

Drill Hall Library Strategy 2018-20

Vision

Our vision is for academic activity at the Medway campus to be maximised by using and sharing knowledge and information, facilitated by expertise and exploiting technologies.

Mission

Our mission is for the Drill Hall Library to play a central role in delivering an excellent academic experience. This will be delivered through services that empower Medway students, teachers and researchers to study, educate and discover by using resources and information technologies in the library and shared spaces.

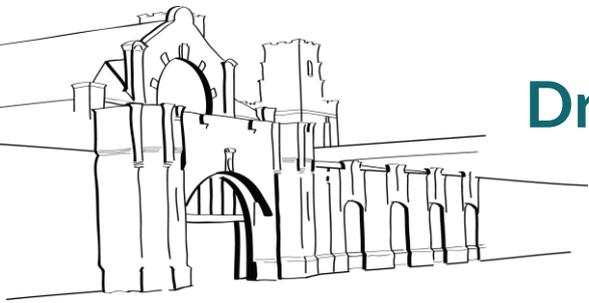
Values

1. **Listening to and responding to** the people who use our services
2. **Valuing our staff** by investing in and supporting them to deliver excellent services
3. **Collaborating** by sharing experiences and ideas with our partners
4. **Innovating** by seeking to creatively develop our services
5. **Seeking quality** and striving to add value to the experience of those using our services
6. **Embracing diversity** and seeing strength in a range of people, skills and backgrounds
7. **Working sustainably** by using our resources efficiently to create a positive impact
8. **Acting responsibly** with professionalism and enthusiasm
9. **Sharing our passion for the Medway campus** and our respect for its rich history

Strategic themes

By 2020 the Drill Hall team will carry out the following developments, projects and initiatives to deliver our five agreed strategic priorities:

1. Delivering high quality, inviting and flexible **study environments** in shared spaces at the Medway Campus
 - Assessing and reviewing group study environments to ensure they meet the changing needs of the people who use our services based on feedback
 - Rebranding and signposting resources to improve independent navigation of the library and its services
 - Optimising opening times and service hours based on feedback



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2. Developing **partnerships** with our academic partners, local bodies and all those with a stake-hold in activity at the Medway campus
 - Working in partnership to weave library skills training into academic courses and other skills training interactions across the Medway campus
 - Developing flexible and sustainable support for teaching delivered through innovative new models
 - Fostering positive relationships with the local community
3. Providing high-quality, reliable and modern **technological infrastructure**
 - Ensuring all aspects of information and data security meet appropriate standards and partner requirements
 - Replacing library computers with new machines that allow full deployment of required software and the technical flexibility to last another 6 years
 - Upgrading AV provision in shared spaces with consistent and accessible equipment
 - Improving facilities for users who bring their own devices to campus
4. Collecting information and library **resources** from printed books through to innovative electronic sources in Medway subject areas, and facilitating their academic use
 - Implementing a reading list system for use by all academic departments at Medway
 - Exploring shared licensing and procurement models for materials with our university partners
 - Extending accessibility of library collections available to Medway patrons within our partnership
5. Developing **services that empower** our community to realise their academic potential and ambitions through the use of information and related technologies
 - Pursuing the Customer Service Excellence standard
 - Breaking new ground in cross-university collaboration afforded by the development of the unified library management system
 - Developing talent and ambition by providing opportunities to gain valuable transferable skills to enhance employability potential.
 - Supporting students journey through their whole university career
 - Strengthening the DHL brand ensuring it is visible and associated with all of our services and resources