

## Operational Plan 2015/2016 – James Hardiman Library

<b>Unit strategic goal</b> (derived from Strategic Plan 2015-16, as appropriate)	<b>Status Now</b>	<b>Actions to September 2016</b> (Initiatives/projects/service enhancements) <i>(please define in SMART terms)</i>	<b>Measures of Success</b> <i>(please define in SMART terms)</i>
<b>Expert staff, skilled to help in person or online</b>	<ul style="list-style-type: none"> <li>Staff Development and Training Group highly active</li> <li>100% PMDS reviews completed</li> <li>Staff skills audit completed</li> <li>Change-readiness enhanced by communication, consultation</li> <li>LibQual overall rating up to 6.8</li> <li>Liaison with Shannon College</li> </ul>	<ul style="list-style-type: none"> <li>Establish user-centred staffing deployment and location model</li> <li>Continue to develop staff skills via PMDS</li> <li>Introduce University competency framework</li> <li>Establish consistent customer service behaviours</li> <li>Integrate Shannon College staff</li> </ul>	<ul style="list-style-type: none"> <li>New roles, teams, partnerships and locations, aligned to strategic plan</li> <li>Supportive change management process in place</li> <li>% PMDS reviews completed</li> <li>Competency framework operational</li> <li>LibQual overall rating up to 6.9</li> <li>Shannon College staff integrated</li> </ul>
<b>A compelling place for academic engagement</b>	<ul style="list-style-type: none"> <li>JHL building transformation included in University Strategic Plan and business case understood</li> <li>LibQual <i>Library as Place</i> Rating 6.31.</li> <li>Makerspace under development</li> <li>Shannon College Library integration commencing</li> <li>HRB Exhibitions facility in process of upgrading</li> <li>Access control system generating occupancy stats per hour and by course</li> </ul>	<ul style="list-style-type: none"> <li>Establish team and work programme</li> <li>Continue to seek funding for the JHL Transformation Project</li> <li>Undertake an Observation Study of user behaviour in relation to use of Library space</li> <li>Market and promote new Makerspace as an area for exploration, creation and innovative ideas</li> <li>Initiate integration of Shannon College Library into University's Safety Management System</li> <li>Establish mechanisms for tracking future direction of pedagogy and research to inform repurposing of library space</li> <li>Plan a programme of exhibitions and events and implement the new HRB Exhibitions infrastructure</li> <li>Track access control stats to inform level of first year engagement</li> </ul>	<ul style="list-style-type: none"> <li>Team established and work programme agreed</li> <li>Extent of funding and planning in place for JHL transformation</li> <li>LibQual <i>Library as Place</i> rating maintained</li> <li>Observation Study of user behaviour completed</li> <li>Makerspace fully utilised and supporting the generation of innovative outcomes</li> <li>Shannon College Library meeting Safety Management System requirements</li> <li>Mechanisms in place to track new directions in pedagogy and research</li> <li>Programme of exhibitions/events delivered and space reconfigured</li> <li>First year engagement data collated</li> </ul>
<b>Access to excellent and relevant collections</b>	<ul style="list-style-type: none"> <li>Collection development and management function distributed</li> <li>Reading List system being implemented</li> <li>Selection of new information resources relies on academic staff</li> <li>Libqual Information Control rating 6.84</li> <li>Collection policies being drafted</li> <li>Library system procurement commenced</li> </ul>	<ul style="list-style-type: none"> <li>Establish Collections Team and work programme</li> <li>Rollout Reading List system as method of ensuring knowledge of teaching and learning resource needs</li> <li>Pilot Demand Driven Acquisition (DDA) and maximise possibilities from new book vendor as methods of capturing research resource needs</li> <li>Continue to develop Collection Policies</li> <li>Collections Review Books: Floor 2 &amp; start of Floor 1</li> <li>Conclude procurement of library system and implement</li> <li>Agree future listing priorities for Archives and expose Archive Collections via Library Discovery Tool</li> </ul>	<ul style="list-style-type: none"> <li>New Collections Team formed and engaged in cohesive collection development and management</li> <li>% of modules whose reading lists are available via Reading List system</li> <li>DDA piloted and recommendations made</li> <li>Libqual Information Control rating 6.9</li> <li>Floor 2 &amp; part of Floor 1 collection reviewed and in line with policies</li> <li>Library system procured and implemented</li> </ul>

