



FIJI NATIONAL  
UNIVERSITY

# LIBRARY

## Operational Plan

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20<sup>21</sup><sub>26</sub>

# 1 Education for Employability

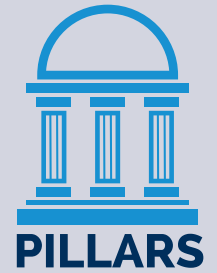


PILLAR 1: EDUCATION FOR EMPLOYABILITY			
<b>Goal 1:</b> Serve as a gateway to the world of knowledge by offering a wider spectrum of information and resources to cultivate a skilled society.	<b>Goal 2:</b> Leverage E-Learning developments by providing appropriate and adequate physical and techno-based library infrastructure facilities to support learning, teaching and research.	<b>Goal 3:</b> Embrace a learning-centered paradigm by being educators for enacting learning mission of the Institution.	
<b>Section Responsibility:</b> Collection Development & Metadata Services	<b>Section Responsibility:</b> Digital Library Systems & Management	<b>Section Responsibility:</b> E-Learning & Engagements Services	
<b>Objective 1:</b> Enhance and strengthen the physical and digital collection as per accredited bodies/ courses and programmes and/or industry demand	<b>Objective 2:</b> Facilitate recent digital learning technologies to deliver digitally enabled services without interruption and enhance remote access.	<b>Objective 3:</b> Develop language and Personality Development Programme (PDP) resource lab and launch programmes to upskill our student and research scholars for their high-level English competency and entrepreneurship innovation.	<b>Objective 4:</b> Support academic staff and develop workshop/ user education programmes to upskill students and research scholars to help improve their thinking skills, and problem-solving tactics for lifelong approach.
KPI			

- KPI: 1** Equip staff, students and research scholars with access to the latest resources and technologies by 2026, attributing towards producing graduates who are competent, skilled and have the best practice in information work as per the industrial requirements.
- KPI: 2** Enhance physical and digital infrastructure in major FNU libraries during Library Operational Plan period (2021-2026) that facilitates self-learning and techno-savvy environment.



# 2 Research with Real-World Impact



Pillar 2: Research with Real World Impact	
<b>Goal 4:</b> Offer excellent research environment to help shape new ideas meeting the challenges of information society and knowledge economy.	
<b>Section Responsibility:</b> E-Learning & Engagements Services	<b>Section Responsibility:</b> E-Learning & Engagements Services
<b>Objective 1:</b> Support FNU's research training programmes by facilitating hands on training on subscribed resources, tools and software's to the HDR scholars and Early Career Researchers (ECR's).	<b>Objective 2:</b> Strengthen the academic library consortia and build partnership with regional and international accredited bodies to share resources, establish practice-based research and develop quality researchers
KPI	

- KPI: 1** Enhance research repositories in coordination with research office and encourage the researchers to deposit their research in the repository throughout the period of the Operational Plan.

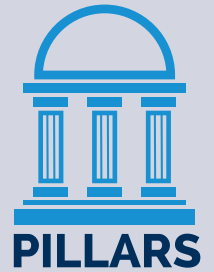




# 3 Student Experience



# 4 Financial Sustainability



## Pillar 3: Student Experience

**Goal 5:** Respond to user needs through student engagement initiatives that complement the holistic student experience.

**Section Responsibility:**  
Collection Development & Metadata Services

**Section Responsibility:**  
E-Learning & Engagements Services

**Section Responsibility:**  
Administrative Services – Circulation

**Objective 1:**  
Build splendid student/user experience through innovative support services and pro-library staff.

**Objective 2:**  
Enhance students' involvement in learning, guide their thinking and encourage peer support to prepare students for a world where they need to coordinate their efforts and become contributing members of their community and society.

**Objective 3:**  
Continue to develop and provide a collaborative and ergonomic study environment that meets high customer service standards contributing towards learning, teaching and research functions of the University.

## KPI

**KPI: 1** Enhance student satisfaction and experience via user satisfaction survey throughout the period of the Operational Plan.

## Pillar 4: Financial Sustainability

**Goal 6:** Adopt a financial diversification strategy that advocates budgetary support towards improved performance and organizational efficiency.

**Section Responsibility:**  
Digital Library Systems & Management

**Section Responsibility:**  
University Librarian Administrative Team

**Objective 1:**  
Assess the efficiency of usage of subscribed e-resources and negotiate with the vendors for the best discounted offer.

**Objective 2:**  
Join community services to generate funds and participate in green sustainable library projects to acquire grants to improve and uplift library facilities.

## KPI

**KPI: 1** Optimize library operational and capital budget to improve the quality of service and performance throughout the period of the library operational plan (2021-2026).





SPHERE

**Sphere:**  
Local, National, Regional, Global

**Goal 7:** Foster a high-quality Library ecosystem.

**Section Responsibility:**  
University Librarian Administrative Team

**Objective 1:** Build stronger relationships between academic librarians, different library types and organizations at local, national, regional and global level.

**KPI**

**KPI: 1** Facilitate audits to improve interconnectedness between internal and external associates that enhances overall performance of the library throughout the period of the Operational Plan.

**Enablers:**  
People, Process, Governance & Values

**Goal 8:** Improve operational efficiency through people, process, governance and values.

**Section Responsibility:** All Library Section Heads

**Objective 1:**  
Develop and maintain high performance organizational culture.

**Objective 2:**  
Develop effective and efficient academic library services.

**Objective 3:**  
Develop a transparent academic library and ensure accountability.

**KPI**

**KPI: 1** Improve the efficiency and effectiveness of four components measured by a quantifiable improvement in audit findings throughout the period of the Operational Plan.



## Fiji National University Library **Operational Plan**

