Focus Monash Goals

What we will deliver

Focus Monash Principles

Objectives we will pursue

How we will enable change

MALAYSIA LIBRARY STRATEGY MAP 2020

Excellent + International + Enterprising + Inclusive

Seamless user experience

Fit-for-purpose learning environments

Future-focussed skills and capabilities

Reputation and impact

Discover

Service

Ambition

Openness

Enhance the relevance of information resources

Enhance the physical library environment

Impart research and learning skills for students to thrive in uncertain times

Enable effective research practice for enhanced impact

Improve the discovery and accessibility of resources

Enhance the online library environment

Provide digital learning opportunities to enhance student engagement

Deliver enriching public programs and outreach

1. Prepare staff for the Library’s future

2. Improve our systems and support processes

3. Demonstrate our value and contribution

4. Demonstrate our library leadership
## Key strategic initiatives and enhancements 2020

Legend: UI=University led initiative, UE=University led enhancement, LI= Library led initiative, LE= Library led enhancement

<table>
<thead>
<tr>
<th><strong>Theme 1: Seamless user experience</strong></th>
<th><strong>Theme 2: Fit-for-purpose learning environments</strong></th>
<th><strong>Theme 3: Future-focused skills and capabilities</strong></th>
<th><strong>Theme 4: Reputation and impact</strong></th>
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<td><strong>Objective 1: Enhance the relevance of information resources</strong></td>
<td><strong>Objective 1: Enhance the physical library environment</strong></td>
<td><strong>Objective 1: Impart research and learning skills to enable students to thrive in uncertain times</strong></td>
<td><strong>Objective 1: Enable effective research practice for enhanced impact</strong></td>
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<td>A. Implement the Library collection management plan and associated principles in alignment with MUAL strategies. (UE)</td>
<td>A. Review and evaluate the Library Interim Space Plan 2020-2022, including effectiveness of LLC storage strategies for less used materials to continue increase seating capacity. (UE)</td>
<td>A. Identify and pursue targeted collaborations with academic staff to embed research and learning skills within units, face-to-face and online. (LE)</td>
<td>A. Introduce and pilot a tiered-service model for research support services. (LI)</td>
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<td>B. Revise weeding guidelines in view of Monash e-preferred policy and physical space constraints. (LE)</td>
<td>B. Develop and implement refurbishment plans in line with campus space roadmap. (LE)</td>
<td>B. Review and streamline the provision of Library general workshops in view of existing and new e-learning initiatives. (LE)</td>
<td>B. Expand programs and resources for researchers and HDR students to develop skills across the research lifecycle (LE)</td>
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<td>C. Improve the strength of the Monash Malaysia collection to support the University’s education and research priorities. (LE)</td>
<td>C. Implement RFID-enabled security gates and self-service kiosks to enhance mobile user experience, increase protection of LLC assets, while ensuring usage data reliability. (LI)</td>
<td>C. Review and enhance library-led MDP offerings to meet graduate students’ evolving needs and demands. (LE)</td>
<td>C. Explore opportunities with CRM to contribute to research impact and assessment activities. (LE)</td>
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<th><strong>Objective 2: Improve the discovery and accessibility of resources</strong></th>
<th><strong>Objective 2: Enhance the online library environment</strong></th>
<th><strong>Objective 2: Provide digital learning opportunities to enhance student engagement</strong></th>
<th><strong>Objective 2: Deliver enriching programs and outreach</strong></th>
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<td>A. Enhance the discoverability and accessibility of physical resources through ongoing analysis and evaluation of the collection. (LE)</td>
<td>A. Redesign the Library web presence in alignment with MUAL’s user experience strategy. (UE)</td>
<td>A. Expand the provision of digitally enabled resources to deliver flexible and engaging learning at students’ point of need. (LE)</td>
<td>A. Pilot and evaluate impact of external research support workshops. (LI)</td>
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<td>B. Revise IS service delivery model in view of increased collection management role towards outstanding user experience. (LE)</td>
<td>B. Implement and pilot a “live chat” feature within the website to increase user engagement with the Library’s services. (LE)</td>
<td>B. Revisit the Library Orientation’s delivery approach to engage with students irrespective of their location and starting date. (LE)</td>
<td>B. Plan and co-host Library Carpentry workshop to build data skills within SEA/APAC library community. (LE)</td>
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<td>C. Build staff capacity for transition towards the management of MUM e-resources in PRIMO VE environment by 2021. (LI)</td>
<td>C. Contribute to the review, implementation and management of the reading list platform to enhance service delivery (LE).</td>
<td>C. Contribute to the implementation of Monash Open Access policies and procedures in the Malaysian context. (LE)</td>
<td>C. Coordinate and conduct School-based scholarly communication campaigns. (LE)</td>
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<th><strong>Enabler 1: Prepare staff for the Library’s Future</strong></th>
<th><strong>Enabler 2: Improve our systems and support processes</strong></th>
<th><strong>Enabler 3: Demonstrate our value and contribution</strong></th>
<th><strong>Enabler 4: Demonstrate our library leadership</strong></th>
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<td>A. Streamline the Library’s organizational structure for increased efficiencies and integrated services and roles. (LE)</td>
<td>A. Coordinate and implement ALMA/PRIMO re-architecture project jointly with MUAL. (UI)</td>
<td>A. Review Library’s data collection, assessment and reporting mechanisms across the Library to further demonstrate value and impact. (LE)</td>
<td>A. Pursue mutually beneficial collaborations with leading libraries in APAC region. (LE)</td>
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<td>B. Pursue opportunities to maximize staff skills and capabilities through HR-sponsored trainings, peer-learning, staff rotations and/or cross-unit initiatives. (LE)</td>
<td>B. Review the effectiveness of ALMA workflows in the context of ALMA/PRIMO re-architecture. (UI)</td>
<td>B. Promote Library’s value through evidence-based contribution and strategic communications. (LE)</td>
<td>B. Contribute leadership and expertise through membership and service to professional library organisations. (LE)</td>
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<td></td>
<td>C. Review the effectiveness of LLC strategic planning exercise and mechanisms. (LE)</td>
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