Library Services – Strategy 2018-2023

Introduction

Library Services at Goldsmiths comprises physical library spaces; library and information resource provision; research support systems; special collections and archives and the Academic Skills Centre. These form a vital part of the academic offer provided to all learners and researchers at Goldsmiths. The library, located in the Rutherford Building, has a visible physical presence on campus and is well used and received by students, researchers and the external community.

Library Services is well placed to enable and support many of the objectives in the Goldsmiths Strategy 2018-2023. The Library Services strategy objectives are closely aligned with those of the broader institution. The overall Goldsmiths mission underpins the Library Services strategy, which also offers a transformative experience, generates knowledge and stimulates self-discovery through creative, radical and intellectually rigorous thinking and practice.

Library Services embraces the Goldsmiths core values of: achieving academic excellence; cultivating radical and innovative thinking; respecting the individual; promoting access and diversity; supporting students and staff; creating local and global change. Library Services staff commit to working professionally and collaboratively with students, academic staff, support staff and external stakeholders to ensure that the work of the department is strategically aligned. Library Services endeavours to achieve this through ambition for excellence, commitment to high performance and embedding a culture of continual service improvement.

Shaping our distinctive academic portfolio

Library Services plays a key role in the creation development and support of Goldsmiths' academic portfolio with the following aims:

- Through the work of the Academic Skills Centre and the Subject librarians, Library Services aims to lead and co-ordinate a holistic approach to the creation and development of meaningful, transferable and transformative academic skills resources for all Goldsmiths students.
- Through close collaboration and liaison, Library Services aims to be a fundamental constituent of each curriculum area, ensuring that all the services, support and facilities offered through the service are responsive and contribute to curriculum needs and add value to the student experience.
- Through continual strategic development of its print and electronic collections, Goldsmiths Research Online (GRO) and Special Collections and Archives (SCA), Library Services aims to fully enhance and support all areas of teaching, learning and research at Goldsmiths.

Objectives

- Develop the Subject Team and Academic Skills teams to offer increased value to curricula through:
  - o Enhanced liaison with departments around curricula development.
  - o Embedded teaching within curricula.
  - o Development of functional roles within the departments.
  - o Innovative and creative approaches to teaching and learning.
- Develop processes around student engagement / responsiveness (inc. feedback and evaluation, engagement in Library Services planning and developments.
  - o Develop and enhance the Student Library Reps scheme.
  - o Develop initiatives to support and deliver the Learning, Teaching and Assessment Strategy (e.g. Liberate My Degree, etc.).
  - o Develop relationships with academic departments with focus on increased integration and involvement with curriculum design.
- Collaborate with Careers and employability, particularly where Library Services offers employability experiences and opportunities. Develop relationship with Wellbeing and Disability Services to ensure access and inclusion is at the heart of our curriculum.

Enhancing our academic delivery

Library Services provides multiple opportunities for academic and skills delivery, which contribute to the overall teaching and learning experience at Goldsmiths. Library Services fully embraces Goldsmiths' educational philosophy and will do this through several distinct aims:

- Through innovation and collaboration with other areas of the college and the community, Library Services will enable access to learning and support at the point where it is needed by the student.
- Library Services aims to embed a culture of continuing improvement into all that it does through a habitual approach to student engagement and collaboration.
- All Library Services staff are involved in the delivery of teaching learning, either directly or through facilitation, and are encouraged and expected to undertake appropriate continuing professional development in these areas, including certification and accreditation.

