2018-2019 Goals

Strategic Direction #1: Student Learning

Goal # 1

Oversee student workers in library commons, manage hiring and retention processes, ensure standards are being met, and workers are accountable.

*Measurement:*

Computers, printers and electronics in the library commons are accessible to and working for students.

*Estimated Completion:* June 30, 2019

Strategic Direction #3: Facilities and Technology

Goal # 1:

Oversee information technology help desk, ensure that tickets are handled appropriately and timely, enforce a fair distribution of work, and ensure that work is done by the proper classifications.

*Measurement:*

Work orders are completed timely and resolved appropriately.

*Estimated Completion:* June 30, 2019

Goal # 2:

Oversee technology inventory system, develop a process for identifying units and electronics as end of life or obsolete, and create a device refresh plan.

*Measurement:*

Electronics are inventoried incoming and outgoing, and electronics are replaced or added as needed following a budget plan.
Estimated Completion: June 30, 2019