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Library Strategic Plan 2018-2020

A. Targets and Strategic Plan for 2018

(Restructuring the university libraries as 'open learning commons' and comprehensive access of digital collections)

Sl. No.	Action/Goals	Accountability	Benchmarks (2017)	Targets (2018)
1.	Teaching and learning function of the Fiji National University in coordination with support of library.	PVC (L&T)	The library increasingly becomes a multi-purpose support facility for learning and teaching function of the University under the guidance of PVC (L&T).	• Library strategic plan made to meet the requirements for 2018 (as year wise) of new L&T portfolio as per the University curriculums.
2.	Transforming the traditional library models and systems into emerging the **Information Learning Commons**. Changing the role of professional and paraprofessional staff as per new emerging requirements.		The library management changed the roles of the library professionals to meet the specific Learning Common (LC) requirements according to the new L&T portfolio.	• Redesign the job description, structure and portfolio according to LC. • Introduce new work roles towards 'Open Learning Commons'.

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| 3. | Arrangement of new Information and Learning Commons Project (ILCP). | | Library made plans to change the existing physical facilities of the library and introduced the high-tech and updated technology for L&T purpose. | • Koronivia library building extension to be completed by December 2018.
• Implement and to start the extension of Nasinu library learning common project.
• The extension of Nasinu library to be completed by December 2019.
• The extension plan shall execute area for postgraduate studies, masters and research scholars.
• Enhance collaborative learning with new resources and modern & luxury facilities i.e. sofa set (for executive setting arrangement), LED screens (for online and university information). Three libraries (Nasinu, Koronivia, and Natabua) targeted to facilitate aforesaid by Dec. 2018.
• Prepare plan to create learning environment, fostering the complex and |

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				• high level meta-learning skills, including self-directed learning. • Allocate study space, computers, access to information resources and learning support to the library users with high speed internet facility. • Drive future oriented learning and teaching throughout the FNU communities.
4.	ISO 9001:2015 Certified library		Introduction to the revised ISO 9001:2015 standards to improve management processes and customer satisfaction.	• Revise current library policy and procedures by October 2018 with learning common concept. • Create 5S awareness programme amongst all library staff. • Implement 'Online Customer Services' (survey method) and evaluate its effectiveness.

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				• Devise optional method based on the outcome of its effectiveness by October 2018
5.	Exceptional customer service		A mature culture of continuous improvement and client-centered staff engagement forms the foundation of library value, and enables us to demonstrate this value to the University and our library users.	• Training to all campus library staff to be provided on exceptional customer service by June 2018 and refresher to be conducted in October 2018.
6.	Implementation of 5s and IQCC		Quality control by employees at different levels in the library enabling them to have an opportunity to perform effectively and meshing well with the library goals and objectives.	• Three teams from Library to participate in IQCC 2018. • Koronivia, Samabula and West library staff involved in IQCC projects. • The QC project to be implemented and results to be achieved by 31st August 2018.
7.	Information Literacy and Bachelor of Library and Information Systems (BLIS) programmes.		Increased graduate attribute and in relation to developing skills for lifelong learning, information literacy skills were	• Library staff change the way that they support students undertaking inquiry-based projects.

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			included as a graduate attribute. Further collaboration between librarians and teaching staff occurred optimal access to, and usage and archiving of learning and teaching objectives.	• All the senior library staffs are to be involved for teaching in Certificate, Diploma and Bachelor degree LIS programmes to develop the library professionals. • Library staff to be trained on Information Literacy by the campus librarian in charge to embed information to the library users.
8.	Digital library facilities and information repositories.		Improved the active learning. Digital Library transformed the intellectual activities of the university as it facilitated restructuring of the current higher-education system into a global "knowledge and learning" industry. Digital library will help students and teachers in the university to develop their L&T competencies.	• Campus Librarians in charge to train the Library staff to deliver e-resource information, make the institutional repositories. • The PaperCut solution to be facilitated by May 2018. • The awareness and full implementation of PaperCut solution that is self-managed printing, photocopy and scan to be completed by mid-2018.

