Library Services
Operational Plan
2017 – 2018
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 services in a flexible and responsible manner. Our services enhance the library user’s experience through evolving collections, technologies and spaces to inspire academic excellence.

- Extend SMS noise reporting to all libraries all year round.
- Identify key implications of the Higher Education and Research Act for Library Services.
- Assess and review Customer Service Excellence accreditation criteria.
- Pilot digital engagement with users outside core service hours.
Spaces

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

- Refresh level 2 of the Northampton Square Library.
- Implementation of Store Project phase 2.
- Plan the new law library at Sebastian Street.
- Conduct a feasibility study for the expansion of the Northampton Square Library to level 7.
Research

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

- Support work ongoing across City regarding Research and REF 2021 submission.
- Further develop and promote services offered to researchers, including training and workshops.
- Produce a new digital and social media tools library guide.
Collections and Resources

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

- Create a subject collection to support the new BA in History.
- Manage Information Assets, to comply with General Data Protection Legislation 2018.
- Pilot production and use of the in-house OSCOLA reference resource to support both onsite and distance learning students in the City Law School.
- The rationalisation of the Cass Learning Resource Centre’s journals collection.
Communication & Collaboration

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

- Explore options for COPAC membership.
- Identify workflows and processes to embed the commitments outlined in the Library User Charter.
- The Moodle ‘library button’ integration will enhance links between Moodle and Library Services, including more personalisation of content for Moodle users.
- Regularly schedule pop-ups in non-library spaces to improve engagement with Library Services for both staff and students.
- Investigate further collaboration with Careers on running joint workshops.
- Collaborate with Cass PhD Programme to offer PhD-led workshops in specialist finance databases.
- Collaboration between Marketing & Social Media group and CitySport on cross promotional activities for Autumn term 2017-18.
Library Staff

Library Services are proud of our staff and value their contribution to the delivery of our vision. We recognise talent and encourage creativity, learning and development. We raise the awareness of staff expertise in specialist professional areas.

- Arrange an Appraisals refresher workshop for staff.
- Revisit time management training.
- Review content and scope of staff LibGuides.
- Review and update new starter procedures.
- Implement peer feedback when developing new training or teaching.