Library Support for NeW Directions – Future Workforce Plan

The Library's staff are its most important asset. In response to the New Directions Future Workforce Plan, the Library has developed a Library Staff Workforce Plan which will assist with the further development of career pathways and succession planning as well as provide new opportunities for skill development to ensure that our staff resources are clearly aligned with the strategic priorities of the University.

A number of initiatives in recent years demonstrate this commitment:

The Library Services Workforce Plan 2013-2015 has been developed in response to a range of drivers of change which have been considered in the context of the strategic objectives articulated in the University’s Future Workforce Plan and relevant objectives in the other four plans comprising the University’s NeW Directions Strategic Plan.

Drivers for change in the **collections and resources** areas include:

- Increasing demand for electronic resources
- ‘just in time’ rather than ‘just in case’ approach to collection development
- Increasingly complex functionality in electronic resource packages, products and pricing
- A shift in library resourcing from a structure primarily supporting print collections to one focused on the acquisition, access and discovery of digital resources.

Drivers for change in **service and facilities** include:

- Increasing enrolments and increased diversity of students
- Supporting the University’s position as a leader in enabling and indigenous programs
- Changes in pedagogy and an increase in online and blended learning
- Changes to the way students study and increased demand for ‘anytime anywhere’ delivery of information.

Leone Clough and Helen Lloyd

Greg Anderson, University Librarian

Rebecca Heath (foreground) and Jane Neave
In 2011, the Library implemented internal planning groups to encourage staff from all levels and teams to participate in Library planning. The groups include: Staff Development & Workforce Planning; Space & Facilities; Community Engagement; Marketing & Promotions; Internal Communications; Process Improvement and Library Futures.

Over 70 staff members participate in these groups which empower staff to be involved in the planning and broader activities of the Library beyond their immediate team and provide the opportunity to participate in projects or cross unit activities.

Library staff have a strong service ethic and consistently demonstrate high levels of commitment and initiative in their work. This is borne out by the results of the biennial Client Satisfaction Survey (InSync) to gauge satisfaction with facilities, collections and services. In 2012, five factors in the top ten performance list relate to library staff, specifically their fairness, approachability and helpfulness, their provision of accurate answers to enquiries, availability to assist and the adequacy of face to face enquiries.

In addition, a number of Library staff have received ALTC awards, the Vice-Chancellors’ Staff Excellence Awards and awards for Outstanding Contribution to Student Learning, in recognition of their commitment to service delivery and enrichment of the student experience.

The Library consistently reviews services and processes to optimise efficiency and to ensure there are clear lines of responsibility.

Beginning with the Lending Services Team, a rolling cycle of work unit reviews has begun which are intended to establish effective staffing arrangements in the context of the Library’s and the University’s Future Workforce plans.

In response to staff and client suggestions, the Process Improvement Planning Group implements and documents process improvement strategies to support the strategic priorities of the New Directions Strategic Plan 2013-2015.
The Library is a vibrant and dynamic community and a healthy and rewarding place to work. (SO5)

Library staff are actively engaged in all aspects of University life from involvement in research and information fora to participation in the annual campus Spring Scrambles.

28 library staff – or nearly one third of Library staff, are currently stepping out in the Corporate Global Challenge while many others are involved in individual or team sports, including a Rover indoor soccer team.

Staff are enthusiastic participants in charity events including the Biggest Morning Tea and the Relay for Life. A number of staff are also graduates of or are studying at the University of Newcastle.

The Library Staff Development group identifies strategies and suggestions for staff development activities and instituted the 'Snapshot Series' - as a way for staff to share information about key aspects of their jobs as well as conference takeaways and other development activities. Staff from other units in the University are also regularly invited to provide updates for Library staff.

Staff actively engage with international, national, and regional communities and our conjoints, alumni, friends and benefactors. (SO4)

Library staff engage with the community in a range of ways including providing tours and workshops for school visits, and the development of programs and online resources for the Aim High program, Year 6 Discover Uni days and the Girls Choice and Boys Live-It Summer Schools.

The Community Engagement Group works to identify and enhance opportunities for community engagement.

A key aspect of engagement is via the Library’s Cultural Collections where highly engaged staff help community volunteers build a range of resources including books, images, exhibitions, and an extensive suite of online resources.

An example of the outcomes of this community engagement is featured over the page.
PEOPLE AND PLACE | COAL AND COMMUNITY EXHIBITION LAUNCH


Many of the towns and cities within the greater Hunter region owe their foundations and their economies to the coal industry. From the discovery of coal in Newcastle in 1797, the industry has helped to shape the towns, landscape and economy of the Hunter. The PEOPLE AND PLACE | COAL AND COMMUNITY project charts the history of the influence of coal via early photographs, official and personal records and other evidence.

The PEOPLE AND PLACE | COAL AND COMMUNITY project assembles items including photographs and maps from important archives and private collections to represent the way people have lived and worked in the Hunter since its beginnings. The project has resulted in a touring exhibition, an illustrated book and a comprehensive website which also includes educational resources for teachers and students. Members of the community are invited to contribute to the website by submitting their own stories, photographs and memories of working and living in coal communities throughout the Hunter.

The project represents a collaboration between a number of individuals, community groups, the University Gallery and the University Cultural Collections, and has been made possible thanks to a grant from the Coal & Allied Community Development Fund.

For more information on PEOPLE AND PLACE | COAL AND COMMUNITY PROJECT, its Gallery and Library touring schedule, educational resources or archive, go to

Website: www.coalandcommunity.com