



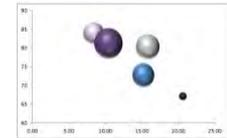
**INVESTING IN OUR
STAFF**



**EDUCATING
FOR SUCCESS**



**RAISING
STANDARDS AND
ASPIRATIONS**



**GROWING
CAPACITY AND
INFLUENCE**

LIBRARY STRATEGIC PLAN 2014-2020



The Library is committed to providing excellence in all areas of our provision and service. Our goals and aims for delivering excellence are outlined in our Library Strategy 2014-2020. Underpinning the Library strategy, and integral to our development are three core Library values, to provide:

- A library environment that is safe, welcoming, and offers a variety of comfortable spaces that will inspire learning, research and creativity
- Staff that are approachable, helpful, knowledgeable, courteous and take pride in working for the University Library.
- Information sources that are easily accessible, relevant, reliable and of high quality

The strategy is aligned, within a Library context, to the University's Strategy, *Building Excellence*. It reflects our focus on learning, teaching and the student experience, research and enterprise. It also affirms our commitment to the continual development of our service to meet the information needs of a modern university.

Investing in our Staff

Our staff are our most valuable resource in achieving excellence in service provision and delivery. They are key to running an innovative, efficient, effective and flexible Service and therefore we are committed to supporting them in this process. We will do this by:

Articulating a clear message about what is expected of staff through our Library values, job descriptions, person specifications and the PDR process

Showing that we value the contributions of all staff through their participation in projects, working groups and other fora

Investing in training to ensure that staff are equipped with the necessary skills needed now and in the future

Encouraging all staff to engage actively in the advocacy of the Library and its services

Managing the impact of new roles and requirements as they emerge

Creating a culture that sees change as an opportunity

Maintaining a customer focused culture that places our users at the centre of all that we do.

University Strategic Aim.

We will be an outstanding employer, supporting our staff to achieve their full potential through development opportunities. We will recognise excellence and achievement through performance and reward mechanisms and ensure that all staff are empowered to operate at their highest levels.

Educating for Success

The Library building and services are fundamental to the Loughborough student experience and feature heavily in the NSS results and comments.

The Library also provides a wealth of resources and services, both physical and virtual, to encourage students to develop themselves as individuals. In order to evolve our support for the development of students we will :

Place students' views, expectations and needs at the centre of how the physical space is developed

Provide a wide variety of flexible learning spaces across the Loughborough and LUiL campuses to inspire learning

Work with academic colleagues to ensure Library support for learning meets the needs of both students and academics

Enhance our support for academics in their teaching through the provision of resources, reading list help and copyright guidance

Review, evaluate and develop Library teaching both subject specific and generic to ensure relevance, currency and robust pedagogical principles to enrich the student experience

Evolve our provision through the development of online teaching

Offer quality services delivered across a range of locations in a variety of ways appropriate to the needs of users

University Strategic Aim

We will develop our students as individuals, enhancing their capabilities as creative, confident and adaptable 21st Century citizens who will make a significant contribution to global society.

Loughborough University in London will facilitate the expansion of our postgraduate population.

Raising Standards and aspirations

We will continue to build upon our support for research and a high quality student experience by focusing on both our existing strengths and the development of new services. In order to ensure effectiveness in these areas we will :

Retain a considerate approach to users and encourage a welcoming environment for all

Develop the Library's space in accordance with the University's aspirations

Minimise barriers to research materials

Provide approachable, accessible and efficient front line services and timely and extended online enquiry services

Use evidence based decision making, benchmarking and process review to develop, adapt and extend our core and existing services

Continue to develop existing, and investigate new opportunities, for collaboration, both internally and externally

Pursue the greater integration of the wide variety of systems that support Library processes and procedures in order to ensure smoother workflows and greater efficiency

Develop the electronic communication channels with our users to ensure that we are using appropriate channels and keeping our users informed in the most effective and appropriate ways

Deliver resources electronically, directly to Library users wherever feasible and appropriate.

Maximise the exploitation of our electronic resources to ensure value for money and for the benefit of students, researchers and staff at the University

Develop further self-service options to create more efficient internal workflows and improve the student experience

University Strategic Aim

We will enhance our effectiveness and minimise the barriers to achieving our aspirations. We will build on our strengths and focus on developing the activities we do well to help us achieve our goals and raise our international profile.

Through our rigorous planning processes we will ensure we identify where we should invest. Our focus will be on internationally excellent research and a high quality student experience

Growing Capacity and influence

The Library maintains strong links with a variety of bodies, both national and international, so that it can maintain its awareness of key developments in information science and participate in related projects. As academic provision changes so the Library's resources and services will need to be re-focused. To ensure that the Library continues to provide relevant support across all academic areas and capitalises on new opportunities we will :

In addition to learning spaces, continue to provide social spaces that meet the requirements of our users and maximise the benefits for the University

Make our policies, processes and procedures transparent and available to our users via our website or other appropriate mechanisms

Listen to our users to ensure that our services are relevant and appropriate

Evaluate, measure and review our processes and our services and to ensure consistency, value for money and that they are able to adapt and develop

Ensure our subscriptions and collections reflect the academic provision of the University

Offer support for researchers through workshops, online support and individual guidance.

Provide support for the research agenda via the Institutional Repository and the development of services for Open Access, Research Data Management and bibliometrics

Engage with academic research and the wider institution through advocacy and liaison

Work together with other services across the University to provide a cohesive, complementary and user focussed service

Investigate a strategy for enterprise including the potential of offering tenants training, courses, and electronic resources

University Strategic Aim

We will grow capacity in key areas of teaching, research and enterprise by investing strategically and developing international partnerships and collaborations. We will advance areas in which we have a critical research mass and withdraw from those where this is unachievable.

We will reinforce the breadth of our academic offering across both our campuses, with continued emphasis on subjects with international recognition. We will listen to our students, employers and other key partners to ensure that our academic provision develops in line with their requirements. By capitalising on emerging opportunities to review the scope of our academic provision, we will introduce new areas and withdraw from those that are no longer appropriate.

We will raise our profile and strengthen our connections with policy makers, business, industry and the community, achieving recognition as a leading international university, whose contributions are sought and valued.

Concluding Remarks

This strategy will provide guidance for the decision making process in the Library.

It will inform operational plans and the Library's annual plan and budget submission.

It will be monitored through annual reports and on a regular basis by the Library's Senior Management Team.

It will support our commitment to continuous improvement

It is a dynamic, living document and will be revised and developed to reflect changes in the University's strategy, the higher education environment, and the library and information world.