

# LIBRARY STRATEGY 2020

**Vision: To provide world class library services and resources supporting quality learning, teaching and research**

1. Enable student success
2. Enable research success
3. I know what the Library offers and who to ask for help if I need it
4. I have access to the right content at the right time
5. I can find what I need quickly and easily
6. The environment works for me
7. As a staff member I feel valued and supported

## ENABLE STUDENT SUCCESS

- Increase the integration and visibility of Library content and research skills development at point of need e.g. Blackboard, Talis
  - Further develop online content
  - What is a good reading list experience?
- Library guides
  - Further enhancements, promotion, and evaluation
- Te Rautaki Māori a Te Pātaka Kōrero
  - Implement priorities for 2020
  - Review for 2021–2023

## ENABLE RESEARCH SUCCESS

- Increase academics' research visibility and engagement
  - Enhance research profiles, including the use of unique author identifiers and online profiles
  - Increase subject librarians' knowledge of skills and research impact
  - Increase subject librarians' knowledge of current research impact performance of their schools and researchers
  - Explore opportunities with researchers to enhance their research profile, with a focus on early career researchers
  - Develop and communicate academic research skills training and guides
- Implement infrastructure to support open access
  - Pilot – Dec 2019
  - Identify and manage the requirements and plan for the replacement and retirement of Rosetta
  - Online thesis deposit
  - Enable deposit of other publications
- Support and promote the Open Access Policy
  - Roll out of our new open access repository
  - Increase deposit of high value items in the institutional repository

**I KNOW WHAT THE  
LIBRARY OFFERS AND  
WHO TO ASK FOR  
HELP IF I NEED IT**

- Marketing – services and content
  - Develop calendar and priorities
  - Make best use of all communication channels e.g. website, social media, DIDs, etc.
  - Update signage around the Library
- Service Delivery
  - Review service delivery model
    - Establish measures for satisfaction with service
    - User experience techniques used to get feedback

**I HAVE ACCESS TO  
THE RIGHT CONTENT  
WHEN I NEED IT**

- Data improvements particularly around e-resources to improve user access
- Implementation of streamlined acquisition system (Rialto)
- Implementation of efficient interloan system (Rapid ILL)
- Managing the Library's physical collection project
- Develop a vision and strategy for the JCBR
- Develop a digitisation strategy that supports our University research

## **I CAN FIND WHAT I NEED QUICKLY AND EASILY**

- Optimise the navigation, discoverability, and access to content online
  - Develop UX process to discover how users access online content and how we can make things better
  - Identify opportunities to improve the ebooks experience, and implement where feasible
  - Streamline access to online content
    - 80% of ezproxy is transferred to Open Athens in 2020
  - Ongoing maintenance, development, and review of the website

## THE ENVIRONMENT WORKS FOR ME

- Prepare a long term vision for our library spaces
  - Develop high level principals for the development of the physical library
  - Develop a programme of work to deliver revitalised library spaces
- Transform Level 0 into a high density shelving area
  - Install high density shelving on level 0
  - Reinstate items that were at unretrievable offsite storage
  - Identify what items will be located on Level 0 in the longer term

**AS A LIBRARY STAFF  
MEMBER I FEEL VALUED  
AND SUPPORTED**

- Support individual professional development
- Encourage cross team/University collaboration
- Empower staff to apply sustainable practices in what we do
- Support the equity, diversity, and inclusion framework
- Have more fun!!