# Libraries and Learning Services Te Tumu Herenga



**VISION AND STRATEGY 2017-2021** 



#### **OUR VISION**

Our students and staff make a positive and sustainable difference in the world by fulfilling their potential.

This document outlines how we will contribute to the vision and aspirations of the University's strategy, and how we will add considerable value.

Libraries and Learning Services has evolved continuously over a prolonged period of time in an environment of ongoing change. Libraries and Learning Services has seen expansion of its remit and role to encompass Student Learning Services, Career Development and Employability Services (CDES) and research outputs systems and support (Symplectic). As a result of this, Libraries and Learning Services is in a unique position to support and develop learning, teaching and research at the University, in partnership with faculties, LSRIs and other service divisions.

This vision and strategy is built on strong foundations, and on the acknowledgement that we cannot stand still given the drivers for change at a local and global level. Consequently, this vision and strategy sets out the next phase in Libraries and Learning Services transformation to meet the needs of our diverse community.

### **OUR MISSION**

Libraries and Learning Services enables our students and staff to flourish by providing excellent opportunities, environments, services, resources, tools and expertise for learning, teaching and research. We do this through our focus on people – He aha te mea nui o te ao? He tangata, he tangata, he tangata/ What is the most important thing in the world? It is the people, it is the people

Our commitment to Te Tiriti o Waitangi and our desire to embed this in our work is articulated within the strategy. Libraries and Learning Services acknowledges the distinct status of Māori as tangata whenua and is committed to developing our understanding of Te Tiriti o Waitangi and what it means for us.

Our key strategic directions to achieve the University's aspirations are:

Enabling student outcomes and success

Enabling researcher outcomes and success

Delivering service excellence

Relevant and fit for purpose resources and infrastructure scholarly collections, libraries and learning spaces, digital tools and infrastructure

Libraries and Learning Services capabilities and how we work

# **FUTURE TRAJECTORY**

There are a number of key drivers shaping this Libraries and Learning Services vision and strategy. Our future trajectory is how we envisage the shifts in our focus, activity and roles over the next five years in response to these drivers.

Strategic direction	We will see less of	We will see more of
Student outcomes and success	One-off and stand-alone programmes to develop skills Generic, one size fits all approaches	Development of student capabilities and employability in the curriculum, in line with the graduate profile  Targeted and tailored programmes
Researcher outcomes and success	Embryonic and stand-alone services Services and expertise available to a few	Scalability of services and expertise for all researchers, adding value to research outcomes and research impact  Services and expertise integrated into the University of Auckland research lifecycle
Delivering service excellence	Stand-alone services  Mediated access to services and resources  Boundaries / specific locations  Transactional services  Inconsistent and variable services	Integrations with University-wide approaches and collaboration with other services  Self-service and personalisation  Outreach into the physical and online environments  Specialist services and expertise  Consistent quality of services
Scholarly collections  Libraries and learning spaces	Just in case collection building Physical collections primarily on campus and in multiple locations Our time spent on physical collections  Many physical points of presence Variable quality	Just in time collection building  Physical collections available in consolidated locations and increasingly on demand  Our time spent on digital collections and discoverability  Fewer physical points of presence  Higher quality on-campus experience
Digital tools and infrastructure	Standalone systems	Integration and interoperability of systems
Libraries and Learning Services capabilities and how we work	Fragmented organisation  Lack of workforce plan and learning and development strategy	Changes in roles, structures and practices to support strategic directions  Strategically aligned learning development opportunities for staff  Emphasis on learning agility, innovation, creativity and change  An evidence base to support developments

and decisions

#### **UNDERPINNING PRINCIPLES**

The following principles will underpin our future direction and will be used to inform decision-making as we move to implement strategy. They have been chosen for their relevance to the Libraries and Learning Services context and aspirations, and their alignment to the University's broader mission and values.



Success for all

We will be inclusive and equitable for all.



Through partnership

Integrated with the university, achieving through collaboration.



Streamlined and simplified

Ease of use, efficiency and effectiveness.



Value for money in everything we do

Sustainable, scalable.



# Continuously improving how we work

Evidence-based, outcome-focused, flexible and adaptive, committed to our own learning, proactive and future-focused.



## Stewardship

Especially of the distinctive and unique.

Our commitment to Te Tiriti o Waitangi underpins all of the principles and our aim is to embed this throughout our work.