MALAYSIA LIBRARY STRATEGY MAP 2020

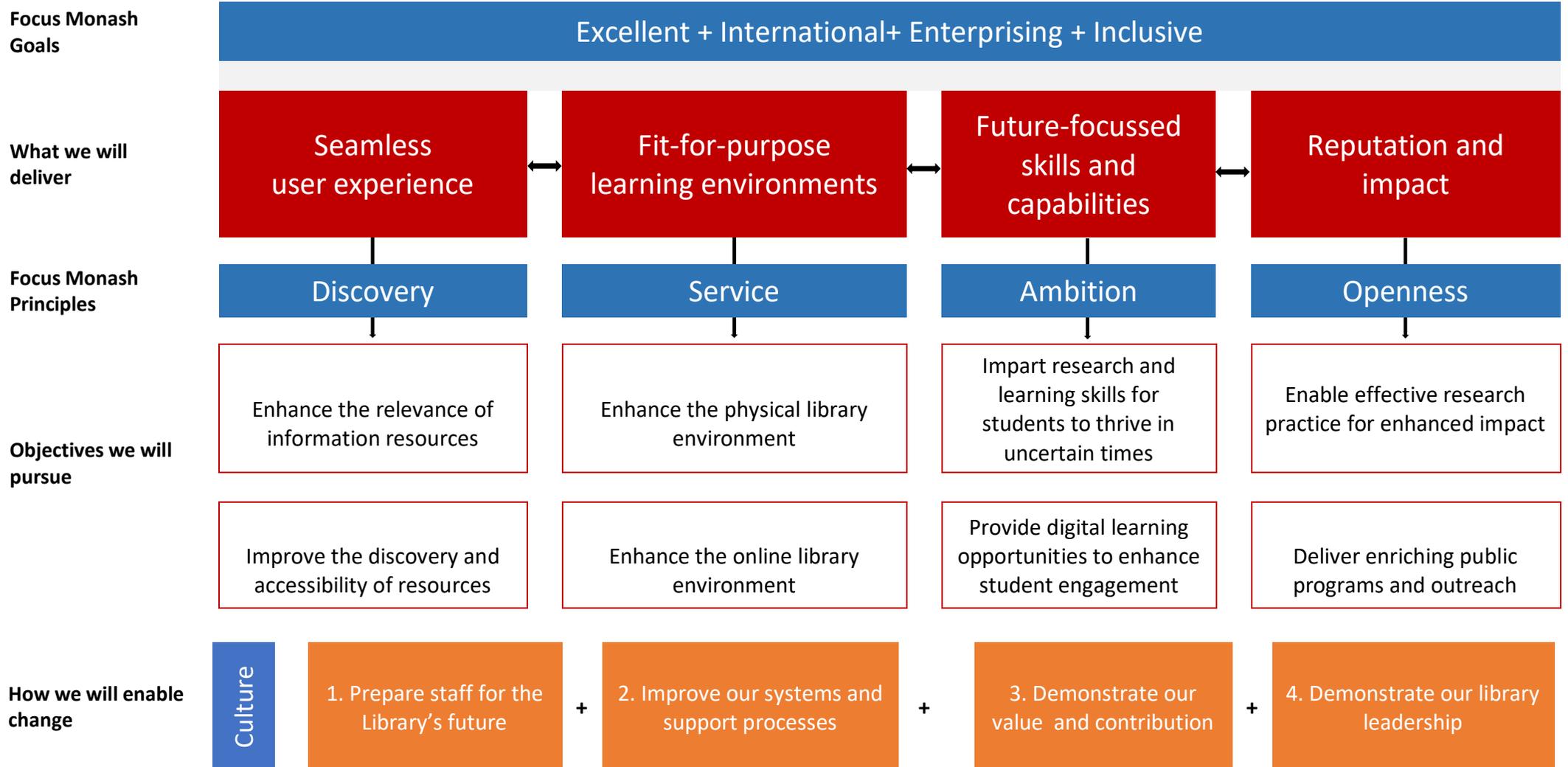|			
Focus Monash Goals	Excellent + International+ Enterprising + Inclusive		
What we will deliver	Seamless user experience ⟷	Fit-for-purpose learning environments ⟷	Future-focussed skills and capabilities ⟷	Reputation and impact
Focus Monash Principles	Discovery	Service	Ambition	Openness
Objectives we will pursue	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
How we will enable change	Culture	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

