

## **Mission** [Why we exist]

To deliver high-quality client-focused services that facilitate access to world-class information resources to maximize scholarly communication and academic knowledge creation.

## **Vision** [What we want to be]

The Academy Library, UNSW Canberra is an essential and innovative service provider that delivers intuitive, reliable, timely access to quality collections, information and services.

## **Environment** [Context that may affect achievement of goals]

The Academy Library works within two important but differing contextual environments – 1) UNSW and 2) the Department of Defence. The Department of Defence supplies a core body of students and the broad infrastructure capital - namely buildings and maintenance support while UNSW is the service provider for an extensive range of academic undergraduate and post-graduate courses, and the facilitating institution for staff and higher degree research.

This dual environment places twofold compliance requirements on the Academy Library. In addition to adhering and contributing to UNSW strategic initiatives and academic graduate attribute requirements, the Academy Library must also meet the contracted requirements in the Defence Service Level Agreement (SLA). This Strategic Intent is focused on goals that have been formed to recognise challenges and turn them from potential obstacles to strategic opportunities for improvement in the provision of services and support.

## **Goals & Objectives** [What we must achieve for success]

The Academy Library's goals for 2015-2016 have as their foundation the three overarching strategic directions of UNSW - Academic Excellence, Social Engagement, and Global Impact. While these directions will guide the work of the Academy Library for the next decade, the Library's strategic priorities for the immediate future focus on three core themes – Improved Governance; Quality client-focused services; and Enriched collection access.

To achieve these goals and objectives a number of measurable activities have been articulated in the Academy Library's Operational plan for 2015-2016.

Goal A. Improved governance:

*Embed and follow library management 'best practices' by establishing and maintaining effective governance and managerial policy infrastructure and building collaborative partnerships to facilitate efficient and effective resource management*

Goal B. Quality client-focused services:

*To be recognised and valued as a key educational partner delivering a professional, high-quality client focused library service contributing to an exceptional teaching, learning, and research experience independent of location, technology or mode of study*

Goal C. Enriched collection access:

*To build on the Academy Library's world-class research strengths in military history and defence studies through projects to promote and enable greater access to our scholarly digital, physical and special collection materials*