



UNIVERSITY LIBRARY

Strategic and Operational Plan

The Library will follow the construct of the University found in the document *Strategic Direction to 2012*. This may change with a new Vice Chancellor but it provides a known format for presenting the current strategy of the University and it identifies key challenges it is expected we will face.

The structure of the University's *Strategic Direction to 2012* is:

- Vision
- Mission
- Strategic Imperative
 - Observation
 - Response

Vision

Our vision is to ensure we provide enduring support to the University's vision of being a research-led University with an international reputation for excellence:

Partnering to enrich world-class scholarship

Mission

Our mission statement supports the University's mission:

To empower the University communities and enhance their abilities to access and apply information and knowledge resources for research, learning and teaching.

Strategic Principles

Like the University's strategic imperatives our strategic principles are enduring and fundamental to why we exist and what we do. In fulfilling these principles the Library recognises its Treaty of Waitangi commitments. We are also committed to striving for excellence in all we do.

To achieve the vision of the Library as partner in enriching world-class scholarship, our primary client focus is the University communities: Researchers, Teachers and Students.

We will:

1. **Support our clients' needs**

We will provide responsive services to support clients' needs, in support for learning & teaching and research. We will make information easy to find and use from anywhere, regardless of the location of the information or the user, to promote scholarly practice and lifelong learning.

2. **Develop and maintain collections**

We will develop and maintain collections to support clients' current and future needs for learning & teaching and research. We will ensure that the curation of scholarly information meets the current and future needs and requirements of our communities. We will develop and manage our heritage collections as part of our commitment to New Zealand's documentary culture.

3. **Deploy innovative technologies**

We support innovation that enables high quality services; we will deploy appropriate technologies to provide ease-of-access to information and services that matches clients' needs for scholarly resources.

4. **Create high quality learning and research environments**

We will provide high quality environments that support the total study experience by providing usable, welcoming facilities with services that stimulate learning and research.

5. **Provide and develop flexible and accessible services**

We value diversity; we will provide services that will be flexible and highly accessible to all our clients.

6. **Apply best practice and benchmarking**

We will actively manage resources and the provision of services, working towards achieving best practice in our field and perform well against our peers nationally and internationally.

7. **Develop skills and staff knowledge**

We will build expertise in our staff developing their skills and knowledge so they can be responsive to the information needs of our communities.

8. **Maintain professional collaboration**

We will provide leadership in information management, managing heritage collections and service provision; contributing to national and international projects and to the body of professional knowledge.