Brief summary –
ETH Library strategy
2020 to 2024

As the largest public natural science and technology library in Switzerland and a national centre for natural science and engineering information, we adapt in line with the constantly changing requirements and opportunities presented by the digital library and will continue to do so in future as well. We embrace the paradigm shift underway in scholarly communication, and offer our customers the corresponding tools and skills needed for such communication.

Our goal is to continually make the ETH Library a networked, integrated, customer-centric and service-oriented library of the future.

Our vision

As the globally networked knowledge hub of ETH Zurich, the ETH Library serves as a trusted partner and service provider for research and teaching. We are a customer-centric driving force for the generation and development of knowledge and the transfer of this knowledge within society.

We advise and support our customers so they can carry out their knowledge and information work more effectively and more efficiently. In doing so, we help to make the world of yesterday, today and tomorrow more comprehensible.

Our values

As part of ETH Zurich, we share common values which form the basis for our actions and our self-conception:

- ▶ **Culture of enablement**
- ▶ **Challenging and supporting employees**
- ▶ **Focus on customers**
- ▶ **Promotion of innovation**
- ▶ **National and global focus and network**
- ▶ **Trust through quality and a focus on the long term**

Our new strategic success positions

Consistent customer centricity
We will continue to focus on our customers and their needs in the future. We consciously and actively involve our stakeholders in the development of the ETH Library's information structure as co-creators.

Holistic support along the entire value chain
We provide support to customers along all processes involved in acquiring, creating and sharing knowledge. In doing so, we periodically analyse the value chains of our key customer segments.

Taking the example of research, this involves the integrated cycle of research into and development of questions to the provision of funding, analysis and interpretation activities through to publication, the backup of data and the exploitation of the results. Supplemented with additional levels of information and analysis, we use the enhanced value chains as strategic control tools. These tools help us to identify individual topic areas where we have too much or too little coverage and to take the relevant measures.
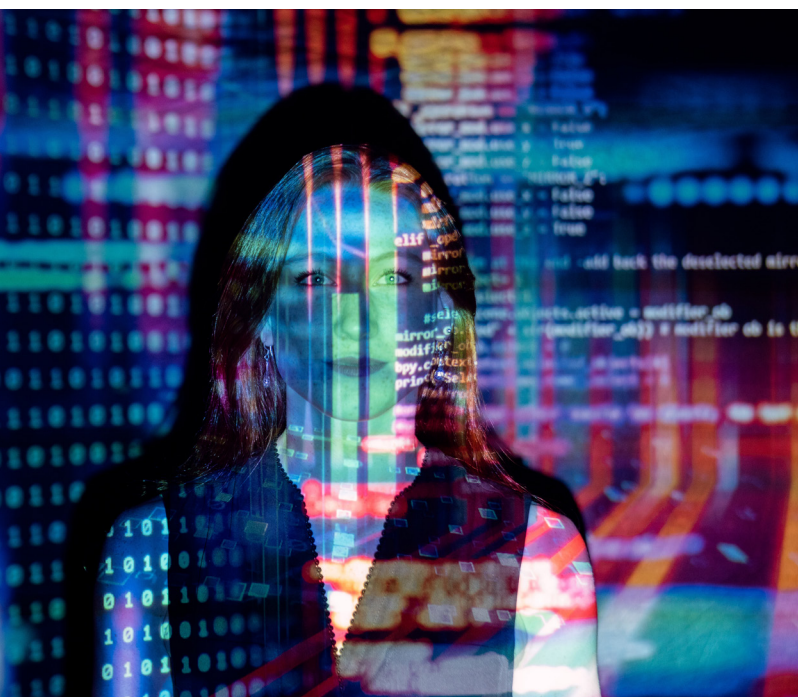
Integrated platform – the ETH Library Connector

With the development of a central digital platform that is focused on openness and interoperability and is set up in a modular and flexible manner, the Connector is simultaneously a conceptual model. It epitomises the customer centricity of the ETH Library, whose services, which are designed for digital, physical and social use, are simultaneously integrated in the university as a whole and networked externally. The Connector adapts in line with the needs and feedback of our customers and supports the networking of the library's services with the offers available within ETH Zurich as a whole and the offers of strategic external partners. It contains modular components and provides interfaces to external tools and offers. Our customers participate in the Connector as co-creators, working with us to optimise the system on an ongoing basis.

Our five strategic action areas

In order to drive forward the change and development process, we will focus in the coming years on five strategic action areas that have been derived from three basic components known as the new strategic success positions:

Development of the ETH Library Connector

We provide access to our products and services as modular and customisable product systems via the Connector, an integrated solution platform.

Development of customer-centric services

Our customers are the focus of our offerings. We want to make it possible for them to use our entire range of offers (digital, physical, social) to set up and expand their research, learning and working environment.

Set-up of customer care teams

We have set up customer care teams that allow us to offer personal advice and support for specific and more complex questions. The customer care teams combine the various competencies that are required and are geared to the individual customer segments.

Establishment of strategic alliances

In addition to our current core competencies, we expand our portfolio to include the complementary offerings of other providers. In doing so, we take advantage of our relationships within ETH Zurich and the ETH Domain, and entering into targeted alliances with strategic partners. We take advantage of existing networks outside of the ETH Domain and assume a leading role in developing modern libraries.

Development of a system for measuring productivity

We are innovative and self-learning. In order to live up to this claim, we regularly conduct audits and measure the effectiveness of our output; the results of these audits are also used as the basis for the future allocation of resources.

As the ETH Library, we contribute to these objectives

We can only achieve our objectives if the further development of the ETH Library is supported and aided by qualified employees. We are therefore open to changes, agile, creative, focused on innovation and responsible. We have a good error management culture and deal with errors in a constructive manner. We promote a competency-oriented development of our employees and work together across departments.

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