University Library

2024-2025 Operational Plan

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Library for the Future (2023-2025)

Our 2023-2025 *Library for the Future* Themes and Principles were established in 2023 to underpin planning within the Library. Our Themes articulated our ambitions for the *Library for the Future*, and the Principles dictated how we would achieve them. Now that the merger decision has been made, our *Library for the Future* Themes and Principles have received a minor update to reflect two underpinning priorities: preparing for the transition to the future Adelaide University and continuing our commitment to deliver an outstanding library experience for our current University community.

We will do this by purposefully creating capacity and streamlining processes - utilising the University Decision Making Framework to deliberately focus our resources and efforts. We will also concentrate on continuing to build a culture that supports the professional development and wellbeing of our staff as they work through this period of change.

As such, this 2-year operational plan includes the additional theme of **Staff Wellbeing and Development,** and our **Sustainable Futures** theme has been updated to include transition considerations.

# About the 2024-2025 Library Operational Plan

The Library operates under a single operational plan articulating activities for the next two years for each Library team. It replaces individual team plans hence it contains detailed operational activities rather than high level strategic plans. However, each activity is mapped to the University's Future Making strategic plan update (2024-2025 Pillars). Any potential activity is also assessed against the University Decision Making Framework. Activities are grouped against the Library for the Future Themes and Principles.

Library Themes

1. **Sustainable Futures: Merger Readiness**

2. **Staff Wellbeing and Development**

3. **Advancing Education in a Digital World**

4. **A Compelling Student Experience**

5. **Valuing Indigenous Knowledge**

6. **Supporting Research Excellence and Impact**

Library Service Principles

- **Digital First**

- **User Centered**

- **Values Driven**

- **Evidenced Based**

- **Future Focused**

OUR THEMES

| Sustainable Futures: Merger Readiness | Staff Wellbeing and Development | Advancing Education in a Digital World | A Compelling Student Experience | Valuing Indigenous Knowledge | Supporting Research Excellence and Impact |

OUR GUIDING PRINCIPLES   Digital First ● User Centred ● Values Driven ● Evidence Based ● Future Focused
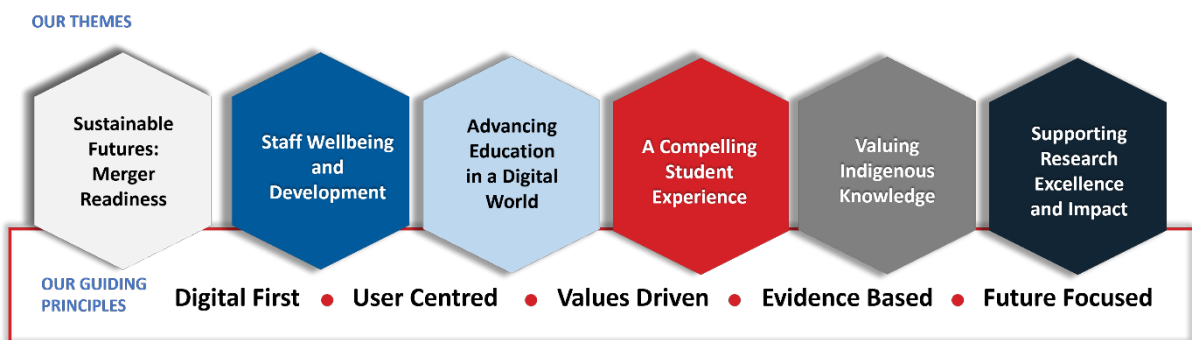
Articulating our Themes

Sustainable Futures: Merger Readiness

Through deliberate and considered decision making, *Sustainable Futures* facilitates and creates capacity for our dual focus on a successful transition to Adelaide University whilst continuing to provide a lasting positive impact on our current University community.

Staff Wellbeing and Development

The professional growth and wellbeing of our staff will be prioritised through focused development and wellness initiatives. As we prepare for the merger, we will cultivate flexibility and continued skill development to empower individuals to thrive both personally and professionally, whilst fostering an inclusive and supportive workplace that retains and attracts its skilled workforce.

Advancing Education in a Digital World

Our collections, spaces and systems will facilitate seamless and integrated access to outstanding online and campus-based experiences. We will promote digital literacy and inclusion ensuring all learners can excel in the digital information environment, and embed our digital curriculum expertise to support exceptional teaching quality with a focus on promoting and embedding open educational resources into curriculum.

