

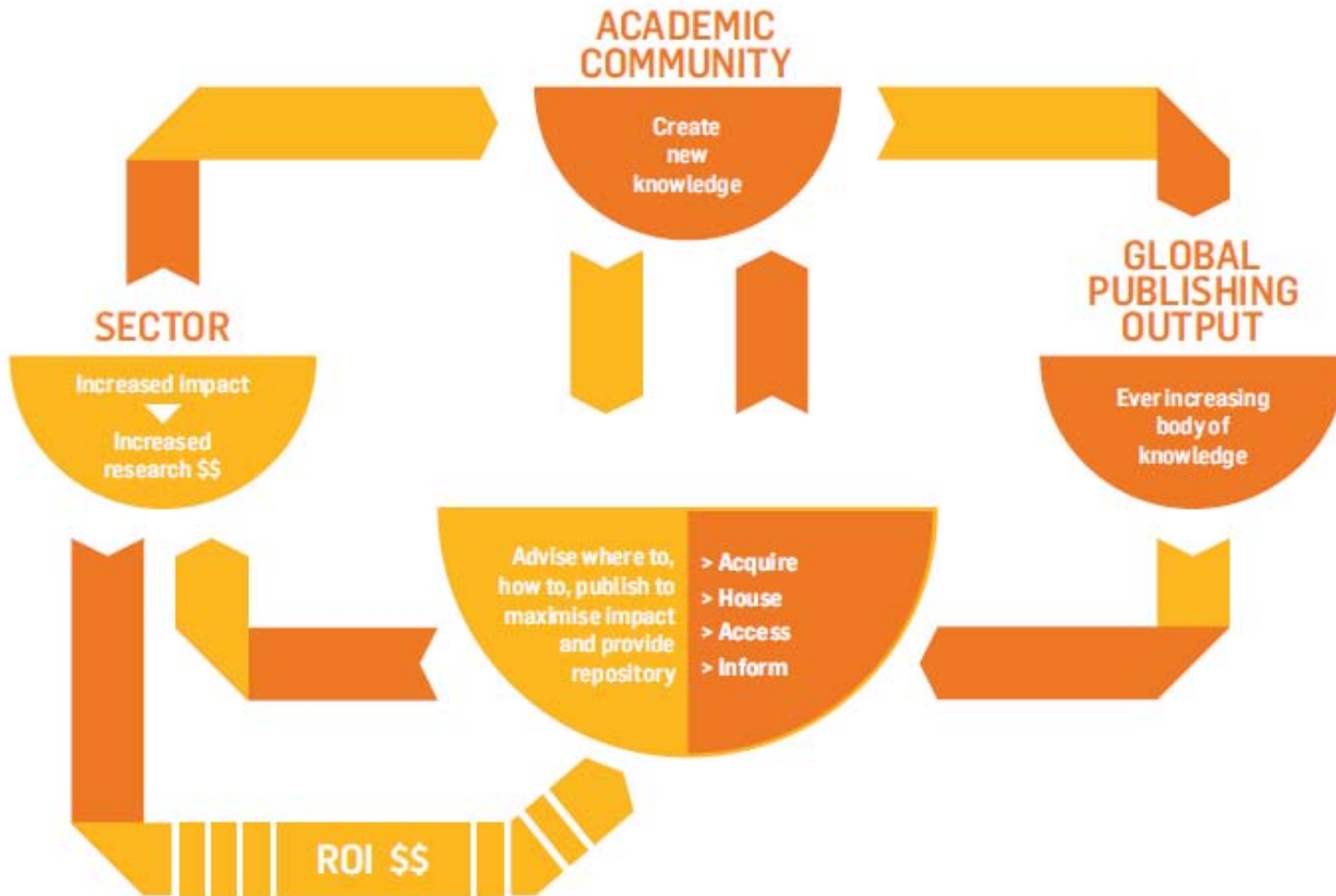
# HERESY OR INNOVATION?

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# THE HOLY TRIPTYCH

- content
- services
- client relationship management

## ALIGN

competencies to activities

activities to strategy

understand your value



## WHAT WAS IT LIKE?

- Meeting every *Library* KPI
- Information Literacy reach at 92% of UGs
- Beautiful physical spaces for students
- Longstanding personal relationships with a handful of academics
- A few deep wells of expert knowledge
- Client and staff satisfaction levels sky-high
- INSYNC top national percentiles
- Everyone was “very busy”
- and everywhere you went people said

*“I love the Library”*



AND THEN WE BROKE IT....



