Cindy**) reminder of examples of values statements. **Kendra** will hang the 4 resulting value statements on windows (or somewhere) for our review before/during dessert.

3:00 **Dessert Break** (15 minutes)

3:15 **Building a Shared Vision**

Nicki:

3:15 Explain exercise:

read "I Have a Dream - thought starters" and individually write down each concept for your ideal library on a separate post-it note. Then in groups of 4 randomly stick post-it notes on windows without talking; then arrange the post-it notes into common categories. Write the header of each category on pink post-it notes. Now everyone can talk for the last task. Each group will write a sentence or two describing their ideal library.

4:15 **Conclusion - Plus/Delta evaluation**

Kendra (15 minutes) Post on white board. (Print copy, give to Jim).

Hurray!! We're done!!

Reminders:

Judy

- bring in CD player from home
- Get White Board

Cindy

- Buy folders (17)

Kendra

- Bring in "King & I" CD
- Cut up long pieces of paper for sentences
- Get post-it notes
- Get goodies at Wegmans

Cindy & Kendra

- Make up packets

Wed @ 1:30 Cindy, Kendra & Judy arrange room.

We will need three table cloths for the small round tables. There is already the green one in the staff room. I have one can bring in. So we still need two.

Thank you