

Library Strategic Plan

Purpose and Values



University Library

1 THE PURPOSE OF THE UNIVERSITY LIBRARY

To develop and deliver high quality and innovative information services, resources and environments to support the research, learning and teaching of the University and to benefit the wider community.

2 LIBRARY VALUES AND OPERATING PRINCIPLES

- The customer is at the heart of everything we do
- We are dedicated to providing a friendly, professional and efficient service
- We are flexible and innovative, ensuring that customer needs are met and exceeded
- Through training and personal development we ensure the continued excellence and expertise of our staff
- Our supportive and inclusive team environment encourages all staff to contribute and have a voice
- We actively engage with the wider community to share, collaborate and inspire
- We are enthusiastic to support the wider interests of the University and to enhance its reputation
- We promote accessibility and diversity in all our services



Winner of Outstanding
Leadership and
Management Team



The Government Standard