Library Services
Operational Plan 2022-23

	Strategic area	Lead(s)	Progress
1.	**Student experience**		
a	Use the Assessor's report from the Customer Service Excellence re-accreditation in September 2022 to improve any areas of relative weakness in our customer services.	User Support Manager	The Library got re-accredited with the CSE award and obtained 12 'compliance pluses'. The Library's excellence in identifying customer needs at the first point of contact and promptly sharing information with colleagues and partners was highlighted in the final report.
b	Review the Library's Service Standards to ensure that they are fit-for-purpose	User Support Manager; Assistant Director (Digital Services, Systems and Collections); All teams.	This is pending the Information Services review, although the Library still adheres to its current service standards.

c.	Maintain and develop close partnership with the Student Union	User Support Manager; Library Communications and Marketing Officer	The Communications and Marketing Officer and other colleagues have met termly with Birkbeck's Student Union officers and staff. We have a good relationship and work closely with them on orientation and start-of-term activities (e.g. Welcome Fair; Black History Month book display)
2.	**Student success**		
a	'Decolonising the catalogue' project – reviewing and updating metadata to use inclusive language and weed out out-dated and troubling terminology	Senior Assistant Librarian Acquisitions and Metadata (catalogue manager); Acquisitions and Metadata cataloguing team; Subject Librarian team	The Metadata team continue to review metadata and developments in other academic libraries to be able to identify problematic terms and edit them in line with national and international best practice. [JLK 02/05/2023]
b	Continue to identify high quality free / open access resources and make these discoverable through existing search functions / the Free Access to Online Resources libguide)	E-Resources Support Assistant (Digital Services Team), Subject Librarian Team/ Acquisition and Metadata cataloguing team	The Metadata team are going to be adding high quality OA books published by university presses, to our catalogue and in turn make these discoverable via EDS. The Free Access to Online Resources continues to be updated to include recommended content.

c	Review the Library's web pages to ensure that students find the information they need	Library Communications and Marketing Officer; Library's UX working group	We reorganised some of the tiles on the library homepage to group all library resources on the first two rows; we created a separate academic subject guides page and made the membership page more user-friendly.
3.	**Attracting students and celebrating Birkbeck's unique mission**		
a	Maintain and further develop a partnership with the Access and Engagement team and participate in widening access and student engagement activities.	User Support Manager; Library's Access and Engagement Group.	The Library has worked closely with the Access and Engagement team to deliver school sessions and participate in the On Track programme. It also worked with the Access Manager for forced migrants on developing and implementing the Birkbeck Library's Access scheme.
b.	Contribute to the College's recruitment drive by taking part in orientation activities, open evenings, clearing and offer holder days	Library Communications and Marketing Officer; Subject Librarian team; User Support Manager; Library Communications and Marketing Group.	Library staff attend and contribute to the Birkbeck-wide Orientation meetings and take part in all orientation and recruitment events. Over 800 prospective and current students attended one of our tours and were introduced to our services in 2022-23.
c.	Organise a display and a series of events to celebrate Birkbeck's 200th anniversary	Subject Librarian for Science; Library Communications and Marketing Officer;	The Library delivered a successful programme of College Archive displays and talks this year to celebrate the bicentenary. We invited film director

		Communications and Marketing Group.	Paul Howard, historians Joanna Bourke and Jerry White and former Birkbeck Librarian Philipa Dolphin to be our guest speakers.
4.	**Supporting Research**		
a	Continue to develop and improve our support for research students and early career researchers and continue to deliver workshops through the Birkbeck Graduate Research School.	Subject Librarian team: Research Data Support Manager; Senior Assistant Librarian (Repository and Digital Media Management).	This has been paused pending the results of the upcoming Information Services review regarding the structure and capacity of the Subject Librarian Team in particular, but discussions between teams are ongoing.
b	Continue to review and improve our support for research staff by working more collaboratively with colleagues in the Research Office and other research support staff in the College (e.g. impact officers).	Library Scholarly Communications Group: Subject Librarian team; Research Data Support Manager; Senior Assistant Librarian (Repository and Digital Media Management).	This has been paused pending the results of the upcoming Information Services review regarding the structure and capacity of the Subject Librarian Team in particular, Liaison with the RO continues.

c	Find a long-term solution to the preservation and accessibility issues relating to the College Archive and contribute to the planning for Birkbeck's 2023 bicentenary celebrations.	Director of Library Services; Subject Librarian for the School of Science	In December 2022 the section of the College Archive which has been housed at a remote storage facility in Ely was moved to Birkbeck Central. This means that the entire College Archive is on-site at Birkbeck for the first time in many years. There will be a display of archive material in the Library as part of the 200th anniversary – see 3c.
d	Continue to raise awareness of the importance of open access and open research amongst the academic community and expand the range of advice we offer about open access and publishing.	Subject Librarian team; Senior Assistant Librarian (Repository and Digital Media Management); Research Data Support Manager.	Individuals are briefed on an "as and when" basis, with a view to promoting Plan S for those to whom it applies, and the College's Open Research Policy more broadly. More outreach sessions for the newly created Schools and Faculties will be scheduled for the second and third terms of 23-24.
5.	**Working efficiently and effectively**		

| a | Continue to review of the way we allocate and spend our information resources budget. The review will look at how we can maintain a digital first purchasing policy and examine the issues around transformative agreements and the balance of expenditure on teaching and research; and assess the value for money of our Senate House Library subscription. | Director of Library Services; Assistant Director (Digital Services, Systems and Collections); Subject Librarian team. | The subject librarians have agreed on a standardised approach to review digital resources and document this to ensure that resources subscribed to are aligned to programmes of study. These documents will help in the reviews of digital purchases. [EC 05.05.2023.]

The information resources budget for 2023-24 is currently being discussed in the light of the College's financial situation. |

| b | Conduct a review of Library Services as part of the Vision 21-26 strategy to improve the efficiency of the service and release staff savings, | Chief Information Officer, Director of Library Services, Assistant Director (Digital Services, Systems and Collections) | This is underway. It launched with a series of facilitated workshops in April for staff in the Library, IT Services and those who support IT functions in the academic Schools. The next phase of the project will involve further discussion of ideas for taking forward the new Information Services Department, which includes the Library, IT Services and those staff providing IT support in the Schools. |

c	Revisit the process of identifying and purchasing a new Library Management System (LMS).	Technology Innovation Manager	This has been paused as it will be looked at as part of the Information Services review.