

# STRATEGIC PLAN 2014-2017

**MISSION:** Under the mandate of the Libraries Act 1982 we will ensure that current and future generations enjoy, experience and learn from the collections of South Australiana and world knowledge collected and preserved for their use; we will provide research and information services, events and programs to enrich access.



- Customers' needs drive service development
- People need skills and knowledge to participate in a digital world



1. Put customers at the centre of all our service development
2. Make it easy for customers to access our online content and services
3. Actively engage with our customers to enhance their research and digital literacy skills
4. Enable equitable access to collections and services for those with specific requirements

- Skilled and competent people are the cornerstone of our organisation
- Working smarter for enhanced capability

1. Recruit, develop and retain people to lead effectively and deliver on our agenda for change
2. Foster a positive culture which embraces innovation and creative risk taking
3. Change our organisation and decision-making structures to best deliver on our strategic priorities
4. Actively seek out and identify partnership opportunities
5. Improve business analysis and use of data for effective and timely decision making
6. Explore revenue opportunities for targeted initiatives



- Collections are at the heart of our services
- Open access to content and data drives knowledge creation

1. Preference digital forms of content
2. Increase the amount of contemporary South Australian "born digital" and digitised material
3. Explore ways to generate greater use of our general and unique heritage collections
4. Take full advantage of technologies to display collections and make them accessible in multiple e-formats
5. Adopt open access principles, standards and approaches so that customers can find, use and share content safely and easily
6. Actively work with community members, providing them with the tools and skills to create new content and add value to our collections using our data.



- Vibrant civic space for all at the heart of the city
- More South Australians know and value their heritage

1. Provide facilities that are welcoming, safe and inclusive and meet the needs of our customers
2. Provide customers with opportunities to explore and use new and emerging information technologies
3. Actively engage with South Australians through a range of contemporary and innovative programs
4. Increase our reach into the wider South Australian community



**Preservation of collections is fundamental to long term access**

1. Provide a robust, trusted technical infrastructure that secures current and future access to our digital heritage
2. Develop and implement our statutory responsibility to collect born digital material
3. Continue to provide long term stewardship of our rich physical collections

