

# Birkbeck Library Strategy 2020-2021

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.

This document describes how we will help to achieve Birkbeck's main strategic objectives over the next two years. Delivery will be through our annual operational plan ([link](#)).

## Student experience

To provide an enhanced experience for Birkbeck's students, we will:

- Refurbish the Library during 2019-20, significantly increasing the number of study places;
- Continue to develop our face-to-face and online customer services with ambitious service standards;
- Work directly with students to make positive improvements to the services we offer;
- Publish a new collection management plan which ensures that students have access to the full range of information resources they need to study successfully, within budgetary constraints;
- Support the Whole University Approach to Mental Health, working to ensure that all our services and policies impact positively on student wellbeing.

## Student success

To increase the number of Birkbeck students who successfully complete their degree, we will:

- Deliver information and digital literacy training to equip students with the skills they need to succeed at university and beyond;
- Work closely with other professional services to provide more joined-up skills support;
- Continue to provide high-quality services and targeted support for our disabled and dyslexic students;
- Contribute to university initiatives relating to equality and diversity in order to ensure that all students realise their full potential;
- Communicate effectively so that students are aware of the services and support that is available.

## Attracting students and celebrating Birkbeck's unique mission

To increase the number of students who choose to study at Birkbeck, we will:

- Plan, create and deliver parts of the new Foundation Year programme;
- Support the university's access and engagement work and develop our services at Stratford;
- Participate fully in Birkbeck Open Evenings and other recruitment events;
- Stage our own events and promote positive aspects of Birkbeck academic life in our communications;

## Supporting research

To ensure that Birkbeck increases its reputation as a world-class research institution, we will:

- Work closely with the new Research Office and the Birkbeck Graduate Research School, and expand the training we offer to research students and early career researchers;
- Provide a data management service and maintain the university's repositories;
- Provide information and assistance in preparation for REF 2021;
- Act as a source of advice within the university on information resources, publishing, copyright and other aspects of digital scholarship.
- Manage and promote Birkbeck's archives and participate in the planning for the university's bicentenary celebrations.

## Working efficiently and effectively

To achieve more effective administration and support Birkbeck's financial recovery, we will:

- Acquire a new Library Management System in 2020;
- Use data to manage our digital resources and print collections more efficiently;
- Review our information resources allocation model to ensure that limited funds are spent in a way that best supports Birkbeck's students and researchers;
- Attend School and Departmental meetings and participate fully in university-wide committees and working groups;
- Provide staff development opportunities and encourage our staff to engage with other library professionals to increase awareness of best practice in the sector.