

## Strategic Plan 2006 (Revised 28 October to reflect Medium Term Financial Plan approved by Corporate Planning Group)

### 2.3 Supporting teaching and learning

STRATEGIES	ACTIONS AND INTENTIONS	Responsibility	Milestones / Performance measures	Progress
<i>Provide quality and timely information, resources and services regardless of physical or institutional boundaries</i>	a. Investigation of trends in information enquiry service	<ul style="list-style-type: none"> <li>Christine</li> </ul>	a. Pilot survey of questions received at Ask Desk and Ask a Librarian October 2005 b. Revised survey conducted Study Period 3 / 4 2006	<a href="#">Initial discussion on purpose of this investigation and what if any survey instrument might be used – ALS/MALS? A&amp;E Services meeting 19 April. If a survey is conducted it is likely to be in Study period 5-6</a>
	b. Reshelfing benchmarks set.	<ul style="list-style-type: none"> <li>Christine</li> </ul>		<a href="#">Data received – measure still to be confirmed</a>
	c. Loan policies and practice reviewed.	<ul style="list-style-type: none"> <li>Helen</li> <li>Stephen</li> </ul>		<a href="#">Implemented for start of Study Period 2</a>
	d. Self service loans increased.		Additional selfcheck units purchased – January 2006 Self service percentage increased by 10%	<a href="#">Two new units installed at Magill. CE self service loans reach 80%</a>
	e. Number of titles increased	<ul style="list-style-type: none"> <li>Helen</li> </ul>	Additional funds in 2006. More titles acquired	<a href="#">Additional funding used to purchase ScienceDirect Freedom collection</a>
	f. Introduce loan of laptop computers	<ul style="list-style-type: none"> <li>Jenny</li> </ul>	Pilot of 5 laptops at CE December 2005	<a href="#">Achieved, April 2006 (JQ)</a>
	g. Library hours reviewed to reflect patterns of use	<ul style="list-style-type: none"> <li>Stephen</li> </ul>	Data collected on weekend and evening traffic incl. computer use	<a href="#">Data did not support continued extended hours at City West. Hours standardised across metropolitan campuses</a>
<i>Seamless access to resources</i>	a. Range of resources covered by federated access (FindIt) extended	<ul style="list-style-type: none"> <li>Jenny</li> </ul>	20 additional resources per Division	<a href="#">Set up for 2006, however due to performance &amp; connector issues and Endeavor’s changes in product strategy, ENCompass has been discontinued. At this stage no replacement metasearch product is being considered. UniSA fulltext holdings have been exposed to</a>

