

# 2022 - 2024

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UTS Library strategic plan



# Vision

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UTS Library delivers excellent client experiences.



Identity



Lifetime learning



Client-centred



Supporting research



New ways of working

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## FOCUS

We will focus our client experiences on the seamless integration of resources, spaces and services.

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## DISTINCTIVE

We will make our client centered experiences distinctive through our professional approach, the way we use technology, how we work together, the data we use to improve, and how we engage with UTS and the broader community.

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# Our priorities

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## 01 SEAMLESS RESOURCE DELIVERY

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1. Create a seamless discovery experience for our clients
2. Enhance equitable access to learning resources
3. Realign our collection strategy to support UTS initiatives



Distinctive identity in  
our client experience



Supporting a  
lifetime of learning



# Our priorities

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## 02 DIGITAL ON - CAMPUS

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4. Create and maintain learning spaces that enhance the client experience
5. Create a welcoming introduction to the Library
6. Engage the UTS community with the Library, its services and its resources



Client-centred relationships



Belonging to an identity


# Our priorities

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## 03 SERVICE REALIGNMENT

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7. Develop and deliver personalised and integrated services for researchers
8. Embed information literacy throughout course and curriculum
9. Facilitate and support open scholarship

  
Embedding skills for  
a lifetime of learning

  
Supporting research  
to deliver impact



# Our priorities

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## 04 SKILLED AND PROFESSIONAL STAFF

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10. Collaborate and cross-skill within the Library to continuously improve client experiences
11. Leverage data to inform decisions and anticipate client needs
12. Develop competencies to reinforce our support for indigenous education and research



A more capable workforce



Client-centred continuous improvement

