

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!!