	<p>b. Strategy for library presence within staff portal developed</p> <p>c. Discovery tools for University collections outside the Library developed or integrated</p>	<ul style="list-style-type: none"> <li>Jenny</li> <li>Jay</li> </ul>	<p>Library functionality within staff portal equivalent to that of student portal</p> <p>Architecture Library added to catalogue</p>	<p>GoogleScholar. (JQ)</p> <p>Martyn is the library's rep on the staff portal project team. (JQ)</p> <p>Migration of Art Museum collection's database into catalogue in progress. DSL project to manage ISTS software collection in progress (JQ)</p>
<p><i>Contribute to the acquisition of the Graduate Qualities</i></p>	<p>a. Use of ICT to facilitate embedment of information literacy into curriculum increased</p> <p>b. Increase the Library's contribution to academic staff professional development</p> <p>c. Systematic approach to assess the Library's contribution to the acquisition of the Graduate Qualities</p>	<p>Irene</p> <p>Irene</p> <p>Irene</p>	<p><b>a.1</b> In collaboration with Learning Connection pilot an information technology solution for assessing information literacy outcomes for students enrolled in for the course ENGG 5006</p> <p><b>a.2</b> Presets used by all ALS teams to develop "assignment help" online resources</p> <p><b>a.3</b> InfoGate reviewed and revised</p> <p><b>a.4</b> Repository for Information Literacy learning objects identified and depositing guidelines developed</p> <p><b>b1</b> Sessions on the Library's electronic environment included in Professional Development activities for teaching academic staff</p> <p><b>C1</b> Division annual plans and/or information from Division Managers used to identify programs coming up for review and an audit of how the Library contributes to the</p>	<p><b>a.1</b> The ITEE ALS and Online Advisor at Mawson Lakes have commenced investigation of an IT solution</p> <p><b>a.2</b> Wayne Pedder, Team Leader, Online Adviser gave a presentation on pre-sets Discussion paper outlining the pros and con's of pre-sets has been written. Audit existing "assignment help" resources will commence mid May</p> <p><b>a.3</b> QUT, UTS, James Cook and Uni California libraries have been contacted to find out about their plans to revise their online Info Lit tut. Review group establish. Accessibility Issues will be addressed - LITS reviewing Lib. web pages compliance as Library going to be audited for accessibility;. eg -Infogate not all compliant. Martyn can correct /edit 'style sheet' template. Images &amp; navigation in Infogate need reworking Project scope plan be written mid May Planning to seek involvement of Learning Connection</p> <p><b>a.4</b> A proposal sent to LITS. Project aims to create and maintain a collection of images that are used on the Library website, on UniSA net, in SSR modules, assignment help and other course related and training material. The types of images include photographs as well as screen dumps of the Library catalogue and databases (with the addition of search terms),</p>

			acquisition of the Graduate Qualities completed	<p>Venn diagrams and flow charts The image collection needs to be displayed, most likely on LibNet, so that staff are able to view and download the images for addition to print and online material</p> <p><b>b1</b> Yet discuss with Associate Director: Flexible Learning Centre (Teaching and Learning). In light of RQF support may limit teaching academic staff delivering transnational programs</p> <p><b>c1</b> Division Managers contacted Health – TAL pages indicate 7 reviews planned. Work has commenced on Nursing and Midwifery ITEE – using new notification of intent. Wynton on mailing list EASS - 25 Business - Program Review Committee will meet in Feb 2006 to decide which programs are being reviewed and the list will become available in March 2006 Irene and Julie H will draft guidelines for Library involvement in the review process Investigating whether UniSA has formal guidelines, similar to the Program Approval Manual, for the review process Meeting scheduled May 15 to advance strategy</p>
<i>Improving Collections</i>	<p>a. Review nature and location of physical collections, including options for integration</p> <p>b. Develop continuous quality improvement strategies to assess and expand Library collections.</p>	<p>Karen Ayles</p> <p>Jay Douglas</p> <p>MALS</p>	<ul style="list-style-type: none"> <li>• ML TRC collection relocated away from stairwell</li> <li>• AV collections integrated into main sequence</li> </ul> <p><b>b</b> Review of Library's holdings in specific disciplines linked with the production of Library Impact Statement documentation</p>	<p>Potential new location identified. Collection to be reviewed prior to move</p> <p>Planning still to be undertaken</p> <p><b>b</b> Guidelines have been created and implemented. Will be reviewed meeting scheduled May 15 February. Strategy to systematically obtain all reading lists under</p>