A Compelling Student Experience

We will prioritise student achievement by providing student centred services, resources, and spaces firmly focused on equity to promote the highest levels of learning, engagement and success for all. We are committed to providing current students with safe spaces, a sense of belonging, and opportunities and experiences to maximise employability outcomes, while also prioritising a successful transition to a high-quality student experience for Adelaide University.

Valuing Indigenous Knowledge

We are committed to being respectful champions for culturally safe access, preservation, and promotion of Indigenous knowledge and expertise. We will take an active role in facilitating the embedding of Indigenous Knowledges into the curriculum and position the Library as a place of cultural safety and discovery.

Supporting Research Excellence and Impact

Our expertise in research, scholarly communication and associated infrastructure will be focused on support of institutional research excellence and strategic impact across the research lifecycle. We will continue to position the Library as the institutional lead and chief enabler of Open Access to maximise the global visibility and impact of University research.

2024-2025 Library Operational Plan

#	Initiative	Initiative Description (if required) & Deliverables	Completion Timeframe Start to Finish	Accountable Manager	Reason for Starting / Continuing under University Decision Matrix	2024-2025 Pillar Alignment
		SUSTAINABLE FUTURES: MERGER READINESS				
1	Socialise and implement across all library teams the University Decision-Making Framework to manage workload and create library wide capacity for merger activities.		Feb-24 to Mar-24	UL	Significant impact on performance over next two years	
2	Implement Rialto to streamline and simplify acquisitions workflows	a. Rialto implemented and Acquisitions team using new workflows	Feb-24 to Dec-24	SM C&AS	Facilitates a smoother transition to AU	
3	Continuous improvement for Library Collections financial and process management activities	a. Reduced impact of currency fluctuations on the collections budget b. Reduced number of standing orders c. Valuation model updated	Mar-24 to May-25	AUL (C&D), SM C&AS	Facilitates a smoother transition to AU	
4	**Records Management Uplift & Compliance:** Implement maintenance upgrade to Content Manager 23.4	a. Both Content Manager Production environments are upgraded with all integrations working b. New capabilities are implemented (eg Manage in Place; M365 inbuilt connector)	Jun-24 to Aug-24	UA and SM, SpARK	Facilitates a smoother transition to AU	

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5	**Records Management Uplift & Compliance:** Implement and configure HSW Service Now module to Content Manager using Service2CM Connector	a. Automated capture of HSW records into Content Manager	Mar-24 to Jul-24	UA and SM, SpARK	Facilitates a smoother transition to AU	
6	**Records Management Uplift & Compliance:** Review and report on recommendations from the State Records Self Assessment Survey	a. Records Management is improved in line with results of the survey	Jul-24 to Nov-24	UA and SM, SpARK	Facilitates a smoother transition to AU	
7	**Records Management Uplift & Compliance:** Investigate and scope for change to legal document lodgment process using ServiceNow with Service2CM Connector	a. Information is gathered for an informed decision	Sep-24 to Nov-24	UA and SM, SpARK	Facilitates a smoother transition to AU	
8	Copyright Policy review	a. Copyright Policy updated and available on the University website	Started in 2023, target completion Apr-24	SM C&AS	Resolves an imminent deadline	
	STAFF WELLBEING AND DEVELOPMENT					
9	Expansion of the Library Winter Wellness program to a year round Library Staff Wellbeing program incorporating University wide wellbeing initiatives.	a. Development of a library-wide, year long, wellbeing program for library staff	Q2 2024 to Dec-25	EOI	Requires little effort for relative benefit	Magnet for Talent

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10	Update the Library Professional Development program to incorporate merger ready capabilities to support staff and BAU operations through the transition period.		Apr-24 to Dec-25	EOI	Facilitates a smoother transition to AU	Magnet for Talent
	ADVANCING EDUCATION IN A DIGITAL WORLD					
11	Establish & deliver embedded Library Digital Curriculum Support services	a. Capability building program developed and implemented b. Digital Curriculum Service model for merger preparations established in collaboration with TALAS and underway c. Library providing high quality responses to digital curriculum support queries d. Checklist of digital resources for recommendation includes consideration of openness and equity, accessibility, and advocates Indigenous Knowledges e. Support model communicated and impact demonstrated	Mar-24 to Dec-25	Academic Liaison	Facilitates a smoother transition to AU	21st CENTURY EDUCATION: Education in a Digital World: A learning ambition and roadmap to enhance and transform learning and teaching
12	Student AI Literacy Project	a. AI literacy framework is developed and implemented b. Workshop series is developed and included in Library workshop program c. Toolkit is developed and being used by students d. PACE course delivered e. Working Group established and functional	Jan-24 to Dec-24	Academic Liaison	Tied Funding	21st CENTURY EDUCATION: Education in a Digital World: A learning ambition and roadmap to enhance and transform learning and teaching

