Library Services Plan 2013-2015
Mission

Bond University Library Services is pivotal to the University’s mission, delivering an outstanding library experience through innovative, personalised services and world class learning spaces, resources and digital infrastructure.

Measuring our success

The impact of the Library Services Plan will be measured through six key performance indicators:

1. Benchmarked student and staff satisfaction with Library services, resources and facilities [customer survey results]
2. Library engagement with faculty to support students’ development of information literacy [numbers of students receiving information literacy education]
3. Usage of information resources [resource usage statistics]
4. Engagement with research staff and students in research support activities [contact statistics]
5. Availability of Bond’s scholarly research outputs [growth of epublications@bond and support for open access publication, data sets available via RDA]
6. A balanced operations budget.

Key Goals

1. Create an outstanding Library experience that is personalised, seamless and convenient regardless of location, access method or objective
2. Deepen the Library’s engagement with the University community through effective collaboration and communication strategies
3. Enable and enhance the University’s research strategy through innovative research support services and scholarly information resources
4. Build sustainable resources and digital infrastructure to support expanding modes of teaching, learning, research and scholarly communication
5. Expand and strengthen the Library’s educational impact through collaborative partnerships.
Goal 1

Create an outstanding Library experience that is personalised, seamless and convenient regardless of location, access method or objective

Provide state-of-the-art, flexible library spaces conducive to collaborative learning and private study.

1. Develop and implement a plan to refurbish the Law Library
2. Improve physical spaces in the Main Library
   a. Review design and layout of the Library and Computing Service Desk and make changes to ensure a better customer experience
   b. Review options to create more flexible library spaces that meet student needs for appropriate silent and group study spaces

Provide a personalised customer experience and high quality services that can be accessed conveniently regardless of location

3. Review and evaluate online library services to identify areas for improvement
4. Redesign the Library website incorporating chat, LibGuides and other social media
5. Conduct a formal analysis of current service experience using surveys and focus groups
6. Build persona portfolios by customer group to identify their needs in terms of resources, facilities, services:
   a. Undergraduate
   b. Postgraduate
   c. Staff
   d. BUELi
   e. Bond College
   f. Alumni.
Goal 2

Deepen the Library’s engagement with the University community through effective collaboration and communication strategies

Use effective communication and promotion strategies to enhance the Library presence within the Bond community

1. Re-establish the Library Communication Group to ensure effective communication strategies and planning
2. Ensure all staff and students receive clear and relevant communication about library services

Develop a deeper understanding of staff and student needs through dynamic collaboration and engagement strategies

3. Identify opportunities and create occasions for increased interaction with students and staff
4. Forge closer ties with Office of Research Services and Office of Learning and Teaching
5. Embed Faculty Librarians to offer a consistent physical presence in Faculties and other learning spaces outside the Library
6. Establish effective mechanisms for identifying and communicating with new staff in each Faculty.
Goal 3

Enable and enhance the University’s research strategy and reputation through innovative research support services and scholarly information resources

Develop and maintain productive relationships with internal stakeholders and external partners

1. Build strategic contact with relevant staff and students across the University (in particular with the Office of Research Services, Associate Deans of Research, Office of Learning and Teaching, Higher Degree Research students and supervisors) in order to support research
2. Promote e-research, develop policies and continue to support the use of collaborative research services such as the Australian National Data Service

Continue to develop and improve research support services and scholarly information resources

3. Increase awareness of Library research services
4. Design and deliver innovative and responsive advanced information literacy programs for researchers, especially HDR students and early career researchers
5. Ensure targeted investment in key research information resources
6. Promote research discoverability through best practice collection, preservation and open accessibility of research outputs
7. Capture and make accessible the University’s scholarly research outputs including publications and research data sets via institutional, national and international repositories
8. Advise researchers on strategies to enhance their profile and research impact
9. Develop procedures to support researchers publishing in Gold Open Access journals.
Goal 4

Build sustainable resources and digital infrastructure to support expanding modes of teaching, learning, research and scholarly communication

Enable technologies that facilitate easy convenient discovery and use of scholarly information
1. Plan and implement a new-generation library management system
2. Identify priorities for integration of the Library’s digital services and information resources internally and with external systems such as iLearn, Research Master
3. Maintain continual awareness and assessment of emerging technologies

Accelerate the transition to digital modes of delivery to make resources available across a range of devices
4. Develop a roadmap and implementation path to deliver a Bond Mobile Library App
5. Ensure cost effective investment in information resources
6. Gather and analyse usage data and other metrics to ensure resources are cost effective and aligned with learning, teaching and research goals
7. Consult with stakeholders to review and ascertain information needs and ensure ongoing relevance of the Library’s information resources portfolio including physical collections and digital information access.
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Expand and strengthen the Library’s educational impact through collaborative partnerships

Contribute to blended learning programs that embed information literacy skills with particular emphasis on best practice use of e-learning initiatives

1. Develop and implement online information literacy modules
2. Develop strategies for delivery of library skills training within blended learning programs

Promote new information media and platforms that enhance learning and meet student needs

3. Work with academic staff to incorporate library resources into teaching and learning through the use of appropriate tools and technology

Continue to develop close and long term partnerships with academic staff to support information literacy education

4. Work with academic staff to introduce new channels for integrating library staff/presence in class
5. Partner with academic staff to develop discipline specific information literacy resources
6. Contribute to the development of the new Core program and to embed information literacy education as appropriate

Develop inclusive resources and services to support students from diverse backgrounds (e.g. NESB, indigenous)

7. Develop links with Nyombile Centre to initiate library support for indigenous students.