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9.	Collection development and enhancing the assemblage and provision of a variety of information materials to meet the need of library users in the electronic environment.		Collection development policy to be changed due to the emergence of e-resources and the increasing involvement of high tech updated information.	• Invite for the recommendations from faculty/staff members for new Learning Resources (LR's). • Complete weeding process by December 2018. • Subscription of E-Resources to be updated to enhance and promote digitisation.
10.	Develop 'Open Learning Commons' and library equipped with new technologies and facilities.	PVC L&T	The library increasingly becomes 'Open Learning Commons' equipped with multi-purpose support facility for learning and teaching function of the University under the guidance of PVC (L&T).	• Library strategic plan (2018-2020) to be made to meet the requirements (year wise) of new L&T portfolio of the University.

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B. Targets and Strategic Plan for 2019

(Restructuring the university libraries as 'open learning commons' and comprehensive access of digital collections)

Sl. No.	Action/Goals	Accountability	Benchmarks (2017)	Targets (2019)
1.	Teaching and learning function of the Fiji National University in coordination with support of library.	PVC (L&T)	The library increasingly becomes a multi-purpose support facility for learning and teaching function of the University under the guidance of PVC (L&T).	• Library strategic plan made to meet the requirements for 2019 (year wise) of new L&T portfolio as per University curriculum.
2.	Transforming the traditional library models and systems into emerging the **Information Learning Commons**. Changing the role of professional and paraprofessional staff as per new emerging requirements.		The library management changed the roles of the library professionals to meet the specific Learning Common (LC) requirements according to the new L&T portfolio.	• Implement the new job description • Train the staff on their new roles and responsibilities by introducing them to their new work roles.

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3.	Arrangement of new Information and Learning Commons Project (ILCP).		Library made plans to change the existing physical facilities of the library and introduced the high-tech and updated technology for L&T purpose.	• The redesigning plan for Nasinu to be completed by December 2019. • Redesigning plan for Nadi (Library extension) and Lautoka library to be executed. • New furniture's for learning common to be ordered to Libraries going through redesigning phase • Libraries shall plan for re-arrangement of resources and space to suit the collaborative learning environment needs of the students. • Create learning environment, fostering the complex and high level meta-learning skills, including self-directed learning. • Drive future oriented learning and teaching throughout the FNU communities.
4.	ISO 9001:2015 Certified library		Introduction to the revised ISO 9001:2015 standards to improve management processes and customer satisfaction.	• Staff training plan to be designed as a refresher on library policies and procedures

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				• Refresher scheme/ tests to be designed for staff. • Compare and improve on library services as per the library survey analysis.
5.	Exceptional customer service		A mature culture of continuous improvement and client-centered staff engagement forms the foundation of library value, and enables us to demonstrate this value to the University and our library users.	• Library staff to be trained by campus librarian in charge • Incentive scheme to be designed for staff with highest rank in exceptional/ outstanding customer service.
6.	Implementation of 5s and IQCC		Quality control by employees at different levels in the library enabling them to have an opportunity to perform effectively and meshing well with the library goals and objectives.	• Aim to continue with the existing IQCC teams in 2019 and implement successful 2018 QC projects across all libraries as applicable • Involve staff from Pasifika, FSN and FSM in IQCC 2019. • 5S audit process to be executed as compulsory aspect of all libraries for continuous improvement

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7.	Information Literacy and Bachelor of Library and Information Systems (BLIS) programmes.		Increased graduate attribute and in relation to developing skills for lifelong learning, information literacy skills were included as a graduate attribute. Further collaboration between librarians and teaching staff occurred optimal access to, and usage and archiving of learning and teaching objectives.	• Refresher training on information literacy to be conducted for library staff by campus librarian in charge. • Library staff to be dedicated specific hours to complete Information Literacy training for the students in a week • Campus Librarians to conduct Information Literacy trainings for the academic staff dedicate certain hours in a week assisting staff with research.
8.	Digital library facilities and information repositories.		Improved the active learning. Digital Library transformed the intellectual activities of the university as it facilitated restructuring of the current higher-education system into a global "knowledge and learning" industry. Digital library will help students and teachers in	• Improve awareness of digital library through appropriate gadgets and trainings • Increase information source for users through more subscriptions • Campus librarian in charge or allocated library staff in charge to conduct training on newly subscribed e-database relevant to their college.

