

## Strategic Plan 2005 (incorporating amendments from LLT meeting 15 April 2005)

### 2.4 Supporting teaching and learning

Providing a flexible student-centred and technologically focused approach to teaching and learning

STRATEGIES	ACTIONS AND INTENTIONS	NOTES	TIMELINE
<p><i>2.4.1 Effective access and enquiry service provided</i></p> <p><i>(quality and timely information, resources and services available regardless of physical or institutional boundaries)</i></p>	<ul style="list-style-type: none"> <li>a. Integrated service model, monitored and evaluated.</li> <li>b. Library hours of opening extended.</li> <li>c. Hours for telephone and email support extended.</li> <li>d. Reshelving benchmarks set.</li> <li>e. Loan policies and practice reviewed.</li> <li>f. Single service point.</li> <li>g. Self service loans increased.</li> <li>h. Number of titles increased.</li> </ul>	<ul style="list-style-type: none"> <li>a. Developed 2004. Implemented 2005</li> <li>b. City West as first site</li> <li>c. Model to be developed</li> </ul>	<p>2004-5</p> <p>2005</p> <p>2005</p> <p>mid 2005</p>
<p><i>2.4.2 Uncomplicated access to electronic resources</i></p>	<ul style="list-style-type: none"> <li>a. LDAP authentication in place.</li> <li>b. One-stop federated access to library resources provided.</li> <li>c. Strategy for library presence within student and staff portal developed.</li> <li>d. Electronic access to required course material available.               <ul style="list-style-type: none"> <li>i. Increase number of titles.</li> <li>ii. Free titles evaluated.</li> </ul> </li> </ul>	<p>Completed</p> <p>AARLIN replaced by ENCompass</p> <p>DRMC project funding ends Jan 2005</p> <p>Service to be integrated into IRM</p>	<p>2004 – 5</p> <p>July 2005</p> <p>Ongoing</p>
<p><i>2.4.3 Information literacy embedded in the curriculum.</i></p>	<ul style="list-style-type: none"> <li>a. Collaborate with University community and LATN colleagues.</li> <li>b. Develop a range of resources.</li> </ul>	<p>Detail provided in Goal 3 of Statement of strategic intent...Sept 2004</p>	<p>2005</p>
<p><i>2.4.4 Interactive online tutorials</i></p>	<ul style="list-style-type: none"> <li>a. Online tutorials analysed, reviewed, revised and promoted to each Division.</li> </ul>		<p>2005</p>
<p><i>2.4.5 Provide appropriate support for transnational students</i></p>	<ul style="list-style-type: none"> <li>a. Clarify support provided to transnational students.</li> <li>b. Review agreements with transnational partners.</li> <li>c. Review the online professional development program for offshore professional institutions in collaboration with FLC, TALC and major stakeholders.</li> <li>d. Develop guidelines on support for transnational programs.</li> <li>e. Provide support for international students based on SEQ.</li> </ul>		<p>2005</p>

2.4.6 <i>Resources in languages other than English</i>	a. Access to resources in Mandarin investigated to reflect University's Program Approval and Review processes.		2005
2.4.6.1 <i>Course material support</i>	<ul style="list-style-type: none"> <li>b. Clarify and publicise University's text-book policy.</li> <li>c. Promote reciprocal borrowing.</li> <li>d. Improve resource-sharing with SA universities.</li> <li>e. Improve proportion of recommended reading held in collection.</li> <li>f. Review Reserve Collection policies.</li> </ul>		

## 2.5 Supporting Research, Research Education and Commercialisation

Participating in the education and support of researchers and supervisors, and providing access to quality information services for Research Centres and Institutes

