OUR VISION
To develop and deliver an outstanding and enriching library and learning experience that empowers all our users to discover, research and disseminate knowledge.

OUR VALUES
• All staff are valued and empowered. We support innovation, experimentation and learning
• Our work is built on collaboration and partnership. We bring together diverse skills and perspectives to generate new ideas and approaches
• We are outward looking and forward thinking, ensuring our offer is high quality, relevant and meaningful
• We are committed to understanding and responding to the diversity of our rich community of users and designing inclusive and supportive services
• We are dedicated to making a positive difference by enriching the user experience and enabling students and staff to reach their full potential

STRATEGIC AIMS
• Offer a welcoming, accessible and inclusive learning environment
• Empower staff to lead change and confidently communicate their expertise to others
• Enhance independent learning and study, and contribute to the development of the skills and capabilities required for academic study, work and life
• Provide a wealth of inspirational and discoverable resources that support the institutional learning and teaching strategy, and facilitate the generation of knowledge and research
• Demonstrate a commitment to continuous improvement, evidencing our value and impact in order to improve strategic outcomes and achieve our goals
• Support the learning, teaching and research experiences of both students and staff
• Seek and act upon feedback from our diverse communities, working in partnership with students and staff to ensure our services remain relevant, consistent and available at the point and time of need
These strategic priorities have been developed to provide a framework for the delivery of our strategic aims. Detailed Operational Plans underpin each of the strategic priorities listed below.

- Develop an understanding of how we can use data to illustrate our value and impact as a service and inform our decision making.

- Provide a robust departmental infrastructure, underpinned by a commitment to operational efficiencies and sustainable, effective working practices.

- Foster a culture of learning reflective practice and talent recognition amongst our staff.

- Develop collections and archives that are discoverable that reflect and anticipate university learning, teaching and research practice.

- Create flexible and responsive learning spaces that support and enable a wide variety of learning styles and behaviours.

- Create a learning development experience that promotes independent learning, maximises student retention and enhances academic achievement, scholarship and employability.

- Develop an embedded and contextualised programme of blended learning opportunities that enhance digital capabilities and academic literacy skills.

- Contribute to the delivery of an integrated academic development offer and working with academic staff to develop and transform the curriculum.

- Support the student journey from application, arrival, transition and through to graduation.

- Widen access to our services by actively engaging with external communities.

- Develop a range of opportunities to engage users in assisting with designing and reviewing our services.

- Develop a service model that delivers high quality support at the point of need.

- Engage in research activity and development in order to exchange knowledge and disseminate good practice, enhancing the reputation of the department and University.

- Deliver an integrated research support offer for academic staff and research students.

- Provide expert knowledge and consultancy on Open Access across the university.