	<p>c. Improvement in collection maintenance processes including revision of binding and repair policy</p> <p>d. Review Call number policy to improve ease of use</p> <p>e. Audit for at least one campus completed.</p> <p>f. Supporting activities of SAIBT and CELUSA at CE campus</p>	<p>Jay Douglas</p> <p>Jay Douglas</p> <p>Jay / Karen</p>	<p>and alerts set up</p> <ul style="list-style-type: none"> <li>Covering of soft cover items commenced to reduce wear and tear</li> <li>Replacement of old or faded call numbers (Ongoing)</li> </ul> <ul style="list-style-type: none"> <li>Mawson Lakes completed 2006</li> <li>100 high use titles acquired</li> </ul>	<p>discussion.</p> <p>Ongoing</p> <p>Main collection completed</p> <p>Report on high use items in progress</p>
<p><i>Providing improved learning resources for courses</i></p>	<p>a. Support for new courses and programs</p> <p>b. Text-books</p> <p>c. Improve resource-sharing with SA universities.</p>	<p>Irene</p> <p>Helen</p> <p>Jenny</p>	<p><b>a</b> Library Impact Statement documentation and procedures reviewed</p> <ul style="list-style-type: none"> <li>Clarify and promote textbook</li> <li>Promote reciprocal borrowing.</li> </ul>	<p><b>a</b> Library documentation in the program approval manual was updated and sent to Ida Iacomini who is updating the manual. We have requested that schools inform the Library, as early as possible by sending a program notification statement to the Division's Manager, Academic Library Services and that regular consultation with the Library should continue throughout the development of the course/program with Library representation on course/program development groups</p> <p>Approved by Academic Board and TALC Signage in place</p> <p>SAGULSA bookmark produced and distributed.</p>

	<p>d. Improve proportion of recommended resources held in collection.</p> <p>e. Items in high demand .</p>	Stephen	<ul style="list-style-type: none"> <li>• Reciprocal borrowing to include requesting via the catalogue</li> <li>• Extend range of alternatives such as digitization</li> <li>• Reserve Collection policies revised</li> </ul>	<p>A possible resolution to the LDAP authentication issue may enable reciprocal requesting to resume (JQ)</p> <p>Additional titles available through NetLibrary. Monthly additions through Wiley</p> <p>In place for Study Period 2, 2006</p>
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### 2.3.1 Supporting equity

STRATEGIES	ACTIONS AND INTENTIONS	Responsibility	Milestones / Performance measure	
<i>Quality assurance will be embedded in all Library activities</i>	a. Survey of clients	Stephen	LibQual+ Client Satisfaction study conducted	Completed
	b. QA activities collated and publicised	Stephen	Web site developed	Under construction
<i>Clients with special needs</i>	a. Work with Disability Services to improve processes for making special formats available			
<i>Provide support for the Northern Adelaide strategy</i>	a. Assess strategies to improve access to information and resources, services and expertise through a library partnership in the Northern Adelaide region b. review the outreach program for Northern Adelaide schools	Irene	§ Statistics on use collected § Directory of services developed and publicised § In consultation with the Libraries for Learning Partnership – Northern Adelaide network and other relevant stakeholders all schools under the UNAP umbrella contacted	UniSA library will host Libraries for Learning Partnership – Northern Adelaide network website Send a letter to Principals explaining the purpose and benefits of developing the collaboration. The Schools/ Principals will be contacted by Council Area. Make direct / informal contact with teacher librarians to explain the purpose and benefits of developing the collaboration. Contact to be made by Council Areas. Have a cluster meeting to identify common elements, interests, level of service, individual requests, Professional Development etc... and promote two- way communication
<i>Regional engagement initiative supported</i>	a. Evaluate service strategy and procedures b. Library services at Whyalla reviewed	Christine Christine/Irene	a. Service strategy and procedures for Mt Gambier evaluated and documented  b. Library services at Whyalla reviewed and documented	Process and procedures in place – evaluation based on feedback from visit by Director Library Services and FirstConnection report. Drop off point for packages at TAFE established in response delivery problems. Mthly teleconferences between Alan K , Mandy Christine and Irene establish. Alan will complete the Teaching Learning and Research pro forma every month

