

The UK's European university

University of  
**Kent**

# INFORMATION SERVICES STRATEGY 2016-2020



**In Information Services we have talented teams who work in partnership with our students, academics and colleagues in professional services. We support our internationally renowned researchers and underpin our teaching excellence and business enterprise with world-class IT, library systems and services, and modern facilities.**

We work together with academic schools and units to encourage debate on the future library, new information challenges and better ways of implementing systems.

We develop state-of-the-art facilities such as those at Canterbury and Medway and we aim to help the University gain the most from technology.

We connect organisational silos, help make technological change possible and offer expert advice and support through the targeted use of technology and professionally informed guidance.

We deliver an excellent student experience by helping our students to study in ways that are right for them and by helping the University to deliver excellent services.

In developing this strategy we have considered the detailed and very useful observations and comments received in a series of University workshops and conversations. The strategy reflects key strategies and initiatives, including the Education and Student Experience Strategy, the Research Strategy, the Simplifying Kent initiative, and Kent Union's Academic Strategy.

## **Vision**

Students, scholars and professional service staff will be justly proud of exceptional library and IT services and systems at Kent.

## **Values**

We uphold the University values of integrity, sustainability, creativity and accountability. As a department, we nurture our staff and work in ways that are inclusive, professional and responsible.

## **Mission**

To provide leadership, expertise and outstanding services which empower our university community to gain the most benefit from knowledge, information and technology.



**John Sotillo**  
Director of Information Services

# 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 everyone.

### What we will do:

	Research	Education	Engagement
Create a 21st century library by completing the Templeman Redevelopment project	●	●	●
Improve and develop our campus-based study hubs		●	
Extend the use of technology-enhanced learning spaces to suit the needs of students and staff		●	

## Resources

We invest in a rich and relevant range of teaching, learning and research resources to help our staff and students succeed in their work and studies.

### What we will do:

	Research	Education	Engagement
Relaunch our library collections as more accessible, and more relevant than ever before, with a good balance between physical and digital collections	●	●	●
Support University research excellence with new digital, data management and scholarly communication services	●		
Support teaching excellence through improving digital literacy, reading lists for every module and improved discovery services		●	
Integrate our Special Collections and Archives into the University's teaching and research	●	●	
Extend our Collection Engagement Strategy to connect with local communities, alumni and other libraries			●

# Technology

We support academic and business achievement, encourage innovation and promote collaboration with a strong service focus through developing and adopting well-integrated technologies that are closely in line with the needs of the University.

## What we will do:

	Research	Education	Engagement
Focus on improving user experience and removing technological barriers for an international and multi-campus university	●	●	●
Support the technology aspects of University projects, such as those emerging from the Simplifying Kent Effective IT initiative			●
Develop the infrastructure and systems for a modern, sustainable web presence	●	●	●
Make sure that all of our data, services and systems are secure, accessible and streamlined and can meet the needs of an increasingly mobile world	●	●	

# Empowerment

We encourage and support a university community where people can confidently use technology and benefit from library resources to fulfil their potential for learning, working and living in a digital society.

## What we will do:

	Research	Education	Engagement
Offer an affordable technology-skills programme that is available to all students and staff	●	●	
Develop expert advice and guidance on using third-party applications safely and creatively to enhance academic and professional activities	●	●	
Use technology to further extend the services and facilities that are available around the clock on a self-service basis	●	●	
Create a digital image library to support our colleagues in creating their own original and high-quality materials for teaching, research and marketing	●	●	●

# Performance and partnership

We aim to provide professional leadership and promote joint working that guarantees service excellence and allows for innovation and simplified University processes.

## What we will do:

	Research	Education	Engagement
Actively work with our partners both within and outside of the University to encourage innovation			●
Do our best to provide excellence in all of our services and aim to achieve the Customer Service Excellence Award	●	●	●
Encourage our staff to be more approachable and visible throughout the University, with a targeted programme of formal and informal events and activities			●
Provide leadership by developing policies, standards and professional practice toolkits for all our University colleagues to use that promote best practice in information management	●	●	●

# Roadmaps 2017

The IS Strategy is supported by a series of roadmaps for each strategic aim. We review and update these each year.

## Environment

- 1.03 Future Library
- 1.04 Learning spaces

## Resources

- 2.05 Special Collections and Archives
- 2.06 Engagement
- 2.07 Stock Management
- 2.08 Research
- 2.09 Education

## Empowerment

- 3.01 Marketing and Communications
- 3.03 Templeman Services and Support
- 3.05 User Technologies
- 3.06 Digital Skills

## Technology

- 4.01 Student Digital Experience
- 4.02 Supporting Research with IT
- 4.03 Enabling Staff
- 4.07 Risk Management
- 4.08 University Projects

## Performance

- 5.03 Service Excellence
- 5.04 Measuring impact,  
and student experience
- 5.05 Leadership

## Get in touch

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

[www.kent.ac.uk/is/feedback](http://www.kent.ac.uk/is/feedback)

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