STRATEGIES	ACTIONS AND INTENTIONS	NOTES	TIMELINE
<i>2.5.2 Review and improve SSR</i>	<ul style="list-style-type: none"> <li>a. Advanced sessions for Strategies for Successful Research developed.</li> <li>b. Timing of the SSR modules reviewed in relation to the uni-wide structured program.</li> <li>c. Online tutorials reviewed to ensure a consistent approach.</li> <li>d. Collaborate with LATN libraries to improve online tutorials.</li> <li>e. Participation in the ADT redevelopment project.</li> <li>f. Investigate DEST FRODO projects and develop a strategy to participate.</li> </ul>		
<i>2.5.3 Access to resources for research improved</i>	<ul style="list-style-type: none"> <li>a. Review information resources supporting areas of research concentration. Access to <i>Web of Science</i> and <i>JCR</i> maintained.</li> <li>b. Access to peer reviewed research journals increased.</li> <li>c. Funding model for research developed in collaboration with RPC.</li> <li>d. Collections of excellence aligned with the University research priorities.</li> </ul>	Participation in AVCC deal needed Basis for allocation of funds needs to be reviewed	2005
<i>2.5.4 Support University quality research agenda</i>	<ul style="list-style-type: none"> <li>a. Wine Marketing Research Database further developed.</li> <li>b. Interview active researchers to ascertain their Library needs.</li> <li>c. Collaborate with Research Office to assist in publication of online peer reviewed journals.</li> </ul>	Need to promote benefits of Academic / Research teams to leading researchers	2005
<i>2.5.5 Library contributes to national research</i>	<ul style="list-style-type: none"> <li>a. Promote and publicise University manuscript and archive collections.</li> <li>b. Participate in LIEF Grant to digitise Australian newspapers.</li> </ul>		

## 2.6 Supporting People and Services (Building individual institutional capability)

### 2.6.1 Human Resources Management

STRATEGIES	ACTIONS AND INTENTIONS	NOTES	TIMELINE
<i>2.6.1.1 Complete implementation of new structure</i>	<ul style="list-style-type: none"> <li>a. Quality Assurance indicators and models of good practice developed.</li> <li>b. Monitor and review against expected outcomes in Beyond 2005.</li> </ul>		
<i>2.6.1.2 Organisational Learning</i>	<ul style="list-style-type: none"> <li>a. Sessions provided to ensure staff have the capabilities to fulfil roles. Review and revise Organisational Learning framework.</li> <li>b. Training Needs Analyses carried out.</li> <li>c. Competencies for Level 5 determined.</li> <li>d. OHSW responsibilities met.</li> <li>e. All staff to complete appropriate online OHS&amp;W tutorials.</li> <li>f. Staff aware of University Library responsibility in incident management.</li> <li>g. Conduct staff development activities with other libraries.</li> </ul>	Project Level 3 competencies already determined To include revised fire evacuation	2005
<i>2.6.1.3 Librarians have the opportunity to develop relevant skills and knowledge in instruction design and delivery.</i>	<ul style="list-style-type: none"> <li>a. All professional librarians to understand what academics need from the Library.</li> <li>b. The role and purpose of librarians' attendance at teaching skills sessions be re-affirmed with Learning Connection.</li> </ul>		2004-6

## 2.6.2 Buildings and capital planning

<b>STRATEGIES</b>	<b>ACTIONS AND INTENTIONS</b>	<b>NOTES</b>	<b>TIMELINE</b>
<i>2.6.2.1 Collection management</i>	<ul style="list-style-type: none"> <li>a. Plan/schedule developed for regular collection maintenance including relegation of materials to URRSA.</li> <li>b. Develop and implement a Collection inventory audit schedule.</li> <li>c. Audit for at least one campus completed.</li> </ul>	Relocations completed March 2005	May 2005
<i>2.6.2.2 Refurbishment / extension of Library</i>	<ul style="list-style-type: none"> <li>a. Planning, refurbishment and reorganisation of spaces and collection to fit available area completed.</li> <li>b. Furniture and equipment replacement strategy for all campuses developed.</li> </ul>	Review for minor works submissions  Additional furniture to be acquired as well as replacements. Database for asset management available	
<i>2.6.2.3 Signage for Libraries</i>	<ul style="list-style-type: none"> <li>a. Library signage consistent with University corporate signage.</li> </ul>	Cost to be determined. ML to be met from building works	ML and city campuses by June 2005

