## Library Services
### Operational Plan 2016-2017

<table>
<thead>
<tr>
<th>I. Research Support</th>
<th>Progress</th>
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<tbody>
<tr>
<td>a Make records from BIROn visible within Vufind searches</td>
<td>Library Technology Innovation Manager</td>
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<tr>
<td>b Raise awareness of the importance of open access amongst the academic community in relation to the post 2014 REF</td>
<td>Subject Librarian team, Senior Assistant Librarian, Repository and Digital Media Management</td>
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<tr>
<td>c Promote awareness of research data management amongst the academic community in relation to research council policies in this area and provide a support service to the Birkbeck academic community</td>
<td>Subject Librarian team, Research Data Support Manager</td>
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<td>3)</td>
<td>Launching the Research Data Repository. (This occurred during Open Access week 2016, and we already have 2 datasets.)</td>
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<td>4)</td>
<td>Twitter account. There is now a RDM twitter account: @BirkbeckData.</td>
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<td>5)</td>
<td>Contacting academics after they deposit in BIROn to remind them of their responsibilities to their funders, and how the library can help them fulfil these. (DM 26/10/16)</td>
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<tr>
<th>d</th>
<th>Improve the support we offer to Birkbeck academic staff and researchers</th>
<th>Assistant Director: User Support, Academic Liaison and Collections; Subject Librarian team</th>
<th>Libguide developed by Emma Illingworth is now live. Emma has fed back our responses to Sarah Lee &amp; Hazel Lindley-Milton re the HR Excellence in Research Award draft action plan (WL 22/02/2017)</th>
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<tr>
<td>e</td>
<td>Improve the visibility of Birkbeck’s book and journals holdings by investigating the feasibility of uploading bibliographic data to Copac, OCLC WorldCat and Suncat, as appropriate</td>
<td>Assistant Director: User Support, Academic Liaison and Collections; Acquisitions and Metadata Manager; Library Technology Innovation Manager</td>
<td>PT sent some test data to COPAC in November 2016. Need to follow up. (LS 26/01/17)</td>
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<tr>
<td>f</td>
<td>Build up on the new Inter Library Loan management system to enhance our document delivery service to students and staff.</td>
<td>User Support Manager; Senior Library Assistant, Document Delivery</td>
<td>New Senior Library Assistant (Interlending and Document Supply) in post (CL 25/01/17)</td>
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<td>g</td>
<td>Review, catalogue and classify the various College and Library Archives (College Archive, Dreyfus Archive, Crick Archive, Bohm Archive) and prepare the College Archive for digitisation by the Google Cultural Institute</td>
<td>College Archivist</td>
<td>The Dreyfus Archive has been reviewed and a report written on it outlining what the archive contains. The College Archive has been ordered and is being prepared for digitisation. The College Archive will be sent to Munich for digitisation by Google. (RA 25/1/17)</td>
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2. **Teaching and Learning support**

<p>| a | Review the Library Management System environment in order to make recommendations about potential new systems | Library Technology Innovation Manager | Meeting with our SirsiDynix Library Relations Manager in February to address current situation with Horizon and identify any required upgrades. Will also discuss the BlueCloud Library Services |</p>
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<th>Action</th>
<th>Responsible Parties</th>
<th>Additional Information</th>
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<tr>
<td>b</td>
<td>Provide metrics on the use of Library resources for Schools and Departments</td>
<td>Assistant Director: E-Services, and Systems, Subject Librarians, Library Technology Innovation Manager</td>
<td>Statistics dashboard demonstrated to and rolled out to Subject Librarians. Rob W is now working on an updated dashboard following response from SLs (EC 06/02/17)</td>
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<tr>
<td>c</td>
<td>Seek to increase the budget for information resources in line with the average expenditure for all SCONUL libraries</td>
<td>Director of Library Services</td>
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<tr>
<td>d</td>
<td>Formulate and publish a new Collections Management policy</td>
<td>Assistant Director: User Support, Academic Liaison and Collections; Subject Librarian team; Acquisitions and Metadata Manager</td>
<td>First draft circulated to Subject Librarian team December 2016; further discussions to take place in February 2017 with view to aligning new policy with plans for Library space. (PW 6/02/17)</td>
</tr>
<tr>
<td>e</td>
<td>Introduce a short loan collection for high demand items</td>
<td>Subject Librarian team; User Support Manager</td>
<td>Plans to introduce a small pilot collection on hold while system issues are resolved. (PW 6/02/17)</td>
</tr>
<tr>
<td>f</td>
<td>Redesign the Library’s Moodle module</td>
<td>Subject Librarian team</td>
<td>This project is being led by Emma Illingworth in the Subject Librarian team and is ongoing – currently information on finding theses and finding articles is being drafted (WL 22/11/16) A more radical redesign /</td>
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### Alternatives to Moodle for content

