

OPERATIONAL PLAN 2009

The Library is integral to achieving world-class scholarship at The University of Queensland. We work in partnership with the academic community to provide convenient access to quality information, and to manage and provide access to UQ scholarship. We provide information services which are customisable to individual needs and which recognise disciplinary perspectives and their information requirements. We engage with the community to foster scholarship. We strengthen the culture of collaboration and partnership within the University.

LEARNING	DISCOVERY	ENGAGEMENT
LIBRARY ENABLING PRIORITY: ENHANCE THE STUDENT EXPERIENCE	LIBRARY ENABLING PRIORITY: BUILD THE DIGITAL RESEARCH ENVIRONMENT	LIBRARY ENABLING PRIORITY: MAINTAIN AND DEVELOP COMMUNITY PARTNERSHIPS
Respond to recommendations of the 2008 LibQual+ Client Satisfaction survey	Implement digitisation policy and guidelines ensuring our infrastructure matches growth in digitisation requirements	Support the UQ Centenary celebrations
Develop a new approach to delivery and support of information literacy	Develop resources and services in support of the Centre for the Government of Queensland	Develop an online portal to digitised resources and information in support of Q150
Prepare for: <ul style="list-style-type: none"> Enhancement of Social Sciences and Humanities Library Gatton Library to accommodate the move of School of Veterinary Science to Gatton campus Establishment of a library in the new PACE building 	Conduct research into how academic staff seek and use information Support the University's preparation for and participation in ERA Establish an advisory service to the University community on scholarly information assets and research data management Increase the outreach of Library staff to ensure effective engagement with the academic and research community	Finalise and implement service level agreements for the provision of hospital library services Work with the Advancement Office and Faculties to implement UQ's alumni strategy and refine Library services to alumni Work with ITS and UQSchoolsNet to extend services to secondary schools Host the 10th International Congress on Medical Librarianship in August 2009
Plan towards the repurposing of Library spaces and staff	Develop approaches to deliver library services and content effectively to mobile technologies	

MANAGEMENT AND RESOURCES

PRACTISE ETHICAL AND ACCOUNTABLE GOVERNANCE	PROVIDE CONVENIENT AND CUSTOMISED ACCESS TO INFORMATION	DEVELOP AND SUPPORT OUR PEOPLE
Develop a model for program budgeting	Respond to the recommendations of the Lending Services Review	Implement recommendations of the Workforce Planning project and skills audit
Ensure that staffing and services match the Library's budget and clients' needs	Review document delivery services	Provide structured opportunities for staff to develop appropriate competencies in delivering and supporting the technologies used by our clients
Reduce staff printing and copying by 10%	Build flexible and self-service tools and services to maximise convenient access to content	Deploy video/teleconferencing to enhance staff communication and collaboration
Develop a lights out/ screens off policy to conserve energy	Evaluate the need, demand and sustainability for a single search interface to key resources	Develop a library traineeship program for Indigenous Australians
Respond to the recommendations of the Radio Frequency Identification (RFID) report		Improve internal communication between all staff
Develop further strategies for improved records management	OUR MISSION: Enriching world-class scholarship	
Support the University's AUQA Institutional Audit		