

Library Services Development Plan 2021-2026

Vision:

To continually develop and enhance innovative services, facilities and resources to meet and exceed the needs of our students, staff and researchers 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 through liaison, sharing best practice and on-going CPD activities
 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, print and online 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 and contribute to the University's Access and Participation Plan	i. Provide high quality support and guidance for all students, staff and Library visitors in a range of formats including face to face and virtual	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 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 and access specialist resources e.g. Special Collections
ii. Ensure physical and online resources (both subscription and open access) 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 (both on and off campus) and staff have the knowledge and skills they require to fully exploit all library resources to underpin their learning and enhance colleagues teaching	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 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 and which contribute to Wellbeing support for students	iii. Support initiatives that contribute to the University's sustainability objectives through the University's Sustainability programme	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 including open access publishing