

Unit strategic goal	Status Now	Actions to September 2018 (Initiatives/projects/service enhancements) (please define in SMART terms)	Measures of Success (please define in SMART terms)
Expert staff , skilled to help in person or online	New teams and roles established and operational for over a year Cross-functional teams in place	Embed the published values of Library staff Collaborate across teams to deliver annual plan & strategy	All staff living Library values All teams collaborating to deliver on annual plan and strategy to 2020
	LibQual overall rating up 0.02 to 6.90, relative to target of 7.00	Emphasise quality of customer service interactions and user experience as a key focus for teams	LibQual overall rating up to 6.95
	No PMDS on campus in 2016/17	Promote and progress staff skills development	LibQual rating of staff up from 7.16 to 7.20
	Shannon library staff integrated	Address skills gaps in any recruitment opportunities	Skills recruited to meet University needs
	€10K spent on training events	Integrate St. Angela's library staff	St. Angela's staff integrated
		Spend full training budget	Full training budget spent & well targeted
A compelling place for academic engagement	Building transformation or alternative Learning Commons space advocacy ongoing but no commitment secured	Re-envision space requirements for a state-of-the-art learning environment by continuing advocacy and development of thinking in partnership with UMT, Colleges, CELT and others	Plan of action in place, user rating of space benchmarked, extent of commitment / funding secured
	Funding secured for additional 633 linear metres of compact shelving; further works scoped with Buildings Office for which currently no funding is in place	Develop new storage space for Archives/Special Collections	Strong Room compact shelved, level of funding secured for phase 2 of project, total linear metres available
	LibQual Place rating up 0.04 to 6.48	Improve LibQual Place rating via space audits to include review of space aesthetics & flexibility, provision of more user customisable spaces	LibQual Place rating up from 6.48 to 6.52, increased use of physical library spaces
	67 negative comments relating to Opening Hours submitted as part of the LibQual 2016/2017 survey	Review opening hours for optimum benefit of users	Library opening hours aligned with user needs and expectations
	Preliminary work commenced on Library Business Continuity Plan / Library Disaster Plan	Conclude work on the development of a Library Business Continuity Plan and Library Disaster Plan	Library Business Continuity Plan/Library Disaster Plan in place
	Draft programme of exhibitions/related events devised	Create an engaging programme of exhibitions/related events, and secure stable funding for exhibition running costs	Programme of exhibitions/related events delivered and stable funding source secured
	Substantial work completed in respect of improving H&S compliance	Further enhance H&S compliance	100% H&S compliance achieved
Access to excellent and relevant collections	LibQual Information Control rating 6.90	Targeted Collection Development	LibQual Information Control rating up to 6.95
	Reading list system in use in 240 modules	Continued embedding of reading list system in taught modules	Reading list system in use in 500 modules
	Continue to attract valuable collections	Acquire targeted archival collections	Extent of new collections acquired
	Budget down 19% since 2007	Advocate restoration of adequate information resource budget	Budget increase achieved for 18/19
	LibQual rating of accessibility of information for independent use 6.99	Improve resource discovery user interface	LibQual rating of accessibility of information for independent use up to 7.1
	Efficiency of workflows hampered by legacy library system	Maximise efficiencies enabled by new LSP and measure performance before & after new LSP	Measurable improvement in workflow efficiencies
	Work underway to integrate Shannon holdings and workflows	Integrate St. Angela's and Shannon holdings into catalogue and centralise acquisitions and cataloguing	Holdings of all libraries discoverable in catalogue and back office workflows centralised
	Multiple reference collections	Continue to revise and implement Collection Policies	Single reference collection
	New methods of document delivery not being exploited	Full review of Interlibrary Loan service and alternative document delivery possibilities	Efficiency of document delivery improved
	123 archival collections and 14,000 Special collections uncatalogued	Expose our archival and special collections through prioritised listing/cataloguing and metadata sharing	Uncatalogued material reduced to 118 archival collections and 8000 Special collections
Connectivity through partnership, communication and community	Development of Library communications brand is in progress	Develop and expand the Library's Communication initiatives	User rating of Library updates /Social media metric reports
	14 meetings held between Library & Schools across campus during summer	Expand and enhance the Library's engagement with Colleges, Schools, and Disciplines	Number of meetings held between Colleges, Schools, Disciplines, and Library personnel
	1 popup event held in spring 2017	Develop new strategies to increase opportunities for engagement with our undergrad, postgrad, and international community on campus	Number of popup Library events held during academic terms & no of attendees at these events. The number of combined events organised between the Library & SU
	Increase in the number of 3D prints & usage of Makerspace	Implement and promote new and current technologies that encourage knowledge creation through learning and action	Proportion of targeted disciplines integrating 3D printing service and makerspace technologies into their courses
	Annual LibQual survey carried out, increase in number of student participants, two focus groups held	Develop student engagement/UX activities to inform and support service planning and delivery across the Library	Number of focus groups, surveys and other UX (user experience) methodologies carried out
