RUTGERS UNIVERSITY LIBRARIES
Services and Planning Framework
(draft 3/1/2018)

Type of Support	Service Category				Project	
	Foundation: *Services directly related to finding, evaluating, and using information in all forms. Typically, we design these services for a wide range of faculty and students.*	**Boutique:** *Services and resources that are designed by a small number of stakeholders (often from outside of the libraries) and primarily serve the needs of non-Rutgers scholars and the community*	**Education:** *Providing information about aspects of scholarly communication (beyond Foundation) designed for a wide range of faculty and students.*	**Consulting:** *Providing recommendations and information directly to an individual or group based on their specific scholarly communication need.*	**Creating:** *Projects that require extensive expertise and library infrastructure to develop knowledge products. These are usually collaborative projects with non-library units and involve a small number of stakeholders.*	**Innovating:** *Design and development of new Foundation services including improvements to or additions of Foundation services.*
Local: *Direct support to faculty and students.*	Foundation services delivered directly to patrons. Examples: library instruction, material selection, reference, and book, print journal, microform, map circulation and shelving.	The ongoing maintenance of specialized services and resources. Examples: journal publishing software, digital projects like NJ Newspapers, Digital Public Library of America.	Workshops or guides designed for broad audiences to convey information about a wide range scholarly communication topics. Examples: Conducting workshops and developing guides on topics such as GIS and data management.	Working directly with an individual or group on a specific need. Examples: Curriculum mapping, systematic reviews/Critical appraisal, identifying optimal publication venues, and consulting on data management plans.	The portion of large scale projects that is done within the local unit. Examples: Working with stakeholders to design advanced projects such as "States of Incarceration" and Krueger-Scott.	The planning and design that is done within the local unit. Examples: Improved discovery, common information literacy standards, and affordable textbooks.
Local Infrastructure: *Services that support the work of others in the library and provided by local employees.*	Support for foundation services that is done in the local unit. Examples: gathering local stats, assessment of local services including measuring impact, scheduling classes, repair and preservation of materials, finding aids for Special Collections.	Behind the scenes support to maintain and provide these services. Examples: adding new content to existing locally developed resources.	Support for workshops and the development of guides that is done in the local unit. Examples: scheduling workshops, gathering stats. These services should	Support provided for local consulting services that is done in the local unit. Examples: gathering stats.	Support provided within the local unit behind the scenes for the project. Examples: digitizing, project management, editing.	Behind the scenes support for the development and implementation of new foundation services. Examples: process improvement evaluations, training.
Planning Considerations: Annual planning involves both local and central planning. Priorities for the upcoming 2 years are identified in local units. The central planning process selects and prioritizes Librarieswide projects. Priorities that do not require changes to central infrastructure are prioritized locally.	▪ Changes to foundational services that require central coordination (e.g., web, discovery, chat) need to be included in the library-wide planning process. ▪ Large-scale changes require coordination and central support are prioritized and advanced during the central planning process.	▪ These services and resources typically require a high-level of expertise for ongoing maintenance. ▪ Development of these projects must be advanced and prioritized during the central planning process.	▪ These services do not require central coordination, expertise, or functions beyond what exists for Foundation services. ▪ These services are planned at the local level.	▪ These services do not require central coordination, expertise, or functions beyond what exists for Foundation services. ▪ These services are planned at the local level.	▪ These projects are not coordinated in the same manner as Foundation services. The coordination for these projects involves determining the appropriate timing and allocation of resources so that there is minimal impact on Foundation services. ▪ Completed Creation projects become Boutique services for ongoing operation and maintenance	▪ Making changes to the services and resources that are used by all local units requires central coordination. ▪ Modifications to these services must be sustainable and meet the needs of the Rutgers community. ▪ Completed Innovation projects become Foundation services for ongoing operation and maintenance