

Concurrent Session A
Monday 31 August
10.50am – 11.40am

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30 Aug – 2 Sep 2015
Novotel North Beach Wollongong



Session 7

Becoming a Smart Organization: Building Staff and Institutional Capability

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Sandra Jeffries is Director, Information Services at the University of the Sunshine Coast, responsible for the University Library, Information Management Services, Mail and Print Services, and legislative compliance issues such as right to information, information privacy and copyright. She has been at USC since 2006, and before that held various positions in universities, TAFE and local government related to library and policy areas. Her professional interests include organisational and staff development, performance evaluation and strategic planning.

The University of the Sunshine Coast created an information management unit in 2014 from a number of separate records management and other information related roles. The unit's purpose was to provide coordinated, holistic information management advice and services to University staff. The intent was to leverage existing networks, avoid duplication of effort and focus on value rather than compliance. This presentation outlines the rationale for the unit's creation, the implications for staff roles, the effects on business processes and services, and the positive impacts the unit has had on organizational planning and staff behavior.