

Operational Plan 2016/2017 – James Hardiman Library

Unit strategic goal (derived from Strategic Plan 2015-16, as appropriate)	Status Now	Actions to September 2017 (Initiatives/projects/service enhancements) <i>(please define in SMART terms)</i>	Measures of Success <i>(please define in SMART terms)</i>
Expert staff, skilled to help in person or online	<ul style="list-style-type: none"> New teams and roles established and communicated Training programmes organised by Staff Development and Training Group (SDTG) and by teams PMDS cycle almost complete LibQual overall rating up 0.08 to 6.88, relative to target of 6.90 	<ul style="list-style-type: none"> Collaborate across teams to embed new structure Promote and progress skills development via PMDS, SDTG initiatives and targeted training in person and online Emphasise quality of customer service interactions and user experience as a key focus for teams Encourage staff mobility, diversity of experience and external perspective Deepen relationships with Shannon and St. Angela's staff Provide support for staff to engage with new technologies 	<ul style="list-style-type: none"> New teams collaborating to deliver on annual plan and strategy to 2020 Supportive change management process in place LibQual overall rating up to 7.0 LibQual rating of staff up from 7.17 to 7.25 % PMDS reviews completed Shannon, St. Angela's further integrated Staff proficient in using new technologies
A compelling place for academic engagement	<ul style="list-style-type: none"> Building transformation advocacy ongoing but no funding secured Remedial works undertaken, e.g. heating system, carpet repairs, creation of new office spaces LibQual <i>Place</i> rating up 0.13 to 6.44 Tender process underway with view to upgrading the HRB Exhibitions infrastructure Draft programme of exhibitions/related events devised 	<ul style="list-style-type: none"> Prepare and make submissions to any PRTL funding call if buildings projects in scope Participate in any review of campus learning spaces Repurpose floor 2 Sci Ref/Journals space to increase number of Silent Study places Conduct pilot observation/monitoring study of user behaviour at the Medical Library informed by monitoring of developments in pedagogy and research Work with the B.O. to improve Library recycling levels and energy efficiencies Develop a Library Business Continuity Plan and Library Disaster Plan Create an engaging programme of exhibitions/related events and further develop HRB Exhibitions infrastructure Enhanced H&S compliance 	<ul style="list-style-type: none"> Extent of funding secured for building transformation Floor 2 space repurposed with enhanced user facilities LibQual <i>Place</i> rating stable at 6.44 Observation Study of user behaviour completed at Medical Library, new directions in pedagogy and research being tracked Recycling rates improved and demonstrable energy efficiencies achieved Library Business Continuity Plan/Library Disaster Plan in place Programme of exhibitions/related events delivered and new infrastructure installed H&S compliance improved
Access to excellent and relevant collections	<ul style="list-style-type: none"> LSP Procurement completed LibQual IC rating 6.88 (up 0.04) No of uncatalogued books 15,000 No of collections listed 249 Stocktake of Snipe Ave underway to create space; Floor 1 journals de-duplicating planned 272 l/m free space in archives store 	<ul style="list-style-type: none"> Implement LSP to maximise workflow efficiencies and integrate Shannon College holdings Rollout Demand driven acquisition and Reading List Service to ensure collection matches user needs Catalogue Special Collections and Archives according to priority and to maximise discoverability Maximise open access space through creation of single journal run and review of Floor 2 book holdings 	<ul style="list-style-type: none"> LSP live, Shannon holdings integrated LibQual IC rating up to 7.0 No of uncatalogued books 10,000 No of collections listed 256 Single open access journal run Floor 2 book holdings reviewed and in line with policy Increase free space in store to 442 l/m

