Library Strategy 2015-2018

Our Mission	**Enabling Discovery. Enriching Experience. Realising Potential.**
Our Vision	**Our vision is of a creative, innovative library, physically and virtually at the heart of University life: fully embedded in learning, teaching, research and engagement activities; providing access to worldwide knowledge and curating the University's intellectual assets.**
Our Values : Our University values	We act with HONESTY, INTEGRITY and RESPECT. We are PROUD of who we are and we ENJOY what we do. We are committed to QUALITY and where we fall short we work hard to make things right. We embrace DIFFERENCE and dare to be different. We are FRIENDLY and WELCOMING, creating an environment in which people feel safe to work, study and grow together. We are individually ACCOUNTABLE for what we do and collectively RESPONSIBLE for our university's success.

Context for the Library Strategy

1. Academic Improvement	2. Academic Growth and Diversification	3. Research and Enterprise	4. International Focus	5. Sustainability
Enabling progression, satisfaction and employability as key aspects of the student journey	University Regional Partnership Strategy	University Research Strategy	University International Priorities Strategy	University Estates Plan
National Student Survey	Development of key University partnerships with FE Colleges and sandwich degrees	Open access research & funder requirements	Development of University's International Hubs	People Strategy
Pedagogical changes		Research data management & funder requirements	Students as global citizens	Value for money
Developments in learning technologies		Research Excellence Framework	Trans-national education	
Customer Service Excellence Award			Digital delivery and blended learning	

What this looks like for students and staff in 2018

We enable students to be successful in their learning	We meet student information needs, whenever and wherever they are located	We enable digital scholarship	We provide clarity on the availability and cost of resources in support of the University's collaborative partnerships	Our systems environment is built to ensure interoperability and data sharing
We develop digitally literate and employable graduates	Content and services are seamlessly delivered digitally as standard	We increase the impact and visibility of University of Salford research	We take account of the needs of international students in the design and promotion of our services	Sustainability is built into our services and space planning
We provide flexible and inspiring spaces where students choose to learn	We work collaboratively with University partners to support our students' learning and to develop our services	We support the University transition to open access publishing	We meet distinctive student information needs, whenever and wherever they are located	We exploit our regional; consortial and supplier partnerships for the benefit of the University
We provide a personalised student experience of the Library and its services	We provide opportunities for engagement with local schools and colleges	We curate and enable access to University research data		Continuous improvement is an integral part of our strategy
We co-create our spaces and services with students and staff		Our archives are integral to the University's teaching, learning and research		Our developments and decisions are evidence based and informed by analytics
		We connect researchers to high quality information and subject expertise		Talent is recognised and developed in Library staff, to support and enable future service provision
				Library staff work within a recognised professional standards framework, incorporating University values

Key Performance Indicators

NSS Q16 - % Student satisfaction meets or exceeds the University wide NSS target **PTES -** % Satisfaction with library resources and services meets / exceeds the University benchmark target **Progression -** L4/5 and L5/6 School and % 1sts / 2:1s meets / exceeds the University wide target **Customer Service Excellence–** Full compliance across the standard achieved in annual surveillance assessments **Space -** % occupancy of Library and PC areas during peak periods	**Resource usage –** Resource usage per FTE student meets/exceeds our SCONUL benchmarking group mean	**PRES -** % Satisfaction with library resources and services meets / exceeds the University benchmark target		**Information expenditure** per FTE student exceeds our SCONUL benchmarking group mean **Library expenditure** as % of University spend **Performance -** Full Library compliance with University performance requirements measured via QPR in relation to budgets, HR processes and operational planning **Staff experience -** % improvement in Library staff satisfaction with current job, influence & job motivation in Staff Experience Survey.

Library Strategy 2015-2018

Academic Improvement	Academic Growth and Diversity	Research and Enterprise	International Focus	Sustainability
Summary of key deliverables 2015/18				

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2015/16

1. Develop online academic learning skills resources that are relevant and support the development of our students

2. Develop integrated academic skills support across Library and University

3. Pilot peer-assisted learning scheme with School of NMSWSS

4. Embed inclusive teaching across Library

5. Target interventions to increase engagement of students with Library resources and services

6. Develop and implement coordinated exam time and resit support across DSAS

7. Develop our 'out of hours' services, including twitter and e-mail coverage

8. Involve students in the design and delivery of our services, through year round user experience research & testing. Includes Simplifying discovery via Library web pages and social media

9. Promote Library services to new students, alongside University registration at Clifford Whitworth Library

2015 /2017

10. Maintain Customer Service Excellence and work towards further compliance pluses, supporting others to work towards the standard

11. Deliver Library Development Project, phase 2 at Clifford Whitworth Library, to meet the needs of students moving into new Adelphi building

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2015/16

1. Investigate student reading behaviours and patterns to inform how we help students to find resources

2. Improve access and use of reading lists via new reading list system and embed all reading lists into VLE

3. Work with libraries in Northern Collaboration to deliver key shared service projects eg shared repository services, Virtual Enquiry Service, Undergraduate Borrowing Scheme

4. Simplify the discovery and use of library collections by students & researchers

2015/18
5. Work with the University's partner institution libraries to deliver services and support that enrich the student experience

6. Target collection development activity to meet emerging research and teaching requirements

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2015/16

1. Deliver a pilot research data management support service for ESPRC funded researchers, following approval of University Research Data Management policy

2. Implement University open access policy

2015/18

3. Engage with researchers to understand their needs and develop services and collections that work for them

4. Develop services to maximise the visibility and impact of our research outputs

5. Promote the integration of our archive and special collections into teaching, learning and research

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2015/16

1. Improve access and authentication to e-resources through implementation of EzProxy

2. Embed and update processes for setting up off campus access to resources for students on collaborative programmes

2015/18

3. Enhance Library support for programmes delivered overseas and for international students in the UK

2016/17

4. Develop service model for students in remote locations, incorporating use of the virtual classroom, once delivery modes are clear

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2015/16

1. Provide a high quality, cost effective University print and copy service, following on from service retender

2. Improve the Staff Experience

3. Improve our internal staff communication and collaboration

4. Automate and improve our business processes eg improve access to library stock by better managing replacement of lost library materials

5. Develop our library management data and use analytics to inform decision making and promote and target services

2015/18

6. Ensure students' continued access to resources and Library efficiency by improved data sharing and integration between Library Management System and core University systems.

7. Deliver staff development priorities informed by our operational planning

8. Improve our staff development interventions, talent recognition and individual performance across the service

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