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			the university to develop their L&T competencies.	
9.	Collection development and enhancing the assemblage and provision of a variety of information materials to meet the need of library users in the electronic environment.		Collection development policy to be changed due to the emergence of e-resources and the increasing involvement of high tech updated information.	• Subscription of E-Resources to be updated to enhance digitization. • Upgrading the e-database subscriptions to provide current and update information to the users to produce quality research.

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C. Targets and Strategic Plan for 2020

(Restructuring the university libraries as 'open learning commons' and comprehensive access of digital collections)

Sl. No.	Action/Goals	Accountability	Benchmarks (2017)	Targets (2020)
1.	Teaching and learning function of the Fiji National University in coordination with support of library.	PVC (L&T)	The library increasingly becomes a multi-purpose support facility for learning and teaching function of the University under the guidance of PVC (L&T).	• Library strategic plan made to meet the requirements for 2020 of new L&T portfolio as per University curriculum.
2.	Transforming the traditional library models and systems into emerging the **Information Learning Commons**. Changing the role of professional and paraprofessional staff as per new emerging requirements.		The library management changed the roles of the library professionals to meet the specific Learning Common (LC) requirements according to the new L&T portfolio.	• Implement refresher training/remedial exercise for staff development to train them how to meet the changing expectations with creative minds and ideas.

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3.	Arrangement of new Information and Learning Commons Project (ILCP).		Library made plans to change the existing physical facilities of the library and introduced the high-tech and updated technology for L&T purpose.	• The redesign plan for Samabula, Pasifika, Ba and Labasa shall be executed with refurbished furniture's and with area allocated for postgraduate studies applicable to respective campuses and. • Create learning environment, fostering the complex and high level meta-learning skills, including self-directed learning. • Drive future oriented learning and teaching throughout the FNU communities. • Implement Human Library concepts to Campus Librarian/Librarian in charge to bring consultants/lecturers/professors/industry. • Experts to have a session with students on expectations and requirements of outside world.
4.	ISO 9001:2015 Certified library		Introduction to the revised ISO 9001:2015 standards to improve	• Revision of changes in processes to be reflected in the library procedures.

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			management processes and customer satisfaction.	• Refresher tests to be conducted for staff to upgrade their skills and knowledge • Compare and improve on library services as per the library survey analysis.
5.	Exceptional customer service		A mature culture of continuous improvement and client-centered staff engagement forms the foundation of library value, and enables us to demonstrate this value to the University and our library users.	• Refresher customer service training to be conducted by campus librarians in charge by January 2020 • A special incentive to be implemented through annual performance appraisal for staff with highest rank in exceptional/ outstanding customer service.
6.	Implementation of 5s and IQCC		Quality control by employees at different levels in the library enabling them to have an opportunity to perform effectively and meshing well with the library goals and objectives.	• Existing IQCC teams to continue. • Library management to devise schemes and incentives for staff involved in QC projects. • A special incentive to be implemented through annual performance appraisal for excelling in 5S.

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7.	Information Literacy and Bachelor of Library and Information Systems (BLIS) programmes.		Increased graduate attribute and in relation to developing skills for lifelong learning, information literacy skills were included as a graduate attribute. Further collaboration between librarians and teaching staff occurred optimal access to, and usage and archiving of learning and teaching objectives.	• Library staff to target new University entrants and provide training on Information Literacy (IL) to be verified by the campus librarian. • Devising program for lecturers to have IL session in their classes for their students every year for quality research.
8.	Digital library facilities and information repositories.		Improved the active learning. Digital Library transformed the intellectual activities of the university as it facilitated restructuring of the current higher-education system into a global "knowledge and learning" industry. Digital library will help students and teachers in the university to develop their L&T competencies.	• Have digital awareness program in all campus libraries within 4 weeks' time in the beginning of the semester. • Increase information source for users through more subscriptions • Campus librarian in charge or allocated library staff in charge to conduct training on newly subscribed e-database relevant to their college.

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9.	Collection development and enhancing the assemblage and provision of a variety of information materials to meet the need of library users in the electronic environment.		Collection development policy to be changed due to the emergence of e-resources and the increasing involvement of high tech updated information.	• Subscription of E-Resources to be updated to enhance digitization. • Upgrading the e-database subscriptions to provide current and update information to the users to produce quality research.

--The End--