INFORMATION SERVICES
STRATEGY

The Information Services (IS) strategy underpins the work of the department and helps guide our priorities and approach. It is informed by the University’s institutional plan and related strategies and the wider environment in which the University operates.

**Vision**
The IS vision is for a university with knowledge exchange and stimulation of creativity at its heart, where our community enjoys convenient and effective access to information and technology, and where we all work, learn and collaborate how and when it suits us, wherever we may be.

**Mission**
To provide leadership, expertise and outstanding services which empower our university community to exploit knowledge, information and technology to achieve excellence in all our research, teaching, learning, enterprise and business activity.

**Values**
Information Services seeks to be a transparent, accountable and sustainable organisation where professionalism, open-mindedness and pro-activity help us anticipate and respond to the diverse needs of the University community and support and develop our own staff. We are able to achieve our objectives by being inclusive, customer focused, proactive, innovative, flexible and responsible.

**Background**

In Information Services we have talented teams who work in partnership with our students, academics and professional services colleagues to deliver excellent library and technology services. We pride ourselves on our ability to realise the benefits of rapid, transformative technological change in an increasingly competitive and demanding environment.

We are working collaboratively to support major shifts in the research information environment, including national and international policy initiatives on open access and data management. Our close relationship with Schools is helping us to explore creative responses in support of emerging learning and teaching models, including new approaches to online learning, the need for technology rich social learning spaces and the increasing demand for ubiquitous, flexible and pervasive communication technologies.

Our services and expertise will continue to support the university’s role and impact locally, nationally and globally, and we will continue to identify and develop partnerships across the sector.

We aim to deliver an excellent student experience by helping our students to study in ways that are right for them, not us. We’re finding ways to embrace cloud technologies, support ‘bring-your-own-device’ and mobilise the digital library. Through building the digital and information literacy of our whole University community, we are playing our part in the creation of a competitive and impactful institution, encouraging our students to fulfil their potential and boosting employability.

Both internationalisation and widening participation are incredibly important to us and we aim to design exciting and radical new services that unlock the strength in our diversity and enable our whole community to thrive and enjoy work and study at the University of Kent.
We strive for excellence through our five strategic aims:

**Environment**
We offer modern, technology rich and inspiring study environments that stimulate creativity and enhance learning. Our environments support a range of learning styles and activities, and are flexible and accessible to all.

**Empowerment**
We encourage and enable a community of users who can confidently exploit electronic and physical resources, navigate a complex information landscape and use technology to fulfil their potential for learning, working and living in a digital society.

**Performance**
We actively listen to our diverse community of users and respond to changing needs through continual service improvement. We develop our staff and regularly benchmark ourselves with other institutions and use evidence to monitor and measure the quality of all our services.

**Resources**
We invest in a rich, relevant and competitive range of teaching, learning and research resources to help our users succeed in their work and studies. We work to make resources accessible, easy to find and simple to use.

**Technology**
We support academic and business achievements, foster innovation and promote collaboration through enabling and adopting well-integrated, fit-for-purpose and cost-effective technologies.
Get in touch

We welcome your feedback about Information Services strategy, and your experience of services and support provided at Kent:

www.kent.ac.uk/is/feedback