

**Library Services
Operational Plan 2018-19**

	Strategic area	Lead	Progress
I.	Research Support		
a	Continue advocacy across the schools, in concert with senior administrators, in order to ensure research outputs which fall into the scope of the HEFCE OA policy are deposited within three months of acceptance.	Subject Librarian team, Senior Assistant Librarian, Repository and Digital Media Management	JISC Publications Router provides us with publication information based on authors' unique data. Since January 2019 we have identified 620 publications which fall under the scope of the REF Open Access policy. 89% of these were already on BIROn. The remaining 11% are addressed with the individual authors by Sarah Lee, Head of Research Strategy Support.
b	Expand the range of workshops presented for postgraduate research students and early career researchers in collaboration with BGRS.	Assistant Director (User Support, Academic Liaison); Subject Librarian team, Research Data Support Manager, Senior Assistant Librarian (Repository & Digital Media Management)	Workshops covering research, open access and data management were delivered again, along with new sessions on thesis submission, publication and impact. Another new session on referencing will be included in the 2019-20 programme. Online support to complement the face to face workshops has also been developed: http://www.bbk.ac.uk/staff-information/staff-research

c	Find a long-term solution to the preservation and accessibility issues relating to the College Archive and contribute to the planning for Birkbeck's 2023 bicentenary celebrations.	Director of Library Services and Subject Librarian for Science	The Development and Alumni Team are seeking a funder for a fixed term archivist post. Currently the Subject Librarian for Science is looking after the College Archive. Items will be included in an exhibition at Senate House Library in 2020 as part of our contribution to the celebration of the centenary of Birkbeck joining the University of London.
2.	Teaching and Learning support		
a	In preparation for new LMS – review existing data on system and work with Library team members to implement efficiency gains where appropriate and write business case for a new LMS.	Director of Library Services, Assistant Director (E-Services, Systems and Collections); Library Technology Innovation Manager; User Support and A&M teams	A working party was created and WMS (OCLC), Sierra (Innovative), Alma (ProQuest) and Koha (PTFS) LMS were demonstrated. The clarification of collection codes, item types, location and item statuses is ongoing. The process of identifying and hopefully purchasing a new LMS will continue into 2019-2020.
b	Review the existing copyright guidance and best practice in the sector, with a view to producing relevant	Senior Assistant Librarian (E-Services)	Not yet followed up due to other priorities. To be followed up in the Spring term 2020.

	guidance for academic staff in an interactive format.		
c	Agree and implement a new Collection Development Policy	Assistant Director (E-Services, Systems and Collections); Subject Librarian Team; Senior Assistant Librarian (Acquisitions & Metadata)	The new Collection Development Policy has been drafted and agreed by the Subject Librarians. Work continues on associated support documentation about workflows. The policy will be presented to the Library Advisory Group.
d	Contribute to the development and delivery of the new Foundation Year skills modules.	Subject Librarian Team; Assistant Director (User Support, Academic Liaison)	Subject Librarians have been involved in planning the 'Fundamentals of Study' skills module. They have provided content and will deliver some of the sessions in the Autumn term.
e	Work collaboratively with other professional support services (such as Academic Skills, Access and Engagement) to ensure students have the skills they need to succeed at Birkbeck.	Subject Librarian Team; Assistant Director (User Support, Academic Liaison); Assistant Director (E-Services, Systems and Collections)	Subject Librarians have worked together with Learning Development staff on the Foundation Year module, 'Fundamentals of Study', and held regular meetings with this team with the intention to co-develop and deliver sessions in 2019-20. Staff have also worked with Access and Engagement, contributing to inductions for Compass Project students. To coincide with the Library's 24-hour opening pilot, we ran a joint campaign with Counselling Services to promote student wellbeing at exam time

f	<p>Statistics dashboard to be reviewed to make it more accessible to support subject librarians in reviewing/monitoring usage of e-resources and an overview to senior management.</p>	<p>Assistant Librarian (E-Services)</p>	<p>Moved away from Excel due to compatibility issues around different versions of Office installed staff PCs. A dashboard for 2018/19 has been made using the free version of Microsoft Power BI. It was hoped that subject librarians could access this online but this feature is only available with a premium subscription. Instead, they can access it by downloading the free desktop version of the software. Unlike Excel, Power BI is a specialist data visualisation program and is more suited handling large amounts of data in this way. More testing of the dashboard is needed to make sure the visualisations are accurate. This will take place before Christmas 2019.</p>
g	<p>Investigate CLA Digital Content Store (DCS) sandbox with view to adopting DCS once we have a new LMS.</p>	<p>Senior Assistant Librarian and Assistant Librarian (E-Services)</p>	<p>Postponed until we are nearer to decisions being made about a new LMS (use of the DCS will depend on having a new LMS and which one is selected)</p>
h	<p>The provision of data to support the implementation of evidence-based management of both print and e-resources collection.</p>	<p>Senior Assistant Librarian and Assistant Librarian (E-Services), Library Technology Innovation Manager;</p>	<p>Process now in place for Ebook statistic collation. Further discussions required re how to disseminate/use this information.</p>

