Library Services
Operational Plan
2018 – 2019
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.

- Apply for Customer Service Excellence accreditation.
- 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.

- Review the provision, policy and processes for bookable study rooms and study desks.
- Develop quarterly review protocols following the creation of the Law Library in College Building.
- Following student feedback redevelop Northampton Square Level 3 into a Quiet Study environment.
- Implement Store Project Phase 3.
- Continue planning for the new Law Library at Sebastian Street.
- Continue the planning of the Northampton Square Library expansion.
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 the REF 2021 submission.
- Become a contributing member library of the UKRR (UK Research Reserve).
- In partnership with Research and Enterprise, be a lead in the Open Access Week in October 2018.
Collections and Resources

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

- Review the More Books and Read for Research campaigns and collections.
- In response to student feedback review 7 day and 24 hour loan periods.
- Collate specialist database licences into a secure central online location - Phase 1.
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.

- Become a contributing member of COPAC by January 2019.
- In partnership with LEaD, rationalise the Study Well webpages.
- In partnership with Marketing & Communications plan the City125 anniversary exhibition with material from the Library Archives.
- Develop a Copyright Infringement Procedure and Policy.
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.

- Embed staff awareness and understanding of the Library Services User Charter and Code of Conduct, and promote to users.
- Roll out a Writing for the Web Workshop.
- Provide customer service training refresher sessions, aiding staff readiness for Customer Service Excellence accreditation.
- Staff Survey Action Plan: Promote the “You Said, We Did” campaign, addressing issues raised.
- Action the recommendations from the August 2018 Health and Safety Audit.
- Implement processes for peer feedback during the development of new training/teaching sessions