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13	Open Textbook Project	a. Minimum of three courses have implemented an open textbook b. Minimum of two published open outputs (e.g. book chapter)	Jan-24 to Dec-24	Academic Liaison	Tied Funding	21st CENTURY EDUCATION: Education in a Digital World: A learning ambition and roadmap to enhance and transform learning and teaching
		A COMPELLING STUDENT EXPERIENCE				
14	**150th Celebrations:** 150th Book publication (print & online)	a. Images available in Adelaide Connect b. Book produced and available for distribution	Started in 2023; target completion: May-24	SM C&AS UA & SM SpARK	Tied Funding	BEATING HEART OF ADELAIDE: 150th celebrations
15	**150th Celebrations:** Exhibition & Display Program (incl. Waite 100)	a. Exhibition is well attended b. Waite display is delivered c. Library participates in Kaurna Day d. LLT paper is tabled on 2 year exhibition and display plan e. CIRRUS computer is displayed on NT campus	Started in 2023	AUL (C&D)	Resolves an imminent deadline	BEATING HEART OF ADELAIDE: 150th celebrations & Program of cultural and campus events
16	**150th Celebrations:** Female Statue Project	a. Statue is installed and unveiled within timeframes	Started in 2023; target completion Nov-24	UL	Almost complete	BEATING HEART OF ADELAIDE: 150th celebrations

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17	Improve the discoverability and accessibility of Library resources	a. Primo Enhancements implemented and communicated to users b. Rare Books and Manuscripts content is available in Drupal c. LinkedIn Working Group established communications and engagement plan developed	Mar-24 to Dec-24	AUL (C&D)	Requires little effort for relative benefit	
18	**Enquiry Experience Enhancement:** Expand weekend service channel offerings to include Chat service	a. Chat service operational across span of staffed Ask Library hours	Feb-24 to Jul-24	Client Services	Significant impact on performance over next two years	
19	**Enquiry Experience Enhancement:** Update Ask Library training program		Started in 2023; target completion: Dec-24	Client Services	Significant impact on performance over next two years	
20	**Enquiry Experience Enhancement:** Implement a single point of contact for library support	a. Single email in use for user queries b. Improved support available outside of Ask Library staffed hours	Started in 2023	Client Services	Significant impact on performance over next two years	
21	Accredit the Library and adjoining Hub spaces to the LGBTQI+ Welcome Here project	a. Welcome Here project implemented b. Inclusive and welcoming spaces created	Apr-24 to Dec-24	Client Services	Requires little effort for relative benefit	
22	Images of Learning and Teaching competition and associated exhibition		Apr-25 to Nov-24	Academic Liaison	Requires little effort for relative benefit	

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23	**Transforming our spaces 2023-2025:** Upgrade audio and security camera coverage through the Barr Smith Library to improve student safety and expand access hours	a. Audit completed b. Recommendations for purchase and installation of new equipment c. Equipment installed and functional	Apr-24 to Mar-25	Client Services	Requires little effort for relative benefit	
24	**Transforming our spaces 2023-2025:** Audit and Upgrade Special Collections workroom, meeting rooms and reading areas to maximise space usage, and increase student access and study space.	a. Special Collections Level 1 footprint appropriately meets the needs of the Special Collections function b. New student silent study space created accessible in line with rest of Library opening hours	Beginning Q3 2024; target completion: start of Semester 1 2025	UA & SM SpARK	Requires little effort for relative benefit	
25	**Transforming our spaces 2023-2025:** Barr Smith Library basement reverted back to a public space asset		Started in 2023; target completion: Dec-24	Client Services	Significant impact on performance over next two years	
26	**Transforming our spaces 2023-2025:** Complete minor upgrade to Roseworthy library	a. Roseworthy refurbishment complete	Started in 2023; target completion: Jul-24	Client Services	Almost complete	
27	**Transforming our spaces 2023-2025:** Complete and implement space optimisation audit	a. Space optimisation audit finalised b. Recommendations implemented as appropriate	Jun-24 to Dec-25	Client Services	Facilitates a smoother transition to AU	
28	**Transforming our spaces 2023-2025:** Enhance cultural and aesthetic experiences within Library spaces by expanding utilisation of Heritage & Art collection materials	a. Where possible, items from Special Collections are on display throughout the Library	Mar-24 to Dec-25	AUL, C&D	Requires little effort for relative benefit	

