

LOUGHBOROUGH UNIVERSITY LIBRARY

Operational plan, 2008-2009

<i>Strategic aims and targets to 2009/10</i>	<i>Operational targets 2008/9</i>	<i>completion dates</i>	<i>responsibility</i>	<i>progress to Jan 09</i>
1 Developing support for learning and teaching				
1.1 Developing services				
1.1.1 seek to understand ... users' needs	undertake a comprehensive survey into user opinion of Library services; meet at least once with each Student Departmental Committee rep	May 09 Jun 09	JGW Ac Libns	being planned done where reps exist
1.1.3 service review and development	review front-of-house services: interim review and report; end of year review and report	Dec 08 May 09	Working Gp	done
	increase self-service transactions to 80%	Jun 09	customer services staff	achieved 93%
1.2 Teaching key skills				
1.2.1 more IL and study skills teaching	plan and deliver 3 additional ILSS workshops; contribute to the pilot of the Employability Award	Jun 09	ILSS Group	done done
1.2.4 increase online support	create 3 podcasts relating to study skills; revise and further develop InfoTrail modules on Learn		GF\ILSS Gp Ac Libns	done in progress

1.3 Developing e-learning				
1.3.3 be the focus of VLE promotion	deliver showcase event and 5 workshops to promote Learn and show academic staff how to use its enhanced functionality; equip e-learning office as drop-in centre; support Head of EL in creating and leading team to support e-learning	Sept 08	VLE Project Team	done
1.3.4 align Library services and the VLE		Oct 08	CS\GPB\BH MDM\ASMs	done done\in progress
1.3.6 contribute to design of online courses			ILSS Grp\ Ac Libns FELOs	in progress
1.4 Enhancing the Library building				
1.4.1 enhancing sustainability	provide facilities to collect CDs, DVDs and batteries for recycling; seek to install light\motion sensors in Library Staff Room; promote Library 'bag for life' more effectively	Nov 08	BH	done
		Jan 09	BH	investigated but too expensive
		Oct 08	All	done
1.4.2 maximise service availability	agree desirable extended opening hours (24\7 Jan to June? 8.00am to midnight? 2.00am?) include funding in 09/10 budget bid	Apr 09 Apr 09	Mgt Gp MDM	
1.4.4 maintain and enhance facilities	review use of space in the foyer and centre of Level 3 and plan changes for summer 09 if appropriate	Jun 09	Mgt Gp	

1.4.8 storage space	review enquiry desk provision on L1 & 2; create more\better display space;	Jun 09 Oct 08	MSC\BH BH\JGC	cabinets moved
	create space for occasional\regular use by other support services;	Oct 08	BH	done
	work with LUSAD to identify alternative to Fairbairn space	Oct 08	JJB\BH	investigated and no feasible space identified
2 Developing support for research				
2.1 Investing in information				
2.1.1 more investment in electronic inf	include bid for additional resources in budget submission for 2009-10; cancel hard-copy subscriptions where appropriate	Apr 09	MDM SS Team	all new subs e-only
2.1.2 prioritise development of the LIR	promote mandatory deposit of: research output; e-theses	Jun 09 Mar 09	SS Team\Ac Libns	members of ongoing project group
	contribute to project producing single interface to IR and publications database		GPB\KA	
2.1.3 further devt of print collections	include bid for additional resources in budget submission for 2009-10; purchase library resources to support History programmes	Apr 09 July 09	MDM LF\SS	being ordered

2.2 Developing services				
	develop Library support for REF submission	July 09	OPL\HY	
2.2.1 seek to understand ... users' needs	undertake a survey into an aspect of Library support for research	May 09	OPL\HY	
2.2.4 walk-in access by researchers from elsewhere	develop services in light of report on research support in 1994 Group libraries		ASMs\Syst\SS Team	none identified to date
3 Developing access to information				
3.2 widen and streamline access	review loans regime with reference to 1994 Group practice	Jun 09	MSC	
	implement Verde electronic resource mgt	Apr 09	SS\Syst Syst Team	delayed by technical problems
3.7 monitor changing technologies	review, and if appropriate redevelop and upgrade, online reading lists system	July 09	Syst Team	in progress
4 Developing Library staff				
4.1 Job content and deployment				
4.1.1 workloads etc	investigate impact on workloads of IR mandate		JJBASMs	deferred to 09/10
	review Library-wide responsibilities and groups	Aug 08	MDM	done

4.2 Training and skills development				
4.2.1 develop policies	review Library staff training policy and procedures		JGW	in progress with Staff Devt
4.4 Benchmarking and quality				
4.4.3 increase benchmarking	engage with 1994 Group in appropriate projects			none identified to date
5 Developing partnerships				
5.1 Within the University				
	play significant role in planning Centenary exhibition and other events		JGC	member of exhib planning gp; exhib nearly ready
	with Devt & Alumni Relations Office, identify fundraising opportunities and targets		JGW	Library bursaries in place
5.1.3 other support services	engage with IT Services and Facilities Management to plan eventual use of Level 4		Univ Libn	deferred to 09\10
	develop effective working relationship with the Teaching Centre		CFGS\RES	in progress
5.1.5 contact points in the Library	offer opportunity to selected support services		JGW	done and taken up
5.2 External partners				
5.3.1 internet for visitors	implement service if possible		Syst Team	tested and ready to implement