

Strategic plan, 2007/08 – 2009/10**Main strategic aims**

- To develop and deliver customer-focused services supporting learning and teaching, in anticipation of changes in student expectations and demand.
- To develop and deliver optimum support for research activity, especially through developing close liaison with the Research Schools and the Graduate School.
- To increase access to local and external sources of information for all users, moving towards a predominantly electronic library while maintaining appropriate print collections.
- To ensure that all Library staff are adaptable, flexible, customer-focused and appropriately skilled to deliver whatever services best meet the changing information needs of the University.
- To widen and facilitate access to information by developing and strengthening partnerships within and beyond the University.

1 DEVELOPING SUPPORT FOR LEARNING AND TEACHING

1.1 Developing services to meet the information needs of Library users

The Library will:

- 1.1.1 seek to understand fully the information needs of the Library's user groups and potential user groups
- 1.1.2 undertake an audit of non-traditional user (and potential user) communities to establish their information and library requirements
- 1.1.3 give priority to service review and development to meet changing user needs
- 1.1.4 enhance the flexibility of service models, physical space and Library staff skills.

1.2 Teaching key skills

The Library will:

- 1.2.1 increase investment in, and further promote the availability of, information literacy and study skills teaching to enhance student employability
- 1.2.2 encourage academic departments to embed information literacy and study skills in taught programmes
- 1.2.3 increase online interactive support for the development of information literacy and study skills
- 1.2.4 investigate the feasibility of providing one-to-one support for study skills
- 1.2.5 equip Library staff with the skills they need to teach key skills effectively.

1.3 Developing e-learning

The Library will:

- 1.3.1 as a key stakeholder, participate fully in the development of University e-learning strategy
- 1.3.2 develop and promote e-learning strategy specific to the Library's role
- 1.3.3 be the focus of advocacy and support for the University's Virtual Learning Environment
- 1.3.4 ensure that Library services and the VLE are aligned as part of University-wide portal development

- 1.3.5 seek and take every opportunity to contribute to the design of online courses and other e-learning projects.

1.4 Enhancing the Library building

The Library will:

- 1.4.1 give priority to enhancing the environmental sustainability of Library services and working practices
- 1.4.2 maximise opening hours and service availability in anticipation and reflection of user need, as resources allow
- 1.4.3 maintain a variety of flexible study environments, prioritising the use of available space for individual and group study
- 1.4.4 maintain and enhance the attractiveness of the building and facilities for users
- 1.4.5 seek funding for the refurbishment of the building and the replacement of its furnishings and fittings as necessary
- 1.4.6 encourage the University to improve the area outside the Library entrance
- 1.4.7 explore all potential funding routes in order to develop the Library, if Level 4 becomes available, as a comprehensive research, learning and teaching resource centre, focused on user needs and utilising the whole building as a major hub of service provision
- 1.4.8 seek more space externally if Level 4 does not become available.

2 DEVELOPING SUPPORT FOR RESEARCH

2.1 Investing in print and electronic information

The Library will:

- 2.1.1 increase investment in the provision of access to electronic information
- 2.1.2 give appropriate priority to the continuing development of the Loughborough University Institutional Repository
- 2.1.3 seek funding for the further development of its printed collections.

2.2 Developing services to meet the information needs of Library users

The Library will:

- 2.2.1 seek to understand fully the information needs of researchers in the increasingly inter-disciplinary environment, and the changing ways in which researchers search for and use information
- 2.2.2 promote the availability of research support through explicit description and promotion of the services available, packaged appropriately to different groups of researchers
- 2.2.3 review support for postgraduate students and develop mechanisms to support the virtual Research Schools and Graduate School
- 2.2.4 provide and promote walk-in access by researchers from elsewhere to the electronic resources to which their institutions subscribe.

2.3 Exploiting external resources

The Library will:

- 2.3.1 monitor the work of the Joint CURL-SCONUL e-Research Group and take advantage of any outcomes beneficial to the University

3 DEVELOPING ACCESS TO INFORMATION

The Library will:

- 3.1 seek additional investment in the provision of print and electronic information
- 3.2 seek to widen access to print and electronic resources and streamline access procedures
- 3.3 endeavour to secure resource to digitise local print resources and achieve electronic reference and short loan collections
- 3.4 monitor and take appropriate advantage of changing models of scholarly communication, publishing and supply
- 3.5 further develop, maintain and promote the Loughborough University Institutional Repository
- 3.6 quantify the requirement for closed-access storage, and seek to acquire additional off-site storage if necessary
- 3.7 monitor changing technologies and implement appropriate applications and facilities as resources allow

- 3.8 ensure that the electronic and print resources provided by the Library are branded, and their availability promoted, effectively
- 3.9 ensure that all information resources including Library web pages comply with SENDA requirements and are thus accessible to all potential users.

4 DEVELOPING LIBRARY STAFF

4.1 Reviewing job content and deployment

The Library will:

- 4.1.1 keep workloads, job descriptions and deployment under review to ensure that staffing resource is focused on meeting user need, and that job satisfaction is maintained or strengthened
- 4.1.2 review its staffing structure to meet the demands of the electronic library
- 4.1.3 ensure that its structure best facilitates liaison with academic staff and researchers
- 4.1.4 review front-line services to ensure they are appropriate to user needs
- 4.1.5 investigate the outsourcing of appropriate services.

4.2 Training and skills development

The Library will:

- 4.2.1 develop and implement recruitment, selection and training policies and practices enabling it to appoint, develop and retain staff with excellent interpersonal and communication skills, who add value to the resources it provides
- 4.2.2 give priority to developing flexible and adaptable staff who engage enthusiastically with change
- 4.2.3 identify the skills needed to deliver services in the increasingly electronic information environment.

4.3 Ensuring compliance with legislation and good practice

The Library will

- 4.3.1 ensure that all staff are aware of the legal frameworks within which the Library operates, and of any changes to them

- 4.3.2 ensure that all staff are trained in the implications for Library services of current and forthcoming legislation, and to comply with such legislation.

4.4 Benchmarking and quality assurance

The Library will:

- 4.4.1 introduce a greater degree of evidence-based measurement of performance and progress
- 4.4.2 demonstrate the added value of library services
- 4.4.3 increasingly benchmark its services against good practice elsewhere, to inform service development.

5 DEVELOPING PARTNERSHIPS

5.1 Within the University

The Library will:

- 5.1.1 seek to work more closely with academic departments on the learning resources aspects of curriculum design, and on service development projects
- 5.1.2 work closely with students, including Loughborough Students Union Executive Officers and others, to ensure that services meet student needs as closely as possible, and that the Library maximises its contribution to the Loughborough student experience
- 5.1.3 explore ways of working more closely with other support services to the benefit of University students and staff
- 5.1.4 investigate the feasibility of providing one-to-one support for study skills in collaboration with other support services
- 5.1.5 offer on a pilot basis a regular contact point in the Library for student support services
- 5.1.6 investigate the possibility of collaborating with other support services to provide training for Library staff and students
- 5.1.7 seek to collaborate further with imago in providing non-academic facilities for Library users.

5.2 Outside the University

The Library will:

- 5.2.1 provide secure access to internet resources for visitors to the building
- 5.2.2 clarify and promote library service availability to organisations associated with the University.