



THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

New Strategic Directions – New ways of working, thinking and being

**OCLC Asia Pacific Regional Council Meeting,
29-30 November 2017, Tokyo**

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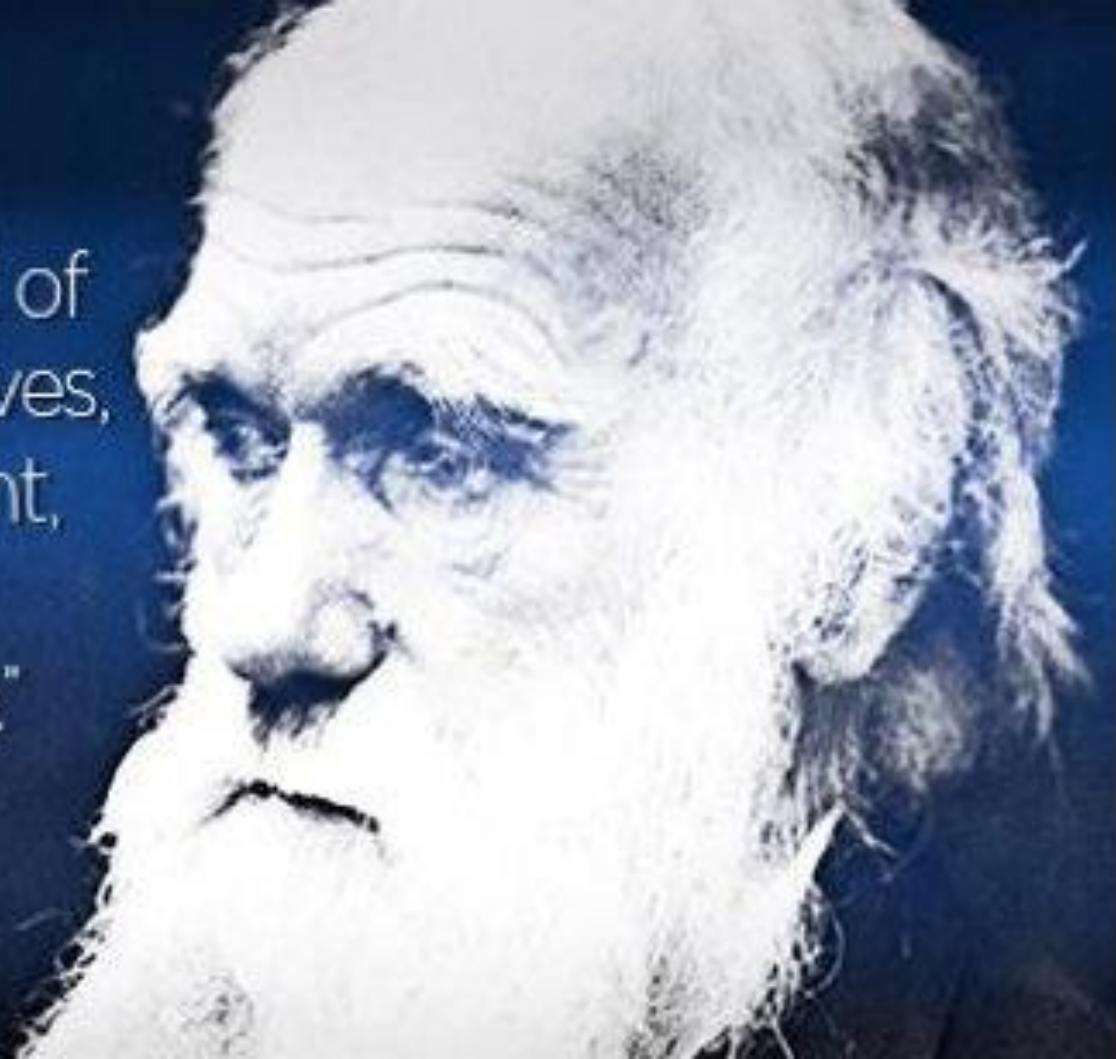
Libraries and Learning Services

November 2017

Thriving in a Changing World

"It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change."

Charles Darwin



Volatile

Uncertain

Complex

Ambiguous

Strategy for Turbulent times: how to prosper when all advantage is fleeting

Focused on extending existing advantage

We try to avoid failures, even in uncertain situations

We don't have a process for disengaging from a business

Our best people spend most of their time handling crisis and solving problems

We tend to emphasise analysis over experimentation

Capable of coping with transient advantage

We recognise that failures are unavoidable and try to learn from them

We have a systematic way of exiting businesses

Our best people spend most of their time on new opportunities

We tend to emphasise experimentation over analysis

LLS Overview



Libraries, Information Commons, Student Learning Services,
Career Development and Employability Services, Art Collection



Our Future Trajectory



Strategic Direction	We will move from...	We will move to...
Student Outcomes and Success	<p>One off and standalone programs to develop skills</p> <p>Generic, one size fits all approaches</p>	<p>Development of student capabilities and employability in the curriculum, in line with the graduate profile</p> <p>Targeted and tailored programs</p>
Researcher Outcomes and Success	<p>Embryonic and stand alone services</p> <p>Services and expertise available to a few</p>	<p>Scalability of services and expertise for all researchers, adding value to research outcomes and research impact</p> <p>Services integrated into the UoA research lifecycle</p>

Our Future Trajectory



Strategic Direction	We will move from...	We will move to...
Delivering Excellent Services and Programs	<p>Standalone LLS services</p> <p>Mediated access to services and resources</p> <p>Boundaries/ specific locations</p> <p>Transactional services</p> <p>Inconsistent and variable services</p>	<p>Integration with University wide approaches and collaboration with other services</p> <p>Self-service and personalization</p> <p>Outreach into the physical and online environments</p> <p>Specialist services and expertise that add value</p> <p>Consistent quality of services</p>



**Things
will go
wrong**

Equipping staff with appropriate skills to deal with change allows them to be in control of how they respond to change.

Our future may depend on our reaction to change and the choices we make (Hiatt, 2013).

Enabling Staff



Building our change resilience and capacity



Leading people through change (2016)

based on the Prosci® methodology to provide you with the foundation and tools to lead your people through change. Your role as leader/ manager is vital for the successful implementation of change within LLS.

Flourishing at the UoA: Optimising your potential (3 sessions, June/July)

evidence based programme to provide you with the skills to respond healthily in demanding situations (like change!)

Crucial Conversations (2 days, June)

Practical skills to use when speaking to your team in emotional or risky topics ensuring better outcomes for both parties.

5D Leadership for Career Development & Coaching (2.5 hours, September)

Aligned with UoA's 5D leadership framework focussing on using the framework to support career development for your team.

Your
Comfort
Zone



Where the
magic happens

Thank you



Old ways won't open new doors

- Author unknown