	<ul style="list-style-type: none"> 9 collections on priority listing out of 118 unlisted collections 	<ul style="list-style-type: none"> Review and reorganisation of Archival collections to maximise space and inform priorities for listing 	<ul style="list-style-type: none"> Priority level given to all unlisted collections
Connectivity through partnership, communication and community	<ul style="list-style-type: none"> HRB Exhibitions area in place and well received but to date not showcasing student work Pilot project of Library outreach to second level students was ran last year by Archives & Special Collections team Formal observation study on students interaction with front facing services not commenced Access control system generating occupancy stats per hour and by course Promotion of Library services is carried out in a generic way, no targeted branding or promotion of services is in place Current social media strategy is casual in nature LibQual findings used as part of Library's planning cycle Uptake of the MakerSpace service during its first year of operation was positive 	<ul style="list-style-type: none"> Attract visitors to campus via exhibitions, displays of student work and other events in the Library Collaborate with university School Liaison officers to build in school visits to JHL to support student recruitment (focusing on transition students) Undertake an observation study on students uptake of Library services e.g. Academic Skills Zone, LIT Desk, Maker Space, Video Wall, Finding Books on shelf Track access control stats to inform level of first year engagement Collaborate across the Library to articulate a cohesive message to promote services and resources to Library staff and users of the Library Develop a Social media strategy connected to the Library strategy Conduct LibQual survey which is a core element of the Library's ongoing service improvement and planning cycle Track usage of the MakerSpace service including equipment usage and workshops events hosted by the MakerSpace 	<ul style="list-style-type: none"> Two seminars/workshops held in Library which features student work Second level outreach programme designed and put in place with 2 schools Five front facing services reviewed and findings published Statistics gathered and analysed on the level of 1st year engagement with the Library. Information obtained as to % of students from each discipline is using the Library, findings published and communicated to disciplines Each of the five new teams have presented to Library staff on new team structure, areas of responsibilities, services offered & work plan for 2016/17 Library social media strategy in place in the Library Overall LibQual score increased from 6.88 to 7.0 Increase use of 3D printers by 5%, increase in the number of workshops hosted by the Library
Graduates who think critically and have lifelong academic skills	<ul style="list-style-type: none"> New Teams and roles established. Communication of same on-going. Training programmes organised by Staff Development and Training Group (SDTG) and by teams Suite of new subject and generic Library Guides created Review of current online provision. Archives Skills Module successfully piloted for 2nd. year History students Generic Skills programme for 2016/17 agreed and in development 	<ul style="list-style-type: none"> Review and continuously evolve balance of face-to-face and online programme. Extend reach of Archives Skills module Promote Academic Writing Centre emphasising linkage with related Library initiatives Continue to transition from subject specific to generic skills coverage Create broader coverage for Skills programme, aligned with developments in academic programmes, pedagogy and complimentary academic skills Further communicate new teams and skills programmes. Ensure all students are exposed to digital literacy concepts Review Skills Enquiry Desk service in terms of usage, feedback and establish future requirements Continue to develop partnership opportunities with CELT and others. 	<ul style="list-style-type: none"> Increase of 10% in numbers using online library modules. Number of successful completions 30 students completing Archives Skills Module Stronger integration of the Academic Writing Centre to the wider Academic Skills Programme User rating for Skills programmes to go forward by 0.05 to 6.98 Number of courses embedded and linking to new broader Skills Programme Programme of continuous pro-active communication Students have opportunity to engage with Level 1 Digital Literacy concepts

	<ul style="list-style-type: none"> • Work programme for new Skills Enquiries Desk agreed and established • Partnership model with CELT agreed • Archives and Special Collections to be positioned as part of the Library's core skills programme, with a focus on critical thinking, study skills, digital and information literacy • Review of research support services taking place 	<ul style="list-style-type: none"> • Systematically link Academic skills offerings to include Archives and Special Collections where appropriate. • Review of Graduate Skills module with view to creating new and wider content and with flexible accessibility. 	<ul style="list-style-type: none"> • Highly used Skills Enquiry service, perceived as contributing to Learning and Research, with users having a sense of involvement and ownership of service • Strong partnership model established with CELT and others as necessary • Increase of 10% for numbers engaging with archives and special collections • New module and wider range of research services in operation
<p>High-impact publication of research, data and digital content</p>	<ul style="list-style-type: none"> • Team established and strategy agreed. • Critical Infrastructure in place. • Solid Portfolio of projects in progress or completed. • Published Strategy for Digital Scholarship Enablement • Communication with stakeholders well established: through series of meetings on strategy and workshops in planning. • Website content created. • Making good headway in soliciting Aran content. • First significant data archive (Bianchi groups) 	<ul style="list-style-type: none"> • Make Aran repository OpenAire compliant • Grow Aran repository content by 25% • Make an engaging and impactful digital offering from a novel exploitation of a new archive from either O'Shaughnessy or Muintir archives • Develop a Digital Preservation Policy • Further engage the campus academic community through a series of seminars and workshops focusing on our work in Digital Publishing • Assist with the Alma implementation. Establish one Electronic Open Journal (Candidate is Irish Journal of Practitioner Research for Education) 	<ul style="list-style-type: none"> • Aran Passes compliance tests • Content +=.25% • Pickup by at least one national newspaper. • A policy is published and eventually approved. • Seminar attendance - at least 10 non-library attendees per event. • Journal publishes first issue.

Name of Director / Head: John Cox

Date submitted: