Supporting and Enhancing Learning, Teaching and Research

Library and Archives Service
Strategic Plan 2015-2020
Introduction

The Library and Archives Services must clearly position itself at the heart of the University and do everything possible to support and enhance the learning, teaching and research experiences of every student and member of staff. This includes support for digital and information literacy, off-campus and on-campus services, the provision of research support, open access and research data services and the provision of different types of library spaces to support varied styles of learning. Another important part of our role is to continue to foster the cultural agenda that libraries clearly support with the treasures of Bangor Library and Archives and further engage with the community via lectures, exhibitions and a volunteering programme.

An overarching plan for the period 2015-2020 is needed which, guided by the University’s Strategic Plan, establishes the direction for the service over the next five years and underpins the University’s key strategic themes. The themes are supported by a number of goals or priorities, which will be reviewed annually. The specific actions to achieve these goals will form part of our annual operational action plan, which will be monitored and evaluated throughout the year. Individual and team plans will also link directly to the Strategic Plan, ensuring a joined-up approach and a shared understanding of priorities and direction.

We must continue to develop services that are easy to use, available on and off campus, with expert support when required. We will continue to provide flexible and versatile learning spaces which support learning, teaching and research practices across the university, both for today and into the future.

Effective partnerships with academic and professional service colleagues and students within the University are essential to ensure the services and facilities provided by Library and Archives Services continue to meet the needs of the University. Although we have improved student satisfaction from 82 – 87 % during the last three years, we need to do more work to enhance student satisfaction with all Library and Archives services. Conversations, discussions and shared planning on how teaching, learning and research are changing within the institution, and how the library can proactively assist and support these changes is critical to our continued success.

Research data management, research support and Open Access publishing are key areas where library support is increasing and we work very closely and collaboratively with the Research and Enterprise Office, IT Services and academics. We now provide a Research Data Management Service and are committed to examining open access and the institution as publisher.

Resource discovery remains a cornerstone of the services we deliver to the University. The implementation of the new All Wales Library Management System for HEIs in August 2016 will enable us to enhance resource discovery, open up our treasures in Wales and later on engage in reciprocal borrowing. We will also continue to manage access to information, through partnerships, consortial purchasing and making new collections readily available.

A priority for the next five years is to work in partnership with other external partners, such as JISC, SCONUL, the NHS and other public sector bodies. Together we can achieve greater change and ensure success. The Library and Archives Service needs to be seen as enriching excellence in academic and professional education within the University, and continuing to build services fit for the 21st century.

Sue Hodges
Director of Libraries and Archives
Our Services

A range of Library and Archives services are provided both online and face to face through our libraries and archives service points. We are proud of our customer services and this year will be implementing and being assessed for the Customer Service Excellence Award and the Archives Accreditation Award.

Our services and facilities include:

- Delivering a wide range of information skills training and digital literacy support both on campus and online via tailor made learning materials.
- Supporting research including teaching research skills e.g. on the Researcher Development Programme, supporting and leading on Open Access developments and providing a Research Data Management Service.
- Providing a range of study spaces including group study, quiet study, individual study, social learning in order to meet the different learning styles of students.
- Managing the allocation and distribution of all library materials budgets including the purchase, cataloguing, deployment and development of all library resource materials, print and electronic, across all Colleges and campuses.
- Managing all aspects of discovering appropriate resources.
- Managing the online reading lists system working with academics to ensure parity of experience for students in accessing core texts and recommended reading.
- Enabling access to resources and materials not held by the University through inter-library borrowing schemes or co-operative arrangements e.g. LINC and the British Library.

Vision and Mission

It is our vision for the Library and Archives Service to be at the heart of academic, information and knowledge management activity in the University. The service will make a key contribution to supporting teaching, learning, research and improving the student experience, broadening the University’s international outlook and engaging more with the communities it serves. The Library and Archives Service supports the University’s mission: A strong, confident institution recognised regionally, nationally and internationally as a centre of excellence for its varied portfolio of teaching and research, and for the unique, multicultural, inclusive experience it provides for its staff and students.
STRATEGIC PRIORITY 1: AN EXCELLENT EDUCATION AND STUDENT EXPERIENCE

Students are the largest of our user groups and they have consistently expressed the need for quality learning environments, access to technology and access to resources that support their learning and research needs. The needs of this user group remain diverse, from those seeking vibrant interactive spaces to those looking for quiet, contemplative space. We must ensure our spaces and services are delivered and accessible where and when students need them and are not constrained by conventional hours of service delivery. The new All Wales Library Management System will allow us to provide better access to resources via a Resource Discovery System.

We will enhance the student learning experience and encourage independent learning by offering support through a range of information skills activities. These activities will be developed and delivered in partnership with the academic community and the Bangor Employability team.

