



THE UNIVERSITY
of ADELAIDE



Operational Plan 2018

University Library

Table of Contents

> Foreword	Page - 03
<hr/>	
> 2017 Highlights	Page - 04
<hr/>	
> Library Services	Page - 06
<hr/>	
> Library Collections	Page - 07
<hr/>	
> Library Organisation	Page - 08
<hr/>	

Foreword



Development of this plan has been informed by the strategic direction articulated in the findings and recommendations of the Library of the Future Report.

Actions have been identified for 2018 by the Library Leadership Team, to position the Library for development of a new strategic plan for 2019-2023, in line with the University's five-year budget planning cycle.

Teresa Chitty
University Librarian
January 2018

2017 Highlights



Library Services

Ask Library

A very visible development in front-line service delivery this year, with staff wearing red t-shirts providing side-by-side (at elbow) services at readily identifiable, bright and energetic service points in all libraries.

BSL goes 24/7

Level 3 of the Barr Smith Library was opened 24/7 in alignment with the Hub, providing extended access to the High Use Collection.

Digital Capabilities

Framework

A joint project with the DVC-Student Learning to develop a Digital Capabilities Framework for staff and students.



ORCiD

Another high profile and collaborative project to encourage all researchers at the University to register for an ORCiD, a unique and persistent identifier for researchers, connecting them with their research activity throughout their careers.

Copyright

The Library assumed responsibility for the provision of a comprehensive communication, education and advisory service on copyright matters and established the position of Copyright Coordinator to play a key advocacy role in issues of copyright and open access in the currently changing regulatory landscape.

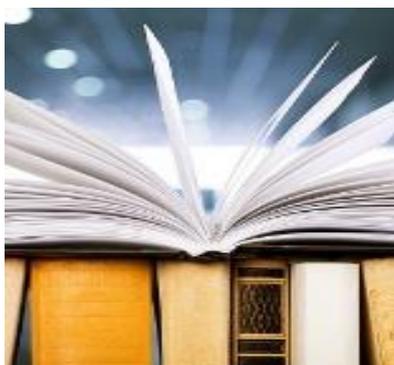


Insync Survey

Key findings from the bi-annual client survey include:

- 68% use the Barr Smith Library most often; 14% only use the library online; the Law Library highest usage of the branches at 7.6%
- The Library performed well in the 'Service Delivery' category, ranking highest among the Group of 8 libraries in this category and improving on performance from 2015.

2017 Highlights



Library Collections

The Collection Revitalisation Project identified and disposed of print journals also available in electronic format and relocated low-use print books to the shared storage facility at Flinders. As a result of this work, together with some consolidation of staff workspace, available student study space in the Barr Smith Library has increased from 16% of the overall space to 45%.



Library Organisation

Two new Associate University Librarian positions were created to lead interconnected portfolio areas of Library Experience and Academic Engagement. University Archives and Recordkeeping (UniARK) returned to the Library from Technology Services.



Facilities & Systems

In anticipation of the relocation of the Elder Music Library to the Barr Smith Library, Infrastructure Services used the opportunity to remediate and refurbish the entire south end of level one of the Barr Smith Library. Due for completion in mid-2018, this will be the first significant refurbishment since the library extension was built in the early 1970s. New software for managing course readings and document delivery were trialled with full implementation planned for 2018.

Library Services

To enhance focus on our clients and revitalise services to meet their emerging needs, the University Library will:

- Give priority to serving current students and staff first, then alumni and future students, then other universities and institutions, and finally industry and the broader public.
- Regularly re-engineer processes to maximise service efficiency & effectiveness across all library functions and teams.
- Transform & reinvent via ongoing co-creation with our community to ensure optimal online and face-to-face experiences.
- Lead and partner in embedding the development of advanced digital literacy skills within the curriculum.
- Lead and partner in open educational resources access and (re)use for learning and teaching.
- Lead and partner on key aspects of learning enhancement & innovation, including curriculum design, pedagogical development, digital learning resource creation, and professional support and development for academic staff.
- Be appropriately skilled to support new University learning and teaching initiatives and directions.
- Use our unique position to support student engagement, retention and success.
- Re-align research support to ensure appropriate skills exist to serve evolving research needs.
- Actively promote the use of its information assets in global research, including increasing presentation of University research data.
- Consider a research hub that incorporates spaces, technology & services required by researchers