	<ul style="list-style-type: none"> <li>Archives listing plan for 2015 and search system being implemented</li> </ul>		<ul style="list-style-type: none"> <li>Archive Collections discoverable via Library Discovery Tool</li> </ul>
<b>Connectivity through partnership, communication and community</b>	<ul style="list-style-type: none"> <li>Library communications group and plan in place</li> <li>Outreach activity distributed across multiple groups and functions</li> <li>Promotion of service offerings lacks consistency</li> <li>No formal relationship exists with 2<sup>nd</sup> level schools or career guidance teachers</li> <li>Formal exhibitions being well-received, but to date not showcasing student work</li> <li>User communities' requirements are not documented</li> </ul>	<ul style="list-style-type: none"> <li>Establish user-centred Outreach Team and work programme</li> <li>Collaborate across the Library to articulate a cohesive message to promote services and resources to all users</li> <li>Collaborate with university School Liaison officers to build in school visits to JHL to support student recruitment</li> <li>Establish programme of informal events and exhibitions, including displays of student work</li> <li>Carry out horizon scanning of user communities to inform us of their requirements from JHL</li> </ul>	<ul style="list-style-type: none"> <li>New Outreach Team formed and work programme defined</li> <li>The number of new partnerships formed, projects initiated &amp; KPIs identified</li> <li>Key services are marketed and promoted to various user communities</li> <li>Student recruitment efforts are supported via liaison with schools and relevant offices within NUIG</li> <li>Number of informal exhibitions displaying student work</li> <li>Mechanism in place to liaise with user communities (mailing lists, user fora)</li> </ul>
<b>Graduates who think critically and have lifelong academic skills</b>	<ul style="list-style-type: none"> <li>Critical thinking a learning outcome in Graduate Research Skills module</li> <li>Digital literacy engagement enhanced by digital archives</li> <li>Information Skills training provided by multiple teams</li> <li>Enquiry support is not joined up and can be confusing for users</li> <li>Recent increase in provision of online content</li> <li>Archives module in development for launch in September 2015</li> </ul>	<ul style="list-style-type: none"> <li>Establish team and work programme</li> <li>Audit current skills delivery and impact and establish future requirements</li> <li>Review enquiry services</li> <li>Further develop research support at both undergraduate and postgraduate level, including systematic reviews support</li> <li>Review balance of face-to-face and online skills provision</li> <li>Create Academic Skills Team with defined remit and relationships</li> <li>Develop new academic skills programme for delivery in 2016/17</li> <li>Continue to deliver range of skills sessions</li> <li>Deliver and review Archives module</li> </ul>	<ul style="list-style-type: none"> <li>New team operational and work programme in place</li> <li>New model for enquiry services in place with enhanced teamwork</li> <li>Systematic reviews support defined and operational</li> <li>New academic skills programme established</li> <li>User feedback and ratings</li> <li>Number of successful completions of skills modules</li> <li>Archives module embedded in undergraduate and postgraduate programmes</li> </ul>
<b>High-impact publication of research, data and digital content</b>	<ul style="list-style-type: none"> <li>Digital Scholarship Enablement Strategy agreed and being implemented</li> <li>Digital Library Team designated</li> <li>IT infrastructure, governance, projects, partnerships progressing</li> <li>Abbey project nearly complete</li> <li>Open access policy drafted</li> <li>ARAN upgrade in progress</li> </ul>	<ul style="list-style-type: none"> <li>Establish team and work programme</li> <li>Brand digital publishing services</li> <li>Develop digital publishing programme</li> <li>Increase ARAN coverage, targeting IRRP 2016 (Institutional Review of Research Performance)</li> <li>Implement an approved NUIG open access policy</li> <li>Launch Digital Library Repository and new ARAN</li> <li>Develop NUIG research data management policy in partnership with others</li> <li>Bid collaboratively for a Digital Scholarship Centre and projects</li> </ul>	<ul style="list-style-type: none"> <li>Digital Library Team formalised and work programme defined</li> <li>Clear branding and identity for digital publishing services</li> <li>Range of digital collections published</li> <li>Abbey archive digitisation complete</li> <li>New partnerships formed</li> <li>Open access policy implemented</li> <li>% increase in papers added to ARAN</li> <li>Outcome of digital scholarship bids</li> </ul>

Name of Director / Head: John Cox

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