3.	Library environment and frontline services		
a	Improve the Library NSS score based on the positive response to the Library question “The library resources have supported my learning well.”	All	There was a slight increase - from 83.86% in 2018 to 84.14% in 2019 - in those who agreed that “the library resources have supported my learning well.”
b	Complete the first phase of the Library refurbishment project (summer 2019), resulting in increased study space provision and better facilities.	All	The first phase of the project was completed on schedule in September 2019. The refurbished space features expanded collaborative and silent study areas, a new teaching room, two additional study support rooms and over 80 additional study spaces.
c	Provide satisfactory alternative study spaces and facilities during summer 2019 to mitigate the partial closure of the Library during the vacation.	Assistant Director (User Support, Academic Liaison); User Support Manager	Alternative ITS workstation rooms and study rooms were provided throughout the summer vacation and we worked with External Relations to promote these to students and keep all stakeholders informed.
d	Continue to plan for the second phase of the Library refurbishment project	All	Preparation for Phase 2 of the project (summer 2020) will begin in the Autumn Term and plans include enhanced social space for students on the

	(summer 2020) including new entrance, additional study spaces and a single help desk, which will include frontline IT help		ground floor of Malet Street with the Library entrance and help desk moving to the first floor, where further improvements will be made to the study environment and there will be a new single helpdesk which will include ITS support staff.
e	Carry out a 24/7 opening pilot during Spring 2019 in partnership with the Student Union	Director of Library Services; Assistant Director (User Support, Academic Liaison); User Support Manager; Assistant Librarian (User Support)	The pilot ran from the end of April until the middle of June during which time the Library stayed open continuously, 24 hours for 7 days a week. The Library was staffed each night by two library staff members and a security guard. A large amount of data was collected (including a student survey) and this has been analysed in a report which has been circulated to stakeholders.
f	Liaise with the College's Alumni office to review the library offer to Birkbeck Alumni, including membership policy and processes	User Support Manager; Assistant Librarian (User Support)	Library Services have met with the Alumni team and IT Services to implement new workflows for Birkbeck Alumni to join the Library. A new membership model is likely to be implemented in 2019-20
4	Working more closely with our users		

a	Maintain and develop the Student Library Partnership and embed a culture of student engagement throughout the Library.	User Support Manager; Student Library Partnership Group; Communications and Marketing Officer	<p>The Student-Library partnership group is well established and meets regularly throughout the year.</p> <p>Some of the Partnership students were involved in three initiatives this year: selecting books for the Reading for Pleasure collection; delivering a training session for Library staff on their student journey; attending joint Estates-Library meetings about the Library refurbishment.</p>
b	Continue the HCA/Library Student Satisfaction Project which tracks a cohort of undergraduate students through their degree.	Assistant Director (User Support, Academic Liaison); Subject Librarian for History, Classics and Archaeology.	In response to the feedback received during the first year of the project, changes were made to the way the Library and module leaders work together. Free Senate House Library membership has been extended to all HCA undergraduates and there is closer collaboration on reading lists. Library staff met with a second cohort of new students in February and questionnaires were completed and have been analysed.
c	Publish an Annual Review and relaunch the Library's blog to improve communication with	Assistant Director (User Support, Academic Liaison); Communications and Marketing Officer	The Annual Review was published in October: http://www.bbk.ac.uk/library/downloads/library-services-annual-review.pdf

	stakeholders		The new Library blog was launched in April: http://blogs.bbk.ac.uk/library/
5	Developing our staff & improving internal communication		
a	Write and publish a new Staff Development Policy	User Support Manager; Staff Development Group	The Library has a new Staff Development Policy in place, which highlights the many options available to staff to develop their skills and knowledge.
b	Improve regular internal communication within the Library team so that staff are kept informed of developments and can better contribute to the positive development of our services	Director of Library Services; Assistant Directors; Senior Management team	Termly all staff meetings are taking place and staff receive regular bulletins about the first-floor project. Committee meetings are reported on so that staff are aware of developments taking place within the College.