	8 exhibitions involving initiatives with local and national partners hosted within the HRB and JHL foyers during 2016/17	Promote exhibition facilities and develop high-profile exhibition programs to highlight collection strengths and attract users	Number of exhibitions promoted via Social Media platforms
	Good uptake of Academic skills hub & Academic skills training events	Develop and refine new communications and marketing strategies to promote the full range of Academic Services' to all user groups, but most especially to the undergrad community	Training statistics, service desk enquiry stats
	University of California, Berkeley & NUIG collaborating on O'Shaughnessy archive	Develop and maintain strategic partnerships with international Libraries to help promote our unique and distinctive archival collections to the widest possible audience	Number of developed partnerships
	LibQual findings used as part of Library's planning cycle	Conduct LibQual survey which is a core element of the Library's ongoing service improvement and planning cycle	Number of LibQual participants over 2200

Graduates who think critically and have lifelong academic skills	Training programmes extended in coverage and offered throughout the calendar year	Review coverage and extend where appropriate. Note attendance at non-traditional times.	20% increase in students attending generic skills programmes
	Suite of new subject and generic Library Guides created	Continue to transition from subject specific to generic skills coverage	Number of courses embedded and linking to new broader Skills Programme
	Online provision of skills training being further developed	Continuously evolve balance of face-to-face and online programme.	Visible and coherent online learning space with strong usage
	Archives and Special Collections Module extended to include Geography and Childhood Studies	Promote Archives and Special Collections Skills module	Increase of 20% for numbers engaging with archives and special collections module
	Generic Skills programme for 2017/18 agreed and in development	Create broader coverage for Skills programme, aligned with developments in academic programmes, pedagogy and complimentary academic skills	User rating for Skills programmes to go forward to 7.10
	Work programme for new Skills Enquiries Desk agreed and in further development	Review Skills Enquiry Desk service in terms of usage, feedback and establish future requirements	10% rise in numbers presenting at Hub and using online connectivity
	Partnership model with CELT and Academic Skills Hub Project (College) continuing.	Continue to develop partnership opportunities with CELT and others	Strong partnership model established with CELT and others as necessary, creating visible opportunities for The Library
	Library's core skills programme being further developed, with a focus on critical thinking, study skills, digital and information literacy and new teaching methodologies	Ensure all students are exposed to critical thinking content, digital literacy concepts and systematically link Academic skills offerings to include Archives and Special Collections where appropriate.	Students have opportunity to engage with Level 1 Digital Literacy concepts and will attend critical thinking classes.
	Review of research support services taking place with focus on advanced skills, publishing, open access, impact	Review of Graduate Skills module with view to creating new and wider content and with flexible accessibility.	Revised and updated module and wider range of research impact content
	Better funding in place for AWC	Promote Academic Writing Centre emphasising linkage with related Library initiatives	Funding in place guaranteeing existing service model
High-impact <i>publication</i> of research, data and digital content	Team established and strategy agreed.	Optimise workflows and investigate feasibility of making all archives digital by default for new collections	A new workflow is introduced
	Critical Infrastructure in place.	Make an engaging and impactful offering from a novel exploitation of the O'Shaughnessy archive, leveraging IIF for image presentation.	Pickup by at least one national newspaper.
	Solid Portfolio of projects in progress or completed.	Engage with the Mary Robinson Archive to investigate opportunities for digital usage and promotion.	Hit count to digital resource
	Published Strategy for Digital Scholarship Enablement	Engage with the Gate Archive to investigate opportunities for digital usage and promotion	Hit count to digital resource
	Communication with stakeholders well established: through series of meetings on strategy and workshops in planning.	Use IIF to lever appropriate partnerships and further cooperation around content.	Have at least one IIF collaborator
	Website content created.	Maximise the impact of the Tim Robinson archive through collaboration with local and national partners.	TR archive incorporated into at last one other resource
	Making good headway in soliciting Aran content.	Engage the campus academic community through a further series of seminars and workshops focusing on our work in Digital Publishing	Events take place
	Two significant data archive (Bianchi groups and Conformations of myoglobin-derived peptides at the air-water interface)	Assist with the Alma implementation.	Successful Alma implementation
		Publishing an eBook of 10th World Sponge Conference Proceedings and establish a mechanism for download of individual articles from the proceedings	Proceedings published
		Grow Aran repository: introduce #OAScore metric via our OABulletin	OAScore on faculty radar measured by OA participation rate%
		Launch a Data Management LibGuide	Libguide is published (has hits)
		Customise the DMP Roadmap tool (a Data Management Planning Tool) for local/most accessible funders	Customisations take place and tool is utilised
		Library/Research Office Workshop on Data	Workshop takes place.
		Data Day for Irish Librarians	Data Day takes place.