

## QUT Library 2011 Strategic Plan

*QUT Library provides dynamic and innovative access to information resources and services. Its information provision, learning support and research support activities are supported by the knowledge and skills of its staff teams. The quality of its services is enhanced through partnerships with clients, University colleagues and external organisations.*

QUT's spheres of activity (QUT Blueprint <sup>3</sup> )		
<b>Students, Learning and Teaching</b>  To provide a welcome, challenging and collaborative learning environment, and student-friendly support services	<b>Research and Innovation</b>  To build QUT's reputation as a selectively intensive research university	<b>People, Culture and Sustainability</b>  To develop a sustainable and high-quality workforce profile and increase community engagement
QUT Library's outcomes		
Improved student experience and academic success through the provision of positive and collaborative learning support.	Increased researcher engagement in e-research methods and activities through the provision of research support services.	An environment of growth and innovation through the QUT Library's continuous transformation as a learning organisation.
Optimised access to high-quality information resources, services and facilities relevant to clients' study and research needs.	Increased quality of research outputs supported through the provision of research support services.	Contribution to the University's sustainability through effective planning, sound financial management, and leadership of QUT's information management strategies.
	Research data is managed as valuable research outputs through the provision of data management systems and services.	A positive contribution to QUT's community profile through the Library's engagement initiatives.
Key Performance Indicators		
<ul style="list-style-type: none"> <li>• Student satisfaction with the Library's study and learning support services.</li> <li>• Embedded information literacy/academic skills in the curriculum.</li> <li>• Library spaces and facilities meet student needs.</li> <li>• Usage of information resources.</li> <li>• Engagement with research staff and students in research support activities.</li> <li>• Availability of QUT scholarly publications.</li> <li>• Library staff undertake training/development activities annually.</li> <li>• A balanced operations budget.</li> <li>• Library staff satisfaction.</li> </ul>		

## Enabling Plans

QUT Library uses the following enabling plans to effectively achieve its outcomes:

- Division of Technology, Information and Learning Support Strategic Plan
- Division of Technology, Information and Learning Support IT Strategy
- QUT Library Workforce Plan
- QUT Library Web Plan
- Research Support Plan and strategies
- Committee Annual Action Plans

## Enabling Frameworks

QUT Library uses the following enabling frameworks to effectively achieve its outcomes:

- QUT's Project Management Framework (PMF)
- TILS' Service Management Framework (SMF)