

# Library Mission and Values

## Mission

*We link people with information, enabling The University of Queensland to achieve excellence in teaching, learning, research and community service.*

## Purpose

The University of Queensland Library delivers client-focused innovative information products, services and programs of the highest quality that are integrated with, and central to, the University's teaching, learning, research and community service activities. The Library facilitates excellence in teaching, creates an appropriate learning and research environment, anticipates and responds to student learning and research needs, contributes to positive graduate outcomes and provides the information infrastructure necessary for leading edge teaching, learning and research activity.

## Values

### **Commitment to excellence**

We are committed to providing the best possible service to our clients. We recognise jobs well done.

### **Teamwork and Personal Responsibility**

We work together, with each individual taking responsibility for her/his work and the team's success.

### **Innovation and Flexibility**

We encourage innovation and respond creatively to new challenges.

### **Open communication**

We promote open, appropriate and timely communication to engage and inform staff and our clients.

### **Staff development**

We provide training opportunities for all staff to develop their knowledge and skills.

### **Accountability**

We use resources in an effective, ethical and responsible manner.

### **Environment**

We create and maintain a safe, supportive and welcoming environment.

### **Diversity**

We embrace diversity and treat each other and our clients with respect.

### **Integrity**

We value honesty and confidentiality in our relationships with staff and clients.