## 2.6.3 Our Equipment and IT infrastructure

<b>STRATEGIES</b>	<b>ACTIONS AND INTENTIONS</b>	<b>NOTES</b>	<b>TIMELINE</b>
<i>2.6.3.2 Provide infrastructure to meet the needs of our staff and students</i>	<ul style="list-style-type: none"> <li>b. Continue to develop Interlibrary loan software recommended by UniLibraries SA.</li> <li>c. Voyager Unicode release implemented.</li> </ul>	Software acquired	2005
<i>2.6.3.3 Develop creative reference services – in person, online, phone, remote, local, chat</i>	<ul style="list-style-type: none"> <li>a. Virtual reference management software used Library-wide.</li> </ul>	Staffing to be extended to campuses	2005
<i>2.6.3.5 Provide a reliable and secure desktop and server environment</i>	<ul style="list-style-type: none"> <li>b. Monitor and improve automated deployment of critical patches and virus updates.</li> <li>c. All Library workstations, servers and other IT equipment conform with the University's standard operating environment.</li> <li>d. Hardware replaced on a 4-year cycle.</li> <li>e. Access to critical systems monitored on a continuing basis.</li> </ul>		Ongoing
<i>2.6.3.6 University-wide IT infrastructure</i>	<ul style="list-style-type: none"> <li>a. Contribute to and implement as appropriate.</li> </ul>		

## 2.6.4 Service delivery and resources

<b>STRATEGIES</b>	<b>ACTIONS AND INTENTIONS</b>	<b>NOTES</b>	<b>TIMELINE</b>
<i>2.6.4.1 Quality assurance will be embedded in all Library activities</i>	<ul style="list-style-type: none"> <li>a. IRM benchmarked with appropriate partners, and QA established.</li> <li>b. Investigate catalogue usability study.</li> <li>c. Client Satisfaction study conducted.</li> </ul>	Need to determine appropriate libraries for benchmarking Carried over from 2004	
<i>2.6.4.3 Cooperate with other libraries, particularly in Adelaide to promote library services and share resources</i>	<ul style="list-style-type: none"> <li>a. Investigate provision of unmediated ILL/DD services to staff and students of UniLibraries SA (reciprocal borrowing).</li> <li>b. Resource collection agreements established.</li> </ul>	In collaboration with ULSA via the UniLibraries SA Document Delivery sub-committee	2005-6
<i>2.4.6.5 Monograph budget committed/expended within agreed timelines</i>	<ul style="list-style-type: none"> <li>a. Develop selection profiles.</li> <li>b. Investigate approval plans.</li> </ul>		
<i>2.6.4.6 Clients with special needs</i>	Review adaptive technology suites and multi-access suites with ISTS and Property Unit. Monitor physical access to Libraries.		Dec 2004
<i>2.6.4.7 Provide support for the Northern Adelaide strategy</i>	Outreach program for Northern Adelaide schools extended.	MOU signed March 2005	

## 3 Alignment of business strategy and budget framework

<b>STRATEGIES</b>	<b>ACTIONS AND INTENTIONS</b>	<b>NOTES</b>	<b>TIMELINE</b>
<i>3.1 Review the research funds allocation</i>	<ul style="list-style-type: none"> <li>a. Funding model revised in consultation with RPC to take into account major resources and new centres.</li> <li>b. Subscription evaluation process promoted to Divisions, Institutes and Centres.</li> </ul>		2005
<i>3.3 Regional engagement initiative supported</i>	Service strategy and procedures in place for Mt Gambier. Develop a service strategy and procedures in response to the University's plan.		2005
<i>3.4 Workload analysis</i>	<ul style="list-style-type: none"> <li>a. Systematic and cyclic analysis of workload in Access and Enquiry Services, Information Resource Management and Library IT Services.</li> <li>b. Investigate interface with Finance One for information resources invoicing.</li> <li>c. Improve business processes with SAS.</li> </ul>		2004 - 2006