Library Services
Operational Plan
2016 – 2017
The core purpose for developing a Library Operational Plan is to ensure there is a clear relationship between the investment decisions and operations in the Library Services and City’s overall strategy, goals and objectives.

**Our Vision**

City, University of London provides a leading Library Service. World class resources compliment the delivery of a professional service to all communities. Helping users to create opportunities and build future success is our primary goal.

**Services**

We deliver high quality library services in a flexible and responsive manner. Our services transform the library user’s experience through our evolving collection, technologies and spaces, to inspire academic excellence.

- Expand the use of Library Apps, improving communication and support to user groups.
- Create an Online Resource Access Policy, guiding non-standard users in the use of Library Services.
- To enhance our existing out of hours service provision.
- Improve self-service hardware and software.
- Review purpose and usage of the level 5 enquiry desk at Northampton Square.
- Offer a self-service reservation/holds system at multiple sites.
- To extend iPad loans to both law sites.
Spaces

Our distinctive and versatile spaces provide high quality and creative environments which inspire learning and research.

- Review the User Experience project and its impact on the design and improvement of library space.
- To rationalise and develop Cass Library Services’ online presence.
- The establishment of an annual space usage report, identifying priorities for future improvements.
- Review store management and embed new policies and procedures.
- Work with stakeholders to manage the Graduate School Library Centre transition.
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Research

We support the world class research activities of City, University of London. We are partners in the scholarly research life cycle, helping to maximise the impact of research through conservation, dissemination and promotion.

- Review and streamline research support pages, along with the introductions of regular research workshops.
- Support the revised University Research and Enterprise Strategy.
- Establish monitoring and reporting functionality and options of City Research Online (CRO) to support HEFCE compliance for REF 2021.
Collections and Resources

The quality and range of our collections and resources support academic and professional excellence and a first class educational experience.

- Revise and review acquisitions and cataloguing workflows to minimise impact of provider changes on processes and services.
- Build in accessibility elements to the testing of new platforms and e-resources, aiding purchasing decisions.
- Embed regular stocktaking procedures across the whole of Library Services to improve catalogue records.
Partnerships and Communications

We build dynamic partnerships within City and beyond. Using innovative and inclusive communications, we help create a sense of community and deliver a high quality user experience.

• Work with stakeholders to improve provision of information for new staff at City.

• Investigate and review library usage patterns and consider scope to improve engagement with non-users.

• Following City’s membership of the University of London in 2016, to establish a strong working relationship with the Federal Libraries Group.
Library Staff

Library Services is proud of its staff and values their contribution to the delivery of the departmental vision. Talent is recognised, creativity encouraged, along with the promotion of learning and development. We raise the awareness of staff expertise in specialist professional areas.

- Improving staff confidence when dealing with a difficult situation, by delivering appropriate training and support tools.
- Delivering training packages supporting part-time staff and ensuring service provision and development are embedded.
- Development of a staff only area using Library Guides, creating a one-stop-shop for all information aiding the provision of Library Services.