

1

Personal Library Experience

Working with students, the Library will transform its services to be more seamless, personalised and, above all, relevant. The Library will leverage the best technologies and develop the right skills in order to enrich the learning experience at UTS. We will do this by:

- Implementing systems that enable seamless, contextual access to Library resources.
- Harnessing technologies that provide 24/7 access to Library expertise.
- Implementing service models that go further in ensuring the Library is where our clients are.



3

Community and Partnership

With the opening of UTS Central, the Library will cement its place at the core of the UTS experience. The Library is committed to delivering a superior learning experience that harnesses our history, location and potential. We will contribute and invite the community to partner with us by:

- Engaging clients by ensuring all our services are available in UTS Central.
- Activating and promoting the UTS Reading Room as an open, inviting, engaging space for scholarship.
- Delivering a vision for the future of Informal Learning Spaces at UTS.

5

Connected Open Research

With a strong commitment to Open Scholarship, UTS Library endeavours to support and develop researchers to use technology responsibly for the good of society. We are committed to ensuring UTS research is globally visible, recognised and accessed. We will support researcher excellence and impact by:

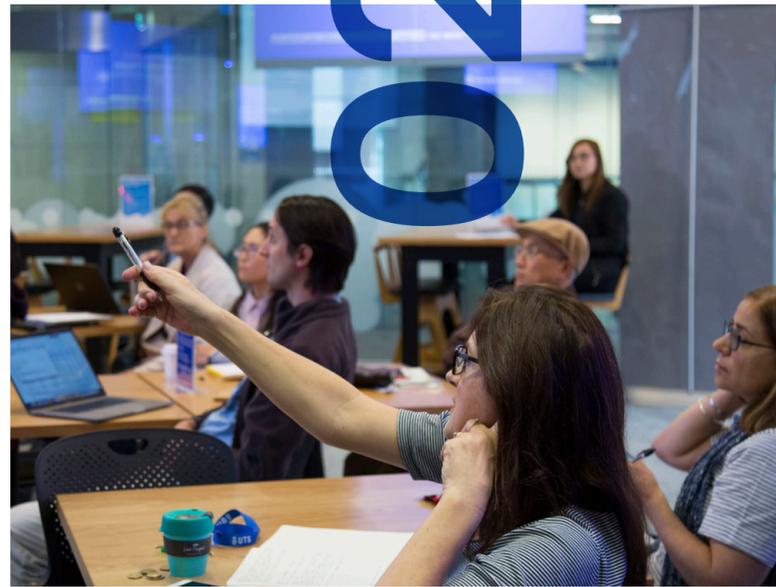
- Expanding our support for grants and metric processes.
- Reimagining our researcher training and how we deliver it.
- Supporting researchers to manage their data in an open world.

2

Learning for a Lifetime

Recognising that libraries are a constant in a learner's life, we will explore and create new ways to engage and equip our clients with the skills and information needed to function in an increasingly complex and digital world. Library services will become central to a learner's success by:

- Evolving the Library's Digital Literacy program to develop the skills required to support the distinctiveness of a UTS learning experience.
- Redefining who our clients are and how they can engage with us through a lifetime of learning.
- Working with the precinct to ensure UTS Library is visible to current, future and potential learners.



4

Digital Partners in Learning

In an increasingly digital world, the Library will redefine its digital presence to be seamless, intuitive and blended with the campus experience. We are committed to making sure our services are accessible, intuitive and open to all. We will do this by:

- Re-imagining our offerings in an online and hybrid context.
- Integrating Library offerings into the UTS online learner experience.

6

New Ways of Working

Recognising that Library staff are collaborative, innovative and have a strong focus on service excellence, we will develop our workforce to be more flexible, cohesive and empowered. Our staff will take pride in their colleagues' achievements and work towards positioning UTS Library as a benchmark for library services. We will find new ways of working through:

- Exploring ways of providing an environment that holistically engages staff.
- Examining how we work in new and emerging environments.
- Celebrating our achievements and raising the profile of Library expertise across UTS.

