

LIBRARY & INFORMATION SERVICES STRATEGIC PLAN



2009/10 – 2011/12

1. Introduction

This Strategic Plan builds on the previous LIS plan for 2006/07 to 2008/09 and the current University plan, providing a framework for developments over the next three years.

Increasingly, the Library exists as both a physical and virtual space. This allows academic staff and students to research and study where, when and how they wish. Library staff will facilitate this by providing them with easy access to electronic, print and audiovisual resources and by helping them to become more self-sufficient in finding and evaluating the information and other services that they require for their learning

2. Mission statement

The mission of Library and Information Services is to support teaching, learning and research throughout the University, in collaboration with staff and students, by providing

- information resources in a range of formats,
- environments that facilitate study and learning in a variety of ways, and
- support for the development of information literacy to enable students make the best use of learning resources.

3. Library values

Amongst other matters, the Library values:

- Excellent customer service
- Technological innovation
- Collaboration with others
- Transparent & equitable services
- Professionalism in service delivery
- Staff development

4. Environmental scanning

A SWOT analysis of the Library's current position provides a clear statement of the opportunities available to develop services and facilities to meet the current and future needs of both staff and students. It also highlights the challenges facing the Library in making that provision.

<p style="text-align: center;">Strengths</p> <ul style="list-style-type: none"> • Committed staff • Strong liaison between School Librarians and the Schools • Staff and professional development activities • Cooperation and collaboration with local universities • Good range of electronic resources • Operational efficiency • Rising usage of self-service facilities 	<p style="text-align: center;">Weaknesses</p> <ul style="list-style-type: none"> • Low levels of spending per FTE on books and other learning resources • Campus libraries small in comparison with similar HEIs • Outdated and unattractive website • Lack of study spaces • Staffing levels low in comparison with similar HEIs • Research collections lacking • Student perception of the under-provision of key texts
<p style="text-align: center;">Opportunities</p> <ol style="list-style-type: none"> 1. Plans for new academic building at Newton Park 2. Postgraduate centre at Corsham Court 3. New Sion Hill Library 4. Potential to deliver information literacy skills 5. Strategic purchase of electronic resources 6. Full participation in course information provision via Minerva 7. Development of new services, e.g. electronic enquiries & document delivery 8. Potential to address low profile of Library services with some staff and students 9. Re-purposing of Newton Park Library foyer 10. Provision of research support 11. Participation in delivering the MA in Professional Practice 12. Development of an institutional repository 13. Improvement in National Student Survey scores 	<p style="text-align: center;">Threats</p> <ol style="list-style-type: none"> 1. Inflationary pressure on provision of resources, particularly electronic services which attract VAT 2. Budgetary unpredictability 3. Further staffing reductions 4. Increasing student expectations 5. Newton Park Library environment no longer fit for purpose 6. Negative impact of lack of provision at Corsham Court 7. Concerns about under-capacity at Sion Hill Library 8. Rising user dissatisfaction with Newton Park Library 9. Lack of a digital image licence 10. Inability to support increased research activity

5. Risk assessment

LIKELIHOOD / DESIRABILITY	Very high					O6 T1
	High			O4 T4 T7 T8 T9	O2 T5 O8 T6 O10 T10	O1 T2 O3 O9
	Medium			O7 O12 O13	O5	T3
	Low			O11		
	Very low					
		Very low	Low	Medium	High	Very High
	IMPACT					

6. Strategic objectives 2009/10 to 2011/12

6.1 To improve library accommodation at Newton Park by

- 6.1.1 participating in the planning of the new academic building at Newton Park**
- 6.1.2 re-purposing the foyer of the current Newton Park Library in order to foreground self-service and collaborative study space**

These strategic objectives will support the University (i) by improving its infrastructure and providing additional study and learning spaces appropriate to staff and student needs in the 21st century (*SO i; Actions 4, 10*) (*TC 1; 3*); and (ii) by providing students at Newton Park with improved facilities that better assist with their study and learning and ensure that the two buildings are complementary (*SO i, SO ii, SO x; Action 10*) (*TC 1; 3*).

6.2 To deliver a library service that embraces the opportunities presented by the e-environment

This strategic objective will support the University by improving access to information for both staff and students in their teaching, learning and research (*SO iv, SO viii; Action 11*) (*TC1; 3; 4; 8*).

6.3 To deliver a library service that is proactive, responsive and user-focused

This strategic objective will support the University by providing the best services, resources and facilities as far as budgets permit, to help foster teaching and learning, and supporting research of the highest quality attainable. It will help equip Bath Spa graduates with the necessary life-long learning skills and knowledge to increase their employability (*SO ii, SO iv, SO viii; Actions 3, 11*) (*TC 1; 3; 4*).

6.4 To formulate a communications and marketing strategy

This strategic objective will support the University by making staff and students more aware of the services and facilities available to them and what the Library staff can offer them in support of their teaching, learning and research (*SO i, SO ii, SO iv, SO x*) (*TC 1; 3; 4*).

6.5 To further integrate the new Sion Hill Library into the School's activities

This strategic objective will support the University by consolidating and developing library services at Sion Hill following the relocation from Somerset Place and working in partnership with BSAD staff to provide the facilities and services that they and their students need (*SO ii, SO viii, SO x*) (*TC1; 3*).