Making it happen

2018

Roll out and embed new matrix model for faculty liaison services

Develop and confirm a new PIRSA-SARDI agreement

Finalise and confirm access rights, permissions and fees for various user groups

Implement Acquisitions and Access Review recommendations

Create Ask Library Online

Redevelop the Library website

Incorporate Image and Copy Centre services into general library services

Develop standard operating procedures

Develop Library response to the Digital Capabilities Framework

Develop and roll out Year 12 Services

Develop a proposal for eTextbook delivery in 2019

Establish a Recreational Reading Collection

Work with PVC Student Learning to explore opportunities and identify priorities in curriculum design, pedagogical development, creation of new digital learning resources, and professional support and development for academic staff.

Library Collections

To provide targeted, dynamic collections, both electronic and physical, that are actively and regularly re-aligned with the academic and research directions of the University, the Library will:

- Sharply reduce low-use onsite collections and rationalise the use of off-site storage facilities (60-70% of Barr Smith Library main collection)
- Enhance e-resources to continuously support the University academic program and research strengths
- Lead the promotion of digital content
- Collaborate in leading-edge initiatives that maximise open access and/or 'best value' for licencing agreements and purchased materials
- Promote access to and facilitate the discovery of our unique special collections



Making it happen

Establish principles processes and policies that build on the achievements of the Collection Revitalisation Project

Develop a digitisation policy and plan for priorities

Develop a Digital Preservation Strategy

Develop an Open Access Policy for the University

Undertake an audit/review of the use of APCs by authors at the University

Redefine Special Collections, leveraging the closer association with UniARK and develop a strategy for future collection development

Implement recommendations from the Maps Review

Undertake a review of the newspaper and the microfilm collections

Establish an Indigenous Collection

2018

Library Organisation

To build a strong, visionary and culturally unified staff, the Library will:

- Embrace its mission, vision and values
- Preserve only services that are sharply focused on its clients and mission
- Be more embedded in and around the University
- Establish a new library structure



Making it happen

Engage all library staff in workshops to identify and confirm a shared understanding of the Library's mission, vision and values

Continue to co-locate staff as opportunities arise

Implement further structural changes, prioritising the appointment of new managers

Develop a workforce plan that includes a skills audit and recommendations for a library-wide staff development plan

Implement a development program for HEO 3 and 4 staff

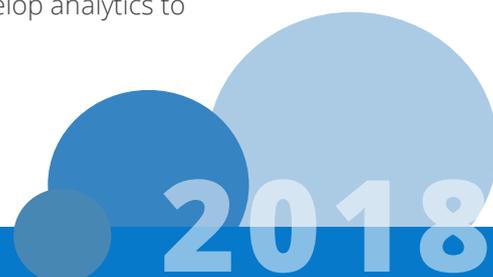
Complete the review and revision of all position descriptions

2018

Library Facilities and Systems

To co-create facilities and systems that will have a positive, transformational impact on the University, the library will:

- Prioritise investment in the refurbishment of the Barr Smith Library (BSL)
- Relocate the music library collection into the BSL
- Continue the changes already planned and underway in the Law Library
- Complete operational and space usage reviews for Waite and Roseworthy libraries
- Prioritise investment based on library clients' clearly stated needs that will result in new and inviting space aligned with the Libraries' mission, vision and values
- Create new learning spaces closely attuned to the evolving needs of our students, our curricula and our teaching approaches
- Innovate and partner to deliver a great discovery layer and develop analytics to gain insight and enable continuous improvement



Making it happen

Complete work on BSL level one, including the relocation of the music collection.

Complete the BSL Master Plan and prepare a business case for consideration in the context of the University's five-year finance plan (2019-2023)

Investigate and implement options for extended hours access to the Law Library

Complete space reviews for Waite and Roseworthy, with recommendations for the future of library service delivery at both campuses

Establish a Discovery Team to focus on effective methods and modes of discovery of library resources; the role and function of metadata and the effective use of discovery platforms and

Undertake a review to assess the role and purpose of the institutional repository

Review function of the DRMC and rebrand in the context of the Leganto implementation

Develop and promote research data management services

Implement processes and practices to continuously assess, measure and analyse user experience, including implementation of JUSP and a review of library-wide statistics collection and reporting

Finalise and confirm the service level agreement for supporting library systems with Technology Services



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