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29	**Transforming our spaces 2023-2025:** Phase 1 Projects Completion	a. Barr Smith refurbishments completed b. Wayfinding Strategy implemented c. Weeding and relegation of 400-899 completed	Started in 2023; target completion: Dec-25	AUL (E&E) Client Services	Significant impact on performance over next two years	
30	**Transforming our spaces 2023-2025:** Roseworthy Agricultural Museum	a. Collection audit spreadsheet is finalised b. A plan is developed to determine future space requirements for the collection	Mar-24 to Nov-24	AUL, C&D	Mitigates a significant risk	
		VALUING INDIGENOUS KNOWLEDGE				
31	Establish Indigenising Curriculum Support Service	a. Indigenous Curriculum Support Model developed and published online. b. Learning Support Team providing high quality responses to Indigenous curriculum support queries c. Communications plan developed and commenced for Indigenous Curriculum Support Model d. Coordinator, Indigenous Library Programs, engaged and collaborating with relevant stakeholders	Apr-24 to Sep-24	Academic Liaison	Significant impact on performance over next two years	21st CENTURY EDUCATION: Education in a Digital World: A learning ambition and roadmap to enhance and transform learning and teaching
32	Measure 12 month performance against the Library Aboriginal & Torres Strait Islander Engagement Framework	a. Report complete and submitted to LLT	Jan-24 to Feb-24	AUL (E&E)	Almost complete	A Stronger Culture: First Nations Strategy

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33	Prioritise culturally safe processing, discovery & promotion of Indigenous Knowledge within University collections addressing 'unfinished business' and embedding Indigenous Cultural Intellectual property (ICIP) procedures.	a. Priority Projects have endorsed Project Plans b. Collection material is digitised in accordance with an MOU	Started in 2023; target completion: Dec-24	UA and SM, SpARK	Mitigates a significant risk	A Stronger Culture: First Nations Strategy
34	Cultural Heritage Procedure	a. Cultural Heritage Procedure approved and implemented	Feb-24 to Dec-24	AUL (C&D)	Mitigates a significant risk	
35	Host Yaitya Ngutupira cultural space official opening event	a. Yaitya Ngutupira cultural and event space official opening held	Feb-24 to Mar-24	AUL (E&E) Client Services	Almost complete	
SUPPORTING RESEARCH EXCELLENCE AND IMPACT						
36	AR&S/DSpace upgrade	a. DSpace upgraded to latest version	Started in 2023; target completion: Q2 2024	SM C&AS	Mitigates a significant risk	RESEARCH THAT SHAPES THE FUTURE: Research excellence (increase Hi-Ci, highly cited research, NHMRC grants & HDR completions)
37	Develop efficient work practices to effectively support the Research Support Framework	a. Model/s of engagement and reporting developed collaboratively and implemented by the Research and Engagement team. b. Research support workshops programmed, promoted and delivered, with consistent and growing attendance.	Jan-24 to Dec-25	Academic Liaison	Requires little effort for relative benefit	

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		c. Research metrics website revised and updated d. Communication plan for Strategic Publishing Journal selection tool developed and delivered e. Research and Engagement team providing high quality responses to research inquiries from researchers or students working with Aboriginal and Torres Strait Islander peoples and/or knowledges.				
38	Develop and implement HiCi, top talent and grant applicant support model	a. Tiered service model defined and implemented b. Targeted support provided to Hi Ci, top talent and grant applicants, in collaboration with Research Services	Feb-24 to Oct-24	Academic Liaison	Significant impact on performance over next two years	RESEARCH THAT SHAPES THE FUTURE: Research excellence (increase Hi-Ci, highly cited research, NHMRC grants & HDR completions)
39	Deliver Open Access engagement program		Feb-24 to Oct-24	Academic Liaison	Requires little effort for relative benefit	RESEARCH THAT SHAPES THE FUTURE: Research excellence (increase Hi-Ci, highly cited research, NHMRC grants & HDR completions)