Theme 1: Seamless user experience

Objective 1: Enhance the relevance of information resources

A. Implement the Library collection management plan and associated principles in alignment with MUAL strategies. (UE)
B. Revise weeding guidelines in view of Monash e-preferred policy and physical space constraints. (LE)
C. Improve the strength of the Monash Malaysia collection to support the University's education and research priorities. (LE)

Objective 2: Improve the discovery and accessibility of resources

A. Enhance the discoverability and accessibility of physical resources through ongoing analysis and evaluation of the collection. (LE)
B. Revise IS service delivery model in view of increased collection management role towards outstanding user experience. (LE)
C. Build staff capacity for transition towards the management of MUM e-resources in PRIMO VE environment by 2021. (LI)

Theme 2: Fit-for-purpose learning environments

Objective 1: Enhance the physical library environment

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)
B. Develop and implement refurbishment plans in line with campus space roadmap. (LE)
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)

Objective 2: Enhance the online library environment

A. Redesign the Library web presence in alignment with MUAL's user experience strategy. (UE)
B. Implement and pilot a "live chat" feature within the website to increase user engagement with the Library's services. (LE)
C. Contribute to the review, implementation and management of the reading list platform to enhance service delivery (LE).

Theme 3: Future-focused skills and capabilities

Objective 1: Impart research and learning skills to enable students to thrive in uncertain times

A. Identify and pursue targeted collaborations with academic staff to embed research and learning skills within units, face-to-face and online. (LE)
B. Review and streamline the provision of Library general workshops in view of existing and new e-learning initiatives. (LE)
C. Review and enhance library-led MDP offerings to meet graduate students' evolving needs and demands. (LE)

Objective 2: Provide digital learning opportunities to enhance student engagement

A. Expand the provision of digitally enabled resources to deliver flexible and engaging learning at students' point of need. (LE)
B. Revisit the Library Orientation's delivery approach to engage with students irrespective of their location and starting date. (LE)

Theme 4: Reputation and impact

Objective 1: Enable effective research practice for enhanced impact

A. Introduce and pilot a tiered-service model for research support services. (LI)
B. Expand programs and resources for researchers and HDR students to develop skills across the research lifecycle (LE)
C. Explore opportunities with CRM to contribute to research impact and assessment activities. LE)
D. Contribute to the implementation of Monash Open Access policies and procedures in the Malaysian context. (LI)

Objective 2: Deliver enriching programs and outreach

A. Pilot and evaluate impact of external research support workshops. (LI)
B. Plan and co-host Library Carpentry workshop to build data skills within SEA/APAC library community. (LE)
C. Coordinate and conduct School-based scholarly communication campaigns. (LE)

Enabler 1: Prepare staff for the Library's Future

A. Streamline the Library's organizational structure for increased efficiencies and integrated services and roles. (LE)
B. Pursue opportunities to maximize staff skills and capabilities through HR-sponsored trainings, peer-learning, staff rotations and/or cross-unit initiatives. (LE)

Enabler 2: Improve our systems and support processes

A. Coordinate and implement ALMA/ PRIMO re-architecture project jointly with MUAL. (UI)
B. Review the effectiveness of ALMA workflows in the context of ALMA/PRIMO re-architecture. (UI)
C. Review the effectiveness of LLC strategic planning exercise and mechanisms. (LE)

Enabler 3: Demonstrate our value and contribution

A. Review Library's data collection, assessment and reporting mechanisms across the Library to further demonstrate value and impact. (LE)
B. Promote Library's value through evidence-based contribution and strategic communications. (LE)

Enabler 4: Demonstrate our library leadership

A. Pursue mutually beneficial collaborations with leading libraries in APAC region. (LE)
B. Contribute leadership and expertise through membership and service to professional library organisations. (LE)