The Library utilises an annual operational plan aligned to the University’s securing success plan to introduce new initiatives and manage performance. Within this framework, the Library articulates six areas of focus - Clients; Connections; Collections; Engagement; Technology; People and Culture.

The Library’s excellence is drawn from its commitment to continue improvement which is underpinned by an ISO9001:2015 certified Quality Management System.

The Library’s strategic framework is articulated as follows:

The Library supports the Western Sydney University mission: ‘To be a university of international standing and outlook, achieving excellence through scholarship, teaching, learning, research and service to local and international communities, beginning with the people of Greater Western Sydney’.

Supporting the University’s stated values, Library staff will model an additional set of values through a commitment to being: client focussed, collaborative, collegial, accountable and inclusive whilst showing dedication to life-long learning and continuous improvement.

We support the University’s goal to be ‘A distinctively student-centred university’ and its five supporting strategic objectives by focussing on our clients, connections and collections. Underpinning our organisational strength is a culture of continuous improvement with a focus on technology, engagement, people and culture.