



universität
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University Library



Openness - Heritage - Services

Strategy of the University Library of the
University of Vienna 2020–2025

Vision

We set standards for the library of tomorrow.

We preserve existing knowledge, organise newly gained information and stand for openness and accessibility through our services.

Mission Statement

We support members of the University of Vienna in research, teaching and study. As a place of free access to knowledge and information, the University Library is also open to other interested individuals.

Our patrons profit from a wide range of high-quality information offers, services and infrastructures, as well as the promotion of information skills.

Personal contact and individual support are at the centre of the information transfer.

We make a valuable contribution to the conservation of the cultural heritage and safeguard our physical and electronic collections for coming generations in the spirit of sustainability.

Through cooperation and knowledge transfer, we master challenges in the field of continuing digitalisation and contribute to the international discourse.

Competent and committed employees organise and archive physical and electronic collections and guarantee precise search-and-find functionality, as well as lasting accessibility.

The library's premises and facilities promote learning and studying and offer places for undisturbed work as well as for communicative exchange.

Our Values

Our internal and external actions are based on the following values:

Openness

We facilitate equal and open access to rooms and information resources and develop new services in collaboration with our patrons.

Appreciation

We are committed to fairness, justice and equality through our actions and our language, show consideration for different needs and treat each other with respect and awareness.

Professionalism

We promote the competency of our employees with continuous training and further education and live an attitude of openness towards new technological and societal challenges.

Sustainability

We collect, organise and preserve information resources for the benefit of the university, the society, and future generations. We respect our environment and actively assume our responsibility for the economical and efficient use of energy and resources, within the framework of institutional guidelines.

Diversity

We appreciate the individual, social and structural differences as well as similarities of people and groups and affirm the diversity of life.

Key Areas



Study and Teaching



Target

The University Library establishes itself as a reliable partner for teaching matters through increased cooperation and the expansion of services and supporting technologies. Active study is promoted in a targeted manner by optimising our offer for students.

Measures

- The University Library promotes student mobility by improving the mobile and location-independent accessibility of library resources and services, as well as by optimising user-friendly access to e-media. Through consistent implementation of the “E-Preferred” principle, it is possible to offer literature to several patrons simultaneously, regardless of time and place.

- In order to accommodate modern study requirements, available rooms can be adapted flexibly to various needs and serve as spaces of undisturbed work as well as places of communicative exchange. In addition, they provide unimpeded access to subject-specific information offers.
- The University Library's training repertoire for students and teachers of the University of Vienna is optimised by consolidating and expanding measures in order to offer a wide range of training and consulting services promoting information literacy with various media.
- The University Library supports teaching particularly in the field of Open Educational Resources and Blended Learning.
- The University Library sets measures to be recognised by students as the first point of contact for high-quality information acquisition.

Research Support

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Target

The University Library supports the University of Vienna in its efforts to achieve excellence in research with offers matching the Research Life Cycle at all stages of an academic career.

Measures

- Contact with researchers of the University of Vienna is intensified, particularly through improvements in communication between the Heads of Special Libraries and the academic organisational units and sub-units with which they cooperate.
- The University Library sets measures that ensure the provision of literature in the context of current challenges such as the appointment campaign and the anchoring of new research areas in the university.
- The University Library expands its range of services in order to optimally support researchers at every stage of the Research Life Cycle and thus contribute to increasing visibility and impact of their research. This applies particularly to the further development of services in the field of Open Science (esp. Open Access, Open Data, Open Educational Resources) and Research Data Management.
- The University Library sets measures to support emerging scientists by creating offers for doctoral students, providing them with competent consultation and support in their research projects.

User Experience

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Target

The University Library creates a positive User Experience by including its patrons. This applies to digital services as well as to provision of rooms and physical services.

Measures

- The University Library anchors User Experience as an essential principle for the further development of existing as well as new services and offers.
- In a continuous process, patrons are included in the evaluation of their User Experience in order to improve services, always taking into account diverse needs.
- Web interfaces of libraries are evaluated with regard to their usability and adapted where necessary and possible, in close collaboration with its patrons.
- The University Library expands its communication measures aimed at specific target groups
- The University Library further develops the barrier-free library by expanding its offers for the inclusion of physically and mentally impaired patrons.

Target

The University Library Vienna clearly commits to the principles of sustainability and actively takes on social, ecological and economic responsibility. The University Library eagerly supports the university with its Third-Mission-Activities and thus promotes the exchange of knowledge between university and society.

The University Library critically reviews its own history, in particular the acquisition policies during Austrofascism and National Socialism (1933-1945) and makes an active contribution to the remembrance of the victims of National Socialism in the course of Provenance Research.

Measures

- The University Library intensifies its Corporate Social Responsibility (CSR) activities inside and outside the University of Vienna in order to be recognised as a pioneer in the field of sustainable development.
- In the spirit of ecological and economic responsibility, efforts to protect the climate and environment are intensified through careful and efficient handling and use of resources.
- The University Library ensures positive and fair working conditions, assumes social responsibility for its employees and acts in line with social principles toward its patrons.
- In compliance with the Third Mission, it also aims its services and events at schools and local residents.
- The University Library meets its social responsibility and critically reviews its collections from the years 1933-1945 for questionable acquisitions. Unlawfully acquired collections originating from NS loot are subjected to consistent restitution.

Employees

Target

Employees are equipped with the necessary expertise for emerging tasks in the dynamic field of information professions. Proficiency and a positive work environment contribute substantially to the service orientation and thus the success of the University Library.

Measures

- Professional and specialist training as well as further education of all employees of the University Library is continually promoted and further developed through annual focus areas.
- Collaboration strengthened over the long term through the promotion of new ways of working as well as taking measures to maintain work-life balance.
- The University Library takes measures to optimise the internal communication and to improve the internal flow of information.
- The University Library starts a Change Management Process to implement the new occupational profiles of *Reference Librarian* and *Visiting Librarian* for Heads of Special Libraries and speakers.
- The University Library takes measures for improved internal networking through further development of the organisational structure.

Targets

The University Library improves existing and develops new technological, organisational and spatial infrastructures that match the rapidly changing world of work and study at universities. This particularly effects the ongoing digitalisation of research, study and teaching.

The University Library is well connected internationally and thus able to recognise global developments and to actively participate in European projects and initiatives.

Measures

- Through digitisation of hitherto analogous data and their improved retrievability, unhindered access to information is tailored to the changed conditions.
- The advancing digitalisation of work procedures is acknowledged by an evaluation of existing organisational processes as well as those to be newly implemented.
- In order to sharpen the profile of the University Library's services, existing and new services are evaluated and the facilities and servicing of departments are optimised.
- The University Library intensifies its collaboration with departments of the university management and the entire service sector.
- In order to implement the results of the external evaluation, the University Library will undergo site consolidation and organisational reform in the coming years.