

**Library Services  
Operational Plan 2017-18**

<b>I.</b>	<b>Research Support</b>	<b>Progress</b>
a	Liaise with CoSector to unify Orbit and Biron repositories into a single research output platform, saving hosting and management costs.	Senior Assistant Librarian, Repository and Digital Media Management
b	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
c	Develop workshops for postgraduate research students in collaboration with BGRS. Use these workshops as the basis for developing an offer for postdocs and academics.	Assistant Director: User Support, Academic Liaison and Collections; Subject Librarian team, Research Data Support Manager, Senior Assistant Librarian (Repository & Digital Media Management)

d	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	Assistant Director: User Support, Academic Liaison and Collections; Acquisitions and Metadata Manager; Library Technology Innovation Manager	
e	Upload images on crystallography and the history of Birkbeck to the Google Cultural Institute website	College Archivist	
f	Find a long term solution to the preservation and accessibility issues relating to the College Archive.	Director of Library Services	
<b>2.</b>	<b>Teaching and Learning support</b>	<b>Progress</b>	
a	In preparation for new LMS – review existing data on system and work with Library team members to implement efficiency gains where appropriate.	Library Technology Innovation Manager; User Support and A&M teams	Updated Horizon to 7.5.4.1 (27/8/17)
b	Provide metrics on the use of Library resources for Schools and	Assistant Director: E-Services, and Systems, Subject Librarians, Library	

	Departments	Technology Innovation Manager	
c	Seek to increase the budget for information resources in line with the average expenditure for all SCONUL libraries	Director of Library Services	
d	Develop an information and digital literacy strategy to formalise an offer which supports the learning, teaching and research at Birkbeck. A review and redesign of the Library and Information Skills Moodle module is part of this work.	Subject Librarian (School of Science); Assistant Director: User Support, Academic Liaison and Collections; Subject Librarian Team	
e	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	Senior Assistant Librarian (E-Services); Subject Librarian (Applied Linguistics & Communication; Geography)	
f	Review and seek to improve the way we seek, receive and check module reading lists. Research the possibility of using reading list software to enhance this process.	Assistant Director: User Support, Academic Liaison and Collections; Subject Librarian Team; Acquisitions and Metadata Manager; Senior Assistant Librarian (E-Services)	
g	Manage our printed collections more systematically in line with our new Collection Development Policy.	Assistant Director: User Support, Academic Liaison and Collections; Subject Librarian Team	

h	Use the new Collection Development Policy to develop a policy/procedure for materials held in both stores.	Senior Assistant Librarian (Acquisitions & Metadata); Subject Librarian Team	
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<b>3.</b>	<b>Library environment and frontline services</b>		<b>Progress</b>
a	Review and improve the provision of accessible readings for students with a disability or dyslexia,	Senior Assistant Librarian (E-Services); Assistant Librarians (Library Disability and Dyslexia Support); User Support Manager	
b	Improve processes to make our services more user-friendly (e.g. membership, store requests, Walk-in PC)	Library Technology Innovation Manager; User Support Manager; Assistant Librarians (User Support)	
c	Strengthen our customer service culture by developing a programme of in-house training and by continuing to review of our policies and procedures	Assistant Director: User Support, Academic Liaison and Collections; User Support Manager	
d	Improve the Library NSS score		In 2017 the response to the NSS

	based on the positive response to the Library question “The library resources have supported my learning well”		library question was an 85% satisfaction rating.
e	Review the LAMP (Library Materials by Post) service provided to distance learners and paying subscribers		

<b>4.</b>	<b>Working more closely with our users</b>		<b>Progress</b>
a	Maintain and develop the newly created Student-Library partnership	User Support Manager; Student-Library partnership group	
b	Use the UX research database to inform future decisions	Library Communications and Marketing Group; User Support Manager	
c	Carry out new ethnographic research to evaluate and improve the library website, Moodle module and subject guides	UX project team; User Support Manager; Assistant Director: E-Services and Systems	

5.	Developing our staff		Progress
a	Encourage library staff to present at conferences and workshops and to publish articles and papers	Line managers; Staff Development Group	
b	Review training processes	Staff Development Group	
c	Provide opportunities for staff to network via the Central London Libraries Networking and Development Group	User Support Manager; Staff Development Group	