## 2.4 Supporting research, research education and commercialisation

STRATEGIES	ACTIONS AND INTENTIONS	Responsibility	Milestones and performance measures	
Align Library services and information infrastructure to reflect the University's research and research training objectives	<p>a. New researchers and research directions identified</p> <p>b. Align funding with research strategy</p> <p>c. Discipline specific tools and strategies for effective citation analysis and measurement of impact factors</p> <p>d. Help researchers address the requirements of Research Quality Framework</p>	<p>MALS</p> <p>Irene / Stephen</p> <p>MALS</p> <p>Irene/MALS</p>	<ul style="list-style-type: none"> <li>Meeting held with Division Deans of Research and Directors Research Institutes and Centres twice per semester and outcomes detailed in the TALR reports</li> <li>Future of Collections of excellence determined</li> <li>Citation and impact tools assessed for research publications</li> <li>Develop processes to address the requirements of Research Quality Framework</li> </ul>	<p>First meeting has occurred in each Division and Research Institute</p> <p>Yet to action</p> <p>Each Divisional ALS has developed expertise in using tools, has written guides to help researchers use them and has in place strategies to assist Supported Researcher with RQF Trial RQF resources webpages are now live. These pages provide information about how to use resources to obtain bibliometric indicators such as journal impact factors and citation analysis. They also address frequently asked questions</p> <p>Additional content will be added as soon as further information about working with RQF guidelines is released. Library colleagues from Deakin University, RMIT University and Central Queensland University have agreed to be "critical friends" to the development of the website.</p>
Collaborate with the University's research community to provide services which advance, disseminate	<p>a. Increase availability of publications</p> <p>b. Collaborate with Researchers through</p>	Stephen	<ul style="list-style-type: none"> <li>E-Research repository established</li> </ul>	<p>ARROW@UniSA project underway. Installation and training May 2006. DEST 2004 &amp; IWRI publication collection being prepared for ingest. (JQ)</p>

and preserve knowledge	<p>developing infrastructure for publication of online peer reviewed journals</p> <p>c. Contribute to development of programs for researchers</p>	<p>Jenny / Irene</p> <p>Irene</p>	<ul style="list-style-type: none"> <li>• Two UniSA online journals available</li> <li>• In consultation with the Director: Early Career Researchers contribute to ECR development programs and support ECR cohorts</li> <li>• Induction and training sessions for researchers and research assistants expanded, monitored and evaluated</li> </ul>	<p>IJEI published Dec 2005, TALES journal (for EASS) pre-publication. Open Conference Systems site for Health Science colloquium installed. (JQ)</p> <p>Name of ECR program participants obtained. Each participant will be contacted re their assessment of Library services and resources and asked how the Library can improve our services. Two presentations already scheduled</p> <p>Evaluation questionnaire developed. Academics and HDR students who have attended an on campus SSR or RESA workshop will be sent a courtesy follow up email two weeks after the session</p>
Contribute to the acquisition of the Research Degree Graduate Qualities	<p>a. Provide workshops for commencing and continuing research degree candidates.</p> <p>b. Existing online content reviewed for currency and to improve efficiencies in the delivery and consistency.</p> <p>c. Contribute to development of programs for research degree supervisors</p> <p>d. Collaboration in development of online tutorial content with LATN libraries.</p>	<p>Irene</p> <p>Irene</p> <p>MALS</p> <p>Irene</p>	<ul style="list-style-type: none"> <li>• At least three workshops provided for commencing and continuing research degree candidates as part of the University's Research Education Support Activities (RESA) by provide</li> <li>• All Strategies for Successful Research modules reviewed with web pages to indicate date of review</li> <li>• All research degree supervisors contacted at least once a year to determine their development needs</li> <li>• Online tutorial available</li> </ul>	<p><b>a</b> Four workshops</p> <ul style="list-style-type: none"> <li>•Strategies for searching</li> <li>•Keeping up to date</li> <li>•Finding theses and dissertations</li> <li>•Where do I publish</li> </ul> <p>have been included in the both the science and social science RESA programs</p> <p><b>b</b> Review process in place Guidelines for developing and maintaining online modules and writing for the web published on F drive</p> <p><b>C</b> Presentation given at HDR supervisors induction. Further strategies to be developed</p> <p><b>D</b> Attended a meeting of the LATN working group convened to develop the online module for inclusion in the ATN e-Grad School framework. It was decided that the QUT AIRS Online will be used as the basis for a new online</p>

