

**Library Services Development Plan 2015-2020**

**Vision:**

To continuously develop and enhance innovative services, facilities and resources to meet and exceed the needs of our users to achieve their high quality academic pursuit by placing the library at the heart of the University supporting Learning, Teaching and Research activities

**Values:**

Students and staff are central to everything that we do  
 Proactively seek out advances and developments in sector to continually enhance service development  
 To listen and respond to the Student Voice  
 Be responsive, flexible and adaptable  
 Provide services that are accessible to all and support the diversity of the Hope community  
 Ensure services, resources and support are easy to find and access  
 Support and develop a team of knowledgeable, flexible and highly skilled staff who are able to explore and exploit all opportunities and reach their full potential

**Key Themes:**



i. Maintain and enhance high quality, collections that reflect and are relevant to the University's teaching	i. Define and deliver high standards of service that are accessible to all and meet student and staff expectations for support and care	i. Provide high quality support and guidance for all students, staff and Library visitors	i. Manage library spaces to ensure up to date, effective and efficient so they match the needs of all of our different users	i. Maintain and enhance up to date and robust mechanisms to discover, search and access online resources that are inclusive and accessible	i. Create an environment that supports researchers and research activities and enables researchers to meet to encourage cross-disciplinary work
ii. Ensure physical and online resources are easy to locate and access	ii. Clear and easily accessible communication of the full range of services, support and facilities	ii. Maintain and enhance a teaching programme that ensures students and staff have the knowledge and skills they require to fully exploit library resources to underpin their learning	ii. Ensure the on-going maintenance and enhancement of high quality learning environments in existing and any future library spaces	ii. Identify and promote technological solutions that support the production, dissemination, storage and impact of research activities and outputs	ii. Provide a programme of teaching sessions and one to one support tailored to the needs of staff and researchers
iii. Maintain and care for Special Collections to ensure their exploitation, accessibility and preservation today and for future generations	iii. Use all sources of data and feedback to constantly measure and review provision to ensure the service is relevant to student and staff needs	iii. To develop and enhance work with other support services to provide joined up support, guidance and referral	iii. Support initiatives that contribute to the University's sustainability objectives through Green Impact	iii. Maintain and enhance library management systems to keep up to date with new functionality and technological developments within the sector	iii. Collect and maintain scholarly collections including access to online resources and tools to support research activity