- Enhance environments and refurbish spaces to meet the needs of students in line with sector trends.
- Develop and support employability by further developing digital and Information literacy/skills.
- Work with academics to ensure availability of online reading lists across all programmes - ensure resources are easily available for students.
- Further develop student partnership in developing and enhancing services via the work of the Student Library Ambassadors.
- Demonstrate impact and value of the service and review management statistics.
- Attain Customer Service Excellence Award.
- Simplify access to resources via Resource Discovery.
- Work with colleagues in Welsh HEIs to open up collections for students and all users.
- Develop online and streamlined inter-library loan processes.
- Enhanced IT support in libraries.
- Quality provision for collaborative partners.
- Provision of service to Bangor China College.
- Review the virtual chat service and investigate out of hours cover.
STRATEGIC PRIORITY 2: ENHANCING RESEARCH SUCCESS

As the University enhances its research profile, the Library and Archives Service must actively develop and promote a range of resources and services that contribute to the research environment. The service already works collaboratively across the University to provide a range of support for research. This is evident in the management of the Institutional Repository and the Research Data Management Service. The service also inputs to a coherent training programme that meets the needs of researchers. More innovative approaches to identifying and assessing information-related training needs of researchers should be developed in partnership with relevant members of academic staff.

- Launch, deliver and promote the Research Data Management Service.
- Further deliver research skills including the Researcher Development and the Doctoral School training programmes.
- Contribute to the Main Arts HLF bid with regard to the extension of Archives and Special Collections.
- Work with the College of Arts and Humanities in developing new Research Centres for Arthurian Studies and Centre for the History and Culture of the Book.
- Increase PG support and develop PG Study areas in all libraries.
- Develop and promote the repository and the new Central Research Information Service.
- Further advocate for Open Access publishing across the University and review policies and processes.
- Enhance the profile of Archives and Special Collections including gaining archives accreditation.
- Increase investment in research resources and collections.
- Promote and enhance resource discovery for research.
- Review use of the Research Reserve working with the College of Arts and Humanities CAH.
- Examine a University Press and in-house research publications.
- Support for Research Assessment, RCUK and HEFCE requirements and compliance (via the Repository and CRIS) working in collaboration with the Research and Enterprise Office.
- Develop Archives and Special Collections Strategy and a Welsh Library Policy.

**STRATEGIC PRIORITY 3: AN INTERNATIONAL UNIVERSITY FOR THE REGION**

- Provide enhanced support for international students.
- Work with the Students Union to develop and enhance spaces and collections to reflect multi-cultural differences and diversity.
- Provide additional induction and workshops for international students.
- Work closely with ELCOS to develop introductory skills sessions suitable for international students.
- Develop collections to support international researchers.

**STRATEGIC PRIORITY 4: WELSH LANGUAGE, CULTURE AND CIVIC ENGAGEMENT**

Continue to enhance the Welsh language and cultural activities building on the strength of the collections, the Welsh Library and our heritage. This includes expanding and promoting the work of the Archives and Special Collections, by community engagement and a volunteering programme. The service will work with local partners to enhance and support community engagement and also promote the use of the Welsh Language within the service.

- Continue to develop Welsh in the Workplace and be a case study for the development of the Welsh Language learning opportunities and mentoring programme.
- Develop a programme of cultural and community activity working with Pontio, Storiel, and Gwynedd public libraries.
- Contribute to the Main Arts HLF bid with regard to enhancing the Archives and Special Collections spaces and a community engagement programme.
- Support the work of ISWE in promoting research and events based on the Estate Papers.
- Identify further funding bids for digitising special collections.
- Develop digital collections in Welsh and English and promote the Welsh Library.
- Promote and enhance use of special collections for the community.
- Develop digital exhibitions for Archives and Special Collections.
- Develop oral histories expertise, digitisation skills and a digitisation room.

STRATEGIC ENABLERS

- **PEOPLE:** Enable leadership development and a high-quality staff experience.
  Staff development and training opportunities which keep up to date within the library and information profession, will ensure that staff continue to develop the skills needed to meet and deliver services in the 21st Century

- **RESOURCES:** deliver a financially sustainable university with high-quality physical resources.

- **GOVERNANCE & MANAGEMENT:** Provide governance, management, support services, and business systems that are efficient and adaptable.

- **BRAND & MARKETING:** Develop a strong brand identity, with effective communication, marketing and fundraising operations. Continue to market the Libraries and Archives and Special Collections via social media and engagement with the community

- **SUSTAINABILITY:** Deliver a financially, socially and environmentally sustainable University. Ensure the Library and Archives Service is a case study for sustainability