				information literacy product to be called INFO-SCHOLAR: information literacy for research success. Revision of content to create a generic product useful to all ATN stakeholders will be managed by the University of SA Library (Ann Luzeckyj writing content). The multi media features that need to be redone will be managed by RMIT (ViewLets) and Curtin (Flash).
<i>Access to resources for research improved</i>	<p>a. Access to peer reviewed high impact research journals increased</p> <p>b. Access to theses</p> <p>c. Discovery tools for Bob Hawke Prime Ministerial Library digital collection integrated</p> <p>d. Research Collections</p> <p>e. Use of other libraries</p> <p>f. Collection development</p>	<p>Stephen</p> <p>Kate / Jenny</p> <p>Jay</p> <p>Jay</p> <p>Irene</p> <p>Christine</p>	<ul style="list-style-type: none"> <li>• Outcomes of review of information resource implemented</li> <li>• Participation in the ADT redevelopment project – 100 theses added by December 2006</li> <li>• Overlap study of material held in Research Repository (URRSA) conducted</li> <li>• Efficient processes in place for URRSA</li> <li>• Web pages for research collections developed</li> <li>• Collections for sustainability, healthy lifestyles, modelling and managing complex systems and Metabolic Fitness (with ATN) reviewed and extended</li> <li>• Implement Interlibrary loan software (ILL Manager)</li> <li>• Unmediated ILL/DD services to staff and students of UniLibraries SA (reciprocal borrowing).</li> </ul>	<p>Additional funds available to support Divisions. Most titles ordered April</p> <p>50 retrospective theses scanned and uploaded. Agreed schedule with Doc Services for scanning. (JQ)</p> <p>No progress to date</p> <p>6 new journal subscriptions placed to support the research of the ATN Centre for Metabolic Fitness</p> <p>Achieved</p> <p>No progress to date</p>



<i>Resource provision</i>	a. Access to authoritative information		20 key online reference resources available	<p>Working party was established to look at the future of subject guides and virtual libraries. The working party agreed that the guides are a valuable starting point.</p> <ul style="list-style-type: none"> <li>• That there will only be one access point from the Library's homepage <ul style="list-style-type: none"> <li>- We integrate subject guides and virtual libraries plus online reference resources</li> </ul> </li> <li>• The name of the link on the home page to be <b>Resources by topic</b> Delete <b>Virtual libraries</b> and <b>Subject resources</b> from Homepage</li> <li>• Next level page has 3 entry points: <ul style="list-style-type: none"> <li>• Resources by Topic (A-Z)</li> <li>• Resources by Division</li> <li>• General Reference Resources</li> </ul> </li> </ul> <p>Senior Library staff met with Dr Liz Horrocks to discuss a pilot Language Help Desk in the Library at City West in Study period 5 2006. The aim of the project is to create a community of English Language learners who can either self access materials or receive personal and individualised language learning advice by talking to one of the Learning Advisers</p> <p>Meeting has occurred with State Library staff re their English Language Learning and Improvement Service (ELLIS). Potential for collection development collaboration</p>
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## 2.6 Supporting People and Services (Building individual institutional capability)

STRATEGIES	ACTIONS AND INTENTIONS	Responsibility	Milestones / Performance measures	
<p><i>Human Resources Management</i></p>	a. Organisational structure	Helen	Structure monitored and reviewed against expected outcomes in Library managing change document.	All staff participated in workshops focused on 2005 Staff Attitude Study results
	b. Attract and retain high quality staff		<ul style="list-style-type: none"> <li>a. Collaborate with ATN libraries on succession planning</li> <li>b. Investigate trainee position</li> </ul>	ATN Working Party established
	c. Workload analysis		<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 finalised</li> </ul>	
	d. Process improvement	Mervyn Islip	<ul style="list-style-type: none"> <li>a. Investigate interface with Finance One for information resources invoicing.</li> <li>b. Improve business processes</li> <li>c. Selection profiles account for 35% of orders placed</li> </ul>	<p>In progress – discussion with major stakeholders has taken place</p> <p>Progress made towards target – YBP GobiAlerts, Bennett blanket order profiles and new title services in place</p>
		Christine Cother	<ul style="list-style-type: none"> <li>a. Improve business processes in FIS</li> </ul>	<p>FreightMaster Software implemented in collaboration with AAE and Library IT Services. Reduced handling time for packaging, improved reporting and ordering of materials. Patron barcodes are printed on receipt slips and utilised to generate the address information. Invoiced monthly based on usage. Software and printer provided by AAE at no cost.</p>

