

## **Birkbeck Library Vision and Mission Statements and key strategic themes 2016-2019**

### **Mission Statement**

Our mission is to ensure that our library services best support Birkbeck's learning, teaching and research priorities, and enable our students and staff to achieve their academic goals. We do this by providing high quality information resources, flexible study spaces and excellent support delivered by well-trained, motivated staff.

### **Vision Statement**

Our vision is to put our users at the heart of everything we do. Working with our students and staff, adapting best practice and exploiting digital technologies, we will be forward thinking and ambitious in our approach. We aim to develop a positive reputation within both the College and the wider academic library sector for innovative, flexible services which reflect Birkbeck's unique mission. We will ensure that our library staff are given the knowledge and support they need to achieve this.

### **Key strategic themes and objectives**

We have identified five key strategic themes for Library Services. For each of these strategic themes we have strategic objectives, which we hope to achieve over the next 3 years.

#### **1. Research Support**

- a. To build relationships with academics and research students by providing expert guidance on research resources
- b. To promote awareness of Open Access resources and increase deposit in the College repositories (BIROn and ORBIT)
- c. To increase Library representation on appropriate committees and groups with a research focus, both within and outside Birkbeck
- d. To actively participate in the College's preparations for REF 2020
- e. To pilot a research data management service and create a metadata repository for research data

#### **2. Teaching and Learning Support**

- a. To increase our expenditure on information resources per FTE student so that it matches the average of all SCONUL libraries
- b. To further develop our information skills training for students, seeking to embed this in departmental programmes wherever possible
- c. To expand the range of support that we offer, working closely with other professional services staff and ensuring we reach those students who most need help
- d. To actively contribute to Birkbeck's Technology Enhanced Learning (TEL) agenda
- e. To improve access to Library resources through the Library website, the VLE and discovery tools
- f. To expedite the acquisition of information resources (electronic and print) by reviewing suppliers and processes

- g. To review the case for adopting a new library management system and exploring the market place for potential replacement systems

### 3. **Library environment and frontline services**

- a. To review our library space to ensure that it meets the changing needs of our users. We aim to provide a greater variety of study zones whilst maintaining the studious environment which is valued by our users
- b. To develop our frontline services (face-to-face and online) to ensure that library users can obtain high quality support from staff at the time and place when they most need it
- c. To develop and promote self-service options where these are advantageous to library users
- d. To improve Library facilities and services for users with a disability and ensure that we prepare for changes in the DSA allowance
- e. To review Library opening hours in the context of evolving user needs and expectations

### 4. **Working more closely with our users**

- a. To ensure full Library participation on relevant College committees
- b. To work more closely with other professional services and academic departments and to raise the Library's profile within Birkbeck.
- c. To thoroughly review and develop the way we communicate and promote our services to our users
- d. To more actively seek the views of our users to help deliver our services
- e. To ensure that user feedback feeds directly into all levels of library decision-making
- f. To increase student satisfaction with library services through improved NSS scores and improved satisfaction ratings in the annual Library survey

### 5. **Developing our staff**

- a. To create a culture in which staff are encouraged to put forward ideas about library services, processes and ways of working
- b. To create a culture in which we value team work and where the concept of working as one team for the good of our users is embedded
- c. To create a culture in which our users' experience of the library is the first consideration in all that we do
- d. To provide opportunities for all levels of staff to develop their skills and knowledge, to enable them to grow as professionals and to ensure that we provide the best possible service to all of our users