Library Services
Operational Plan
2019 – 2020
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 complement 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.

- Installation of new self-service kiosks across all Library sites
- Assessment and application for Customer Service Excellence accreditation
- Automated creation of City staff Library accounts
- Support development of City’s apprenticeship offering.
Spaces

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

- Planning for the move to a new Law Library at Sebastian Street
- Planning for the expansion and refurbishment of the Northampton Square Library
- Refurbish Cass Learning Resource Centre, extending the Financial Resources Zone and creation of additional study spaces.
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.

- Review and revise City’s Open Access policy
- Further develop and promote services offered to researchers, including our new Research training programme
- Support ongoing work across City regarding the REF 2021 Submission.
Collections and Resources

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

- Implement authentication and access system changes
- Manage ‘No deal’ Brexit issues for online resources and copyright legislation
- Online resources Value for Money exercise phase 4.
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.

- Continue to support City 125
- Contribute to Cass AACSB re-accreditation
- Oversee and coordinate the Copyright Licensing Agency royalties data collection audit across City
- Contribute to the development of City’s Civic Strategy.
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.

- Create and implement Health & Safety Local Action Plan
- Deliver on our Staff Survey Action Plan
- Embed staff understanding of Library Services User Charter and Code of Conduct.