				Printed self adhesive address labels for Received Delivery (RD) packages – linked to patron file information in Voyager. Patron barcodes are printed on receipt slips and utilised to generate the address information.
<i>Staff development</i>	<ul style="list-style-type: none"> <li>a. Provide opportunity for staff to develop relevant skills and knowledge</li> <li>b. Cooperate with the two other SA university libraries and the State Library to increase opportunities to share costs relating to Staff / Professional Development activities.</li> </ul>		<ul style="list-style-type: none"> <li>a. Organisational Learning plan implemented</li> <li>b. Brief and simplified Performance Management documentation developed to replace “Conversations with a purpose”</li> <li>c. Training Needs Analyses carried out.</li> <li>d. Short-term secondments with the two other SA university libraries and the State Library investigated</li> </ul>	<p>2005 activities analysed and published on Fdrive</p> <p>In progress – generic proforma and draft plans for all available position descriptions well advanced. Performance interviews undertaken for Whyalla staff. (CC)</p> <p>No progress to date</p>
<i>Occupational Health, Safety and Welfare</i>	<ul style="list-style-type: none"> <li>a. OHSW responsibilities met.</li> <li>b. Staff welfare program developed</li> </ul>	Stephen	c. All staff to complete appropriate online OHS&W tutorials.	Audit of Library completed by OHSW Unit. Action Plan drafted
<i>Buildings and capital planning</i>	<ul style="list-style-type: none"> <li>a. Improve amenity of Library buildings</li> <li>b. Contribute to University and community initiatives</li> </ul>	<p>Stephen</p> <p>Jenny</p>	<ul style="list-style-type: none"> <li>a. Furniture and equipment replacement strategy implemented</li> <li>b. Corporate standard for signage implemented for Library at Magill</li> <li>c. Signage at all campuses audited for internal consistency</li> <li>d. Review mix of quiet and group study areas</li> <li>e. Investigate and acquire secure laptop storage for users</li> <li>f. Investigate issues associated with PG study space</li> <li>g. Targeted implementation of “Trackit” or similar software to monitor use of buildings</li> <li>a. Monitor developments associated</li> </ul>	<p>Funds allocated for chair replacement Nearing completion</p> <p>Planning for CE underway</p> <p>No progress (SP)</p> <p>No progress to date (JQ)</p> <p>No progress to date (JQ)</p>

			with Florey health precinct b. Develop strategy for services of BHPML in Building 3A	
<i>IT infrastructure</i>	<p>a. Provide IT infrastructure to meet the needs of our staff and students</p> <p>b. Collaborate with ISTS and Document Services to implement a holistic printer and scanner strategy</p> <p>c. Support for older technologies</p>		<p>a. Voyager and other system software upgrades implemented</p> <p>b. Monitor and improve automated deployment of critical patches and virus updates.</p> <p>c. 850 Mhz PCs replaced as part of 4-year cycle.</p> <p>d. One new (replacement) server installed</p> <ul style="list-style-type: none"> <li>• Service level agreement drafted</li> <li>• Strategy for reproduction of Microform developed</li> </ul>	<p>Upgrade to Voyager 5.0 Oct 2005.</p> <p>Achieved – via WSUS automated overnight updating.</p> <p>Achieved.</p> <p>Two HP servers ordered to replace library web and authentication servers.</p>