Alternatives to Moodle for content are being considered. (WL 24/01/2017)

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<td>g</td>
<td>Set up a trial with an alternative book supplier to Dawson</td>
<td>Acquisitions and Metadata Manager</td>
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<tr>
<td>h</td>
<td>Review the existing copyright guidance and best practice in the sector, with a view to producing relevant guidance for academic staff in an interactive format</td>
<td>Senior Assistant Librarian (E-Services)</td>
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### Library environment and frontline services

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<td>3.</td>
<td><strong>Library environment and frontline services</strong></td>
<td><strong>Progress</strong></td>
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<tr>
<td>a</td>
<td>Work with the Pro-Vice-Master for Access and Community Engagement to review and relaunch our services at Stratford</td>
<td>Assistant Director: User Support, Academic Liaison and Collections; Subject Librarian for the School of Business, Economics and Informatics</td>
</tr>
<tr>
<td>b</td>
<td>Undertake major review of our library services and staffing during evenings and weekends with a</td>
<td>Assistant Director: User Support, Academic Liaison and Collections; User Support Manager; Assistant Librarian (User Reorganisation of Evening/Weekend and Shelving teams announced 25/9/16. The</td>
</tr>
<tr>
<td>View to implementing changes for the 2017-18 academic year</td>
<td>Support)</td>
<td>Formal consultation period runs to 30/11/16 (PW 26/10/16). Recruitment of new Senior Library Assistants completed and new timetable agreed. (CL/PW 6/02/17)</td>
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<td>c</td>
<td>Continue to review and improve frontline services for students with a disability or dyslexia</td>
<td>User Support Manager; Assistant Librarians (Library Disability and Dyslexia Support)</td>
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<td>d</td>
<td>Develop the space on the Library’s upper floors in order to create a more attractive silent study area</td>
<td>Director of Library Services; Assistant Director: User Support, Academic Liaison and Collections</td>
</tr>
<tr>
<td>e</td>
<td>Work with External Relations to completely redesign the Library’s signage and printed leaflets in line with Birkbeck’s new visual identity</td>
<td>Library Communications and Marketing Group</td>
</tr>
<tr>
<td>f</td>
<td>Review the staff desk timetabling</td>
<td>User Support Manager; Assistant Librarians</td>
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model to increase staff visibility and tailor it to the student lifecycle. (User Support) roving introduced 31/10/16 All departments contacted about hand-in dates (CL 01/11/2016)

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<th><strong>4. Working more closely with our users</strong></th>
<th><strong>Progress</strong></th>
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<tr>
<td>a Explore other ways of reaching our users including ‘Pop-Up Librarian’ and ‘Out and About’ approaches</td>
<td>Library Communications and Marketing Group Will take place in Spring 2017 (PW 6/02/17)</td>
</tr>
<tr>
<td>b Carry out ethnographic research to get a better understanding of the use of the library space by students, including a review of the newly created Group Study Area, in order to inform future decisions</td>
<td>Library Communications and Marketing Group; User Support Manager Bid to the Birkbeck Alumni Fund to fund a UX project successful in September 2016. The research will take place in early 2017 (CL/PW 26/10/16) UX Project Group set up. The recruitment of Team Birkbeck students will happen in February. UX activities to take place in the library in March 2017 (CL</td>
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<td><strong>c</strong></td>
<td>Publish a Library User Charter based on student feedback and review it regularly</td>
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<td><strong>d</strong></td>
<td>Explore ways of involving students in library’s decision making; aim at creating a Student Library Partnership</td>
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<tr>
<td><strong>e</strong></td>
<td>Develop an annual report on Library Services</td>
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### 5. Developing our staff

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<td><strong>a</strong></td>
<td>Encourage library staff to present at conferences and workshops and to publish articles and papers</td>
<td>Line managers; Staff Development Group</td>
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<tr>
<td><strong>b</strong></td>
<td>Actively promote development opportunities to library staff</td>
<td>Staff Development Group; Training Group</td>
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<tr>
<td>Job shadowing proposal written, to be promoted soon (CL 25/01/17)</td>
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<td>Themed library visits/networking to be organised with UCL, KCL, SOAS, Senate House and LSE from Spring 2017 (CL 25/01/17)</td>
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