# DRIVERS

- the Sector
- the University
- the Library
- the Divisions
- the Teams
- the People

the work



## ○ Resources

- Agreement on process and outcomes
- Build bridges – skills matrix, speed sessions, think tanks
- Processes into services – Team purposes



1. Team - Collection Development Purpose: developing and maintaining strong, focused, core collections to meet the teaching and research needs of UOW
2. Team - Resource Sharing Purpose: facilitating responsive, access to supplementary content
3. Team - Scholarly Content Purpose: source,





# RESEARCH PUBLICATIONS REVIEW

- Reduce the workload on faculty and academic staff
- Improve the data quality of our publications collection
- Improve the completeness of the publications collection
- Simplify publication reporting capacity
- Centralise publication management expertise

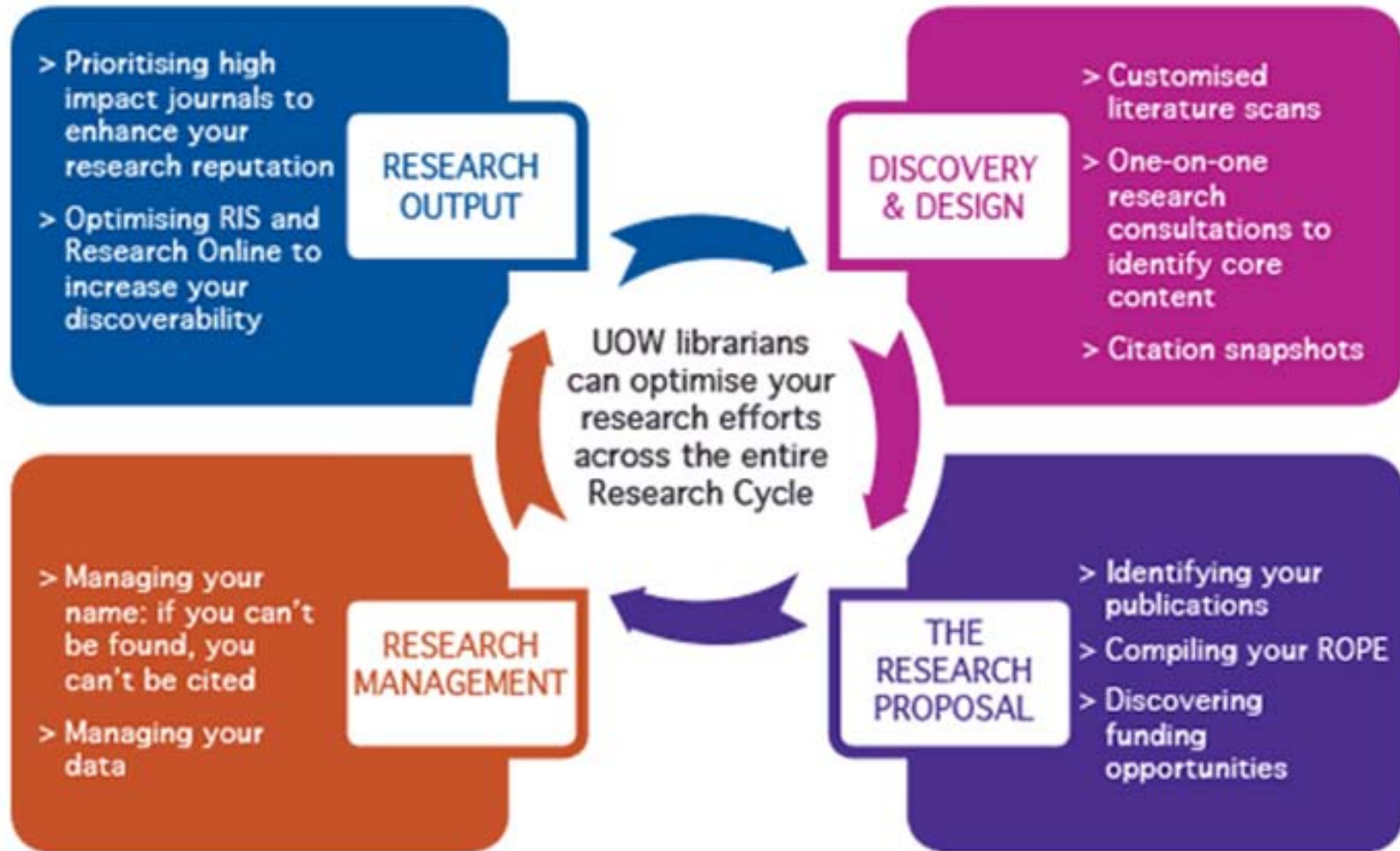


# AFTER ALL THAT...WERE WE WRONG?

- UOW repository has **99%** of total UOW outputs
- A jump in world repository rankings 201 to 171.
- DVC Research selling value of library's role as core partner in institutional research strategy
- Info Lit reduced by 72%
- 800+ academics visited by 4 Outreach Librarians in 18 months
- 400 bibliometrics reports delivered to help Deans, schools, and researchers articulate their research impact
- 3 desks and 6 service points down to 1 'in the round'
- 4 new services created to support *the academy*
- New SLAs and funding models for four regional campuses based on CAUL standards for first time



# but not least...the R word



# OUR GUIDING PRINCIPLES

We

- are definite about our vision and never stop talking about it
- forge new conversations – messaging up - down - sideways
- take on cultural change –its not just about *you* its about *us*
- use every road-block as an opportunity to help people reconnect to the purpose
- continue to keep it in the work and out of the emotion using outcomes as a driver
- acknowledge libraries have well defined & excellent processes but move on keeping the primary focus on the outcomes (clients)



# WE'RE DONE

*Questions, comments?*

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