# Library & Information and Resources Teams Action Plan 2021

| Unitec Priority | Student Success Team Priority | Action and Timing |
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| **Improve the success of all learners, achieving parity for Māori, Pacific and under 25s by 2022, enhancing international learner success and serving the educational needs of Tāmaki Makaurau** | Support & engage all learners to develop a range of relevant skills and connections that enable progression and wellbeing | 1. Respond to student feedback and provide more proactive help to students regarding common areas of enquiry and gaps in service – Q1 onwards<br>2. Contribute to Unitec Maori Success Strategy initiatives – Q1 onwards (DC)<br>3. Partner with other teams to improve Student orientation experience. E.g. Free kai, improved signage – Feb/March, July<br>4. Partner with IT and Student Central to improve first level IT support to students<br>5. Continue to develop and improve BI dashboards and support data collection methods across Student Success– Q1 on<br>6. Contribute to a student centred review of service locations including staff seating, drop-ins etc – Q1<br>7. Provide library and information services to students via the Ask Me desk, including supporting bookings and LibCal |
| **Provide high quality learning, teaching and applied research to develop work-ready lifelong learners** | Provide effective Academic, Pastoral and Research support that is accessible and caters to the diverse academic and wellbeing needs of our learners | 1. In partnership with the Subject Librarians provide a high quality, relevant academic library service for Unitec<br>2. Maintain library spaces so people can find and use resources efficiently - Q1 onwards<br>3. In partnership with the Subject Librarians plan, coordinate and undertake library initiatives to support teaching, learning and research – for example journal inter-shelving, stocktakes, withdrawing etc – Q3-4<br>4. Progress the initiative to share Research Bank with 3 other ITPs – Q1 onwards (DC)<br>5. Ensure library services continue as much as possible and safely during lockdowns<br>6. Improve MPrint access for Students – Q1 |
| **Engage and inspire staff so they are proud to work at Unitec and are equipped with the capabilities to support quality learning** | Enhance team wellbeing and trust, together with professional and leadership competencies, in line with Te Noho Kotahitanga | 1. Develop our understanding of the difficulties learners face so we enable them to access appropriate services  [e.g. invite other teams to explain their services and their targeted students] - Q2 onwards<br>2. Schedule regular team morning teas and / or team building activities to build team morale and foster team cooperation<br>3. Upgrade staff IT skills e.g. Reset password, Moodle, Microsoft apps – TBA<br>4. Ensure staff health and safety, and wellbeing is a priority - Q1 onwards<br>5. Ensure staff voice, engagement and recognition is a priority - Q1 onwards<br>6. Ensure staff professional development is a priority. E.g. organise a Library Assistant unconference, in-house PD collaboration with other teams – July and December<br>7. Continue getting to know MIT Library and collaborating as opportunity arises – July and December |
| **Build a financially sustainable organisation to invest in the future with an annual operating surplus** | Align, review and invest in best practices across the sector to sustain Student Success | 1. Continue collaboration and benchmarking with other ITP libraries - Q1 onwards<br>2. Plan and implement move of PASA Library - Q3 onwards<br>3. Plan, coordinate and carry out the copyright data collection exercise – partner with Schools and Copy Centre – Q1-4<br>4. Provide support as needed to other Student Success teams e.g. Learner Outreach & Student Central – Feb/March/July<br>5. Improve cost effectiveness of Unitec's expenditure on library resources  - Q3<br>6. Include budget in team discussion - Q1 onwards<br>7. Optimize use of casual staff - Q1 onwards |