Objectives

- Establish and develop the Academic Skills Centre (ASC).
  - o Review practice to optimise the activity of the Academic Skills Team.
  - o Develop a business case for sustainable growth of ASC.
  - o Develop and expand the PAL scheme.
- Observe students' learning activities and behaviours as a means of gathering intelligence around how best to deliver services (UX).
- Engage in Student responsiveness and engagement initiatives.
- Ensure a Library Services presence at all Goldsmiths events (e.g. Open Days, etc.).
- Develop targeted and integrated marketing campaigns designed to promote services, support and collections (including special collections) to academic staff.
- Work with Estates, TALIC and academic departments to develop Goldsmiths learning spaces in response to Library User Experience (UX) and learning observation work undertaken. (Consider how learning space design can influence student learning).
- Develop online learning platforms and tools for delivery of library and academic skills.
- Achieve 100% of reading lists on Talis Aspire.
- Investigate patron Driven and Evidence Based acquisitions as part of a wider collection development strategy.
- Encourage all Library Services staff to achieve HEA fellowship, senior fellowship or associate fellowship.

Making a difference through our research and knowledge exchange

Library Services is well placed to work in partnership with Goldsmiths researchers across all disciplines and to support research activity throughout the college:

- Through technical and professional expertise in research systems, research data management, online publishing, academic skills, resource discovery and research analytics, Library Services will provide holistic support to the Goldsmiths research community.
- Library Services will enable world class research through developing appropriate research collections and promoting and enabling scholarly activity through highly visible Special Collections and Archives.
- Library Services staff will engage professionally within their areas of expertise and will live out values around scholarship and research in their own fields.

Objectives

- Increase and improve Library Services and Academic Skills activity and support for Goldsmiths research environment.
  - o Development of Research Data Management Service.
  - o Development of Digital Archive.
  - o Development of OJS.
- Increase collaboration and involvement with Research and Enterprise activity.
- Support the GRO HEFCE mandate.
- Develop support packages for PhD student and Early Careers researchers.
- Increase the visibility and profile of GRO. Both internally and externally.
- Increase the profile of Library Services professional research achievements.
- Ensure Open Access and Library Research Support are included in Goldsmiths Research Strategy.
- Develop a special collections and archives strategy which will increase the visibility and research oriented usage of the Goldsmiths Special Collections and Archives.
  - o Refocus of Goldsmiths SCA to support curriculum and research.

Extending our international reach and influence

As a central support service, accessible and used by all of Goldsmiths student and staff communities, Library Services has a clear role in enabling diverse, inclusive and multi-cultural communities of staff and students to develop and in fostering a global, social, cultural and intellectual perspective. Library Services can support the Goldsmiths international mission through its teaching and learning activities and collection development strategies as well as embedding cultures of collaboration and innovation:

- Through innovation and collaboration with other areas of the college and the international community, Library Services will enable access to learning and support at the point where it is needed by the student.
- hrough close working with curriculum areas and central college committees, Library Services will embed inclusion and diversity in all areas of support and service.
- Library Services will develop its own international partnerships and ensure that the benefits of such initiatives are realised by the college as a whole.

Objectives

- Establish and further develop international partnerships with international academic libraries.
- Develop platforms to deliver distance support and resources to Goldsmiths students.
  - Consider copyright issues.
  - Open Educational Resources (OER).
- Involvement in all Goldsmiths academic international initiatives (e.g. summer schools, validations for franchises and partnerships, etc.).
- Influence international collaborations through Special Collections and Archives (travel bursaries, etc.).

Embodying civic engagement: recognising our responsibility and social conscience

Through its physical presence at the heart of the college, the Library is very visible and accessible to both the college and external community. Through optimising this position, and maximising community and University of London networks and collaborations, Library Services is fully able to deliver aims against Goldsmiths civic engagement strategy:

- Library Services will continue to develop services that support community and widening participation activity.
- Library Services will ensure that Goldsmiths benefits from its professional and community networks within the London area and beyond.

Objectives

- Establish appropriate community partnerships in order that the Library can contribute to Goldsmiths' community outreach and widening participation objectives (e.g. Lewisham Libraries, Open Book, Local schools, etc.).
- Increase the marketing and promotion of existing and developing Library based Widening Participation initiatives.
    - o Enable community 'walk-in' access to electronic resources.
    - o Increase visibility of Special Collections and Archives from a community perspective.
- Develop work placement, work experience and volunteering opportunities for the local community.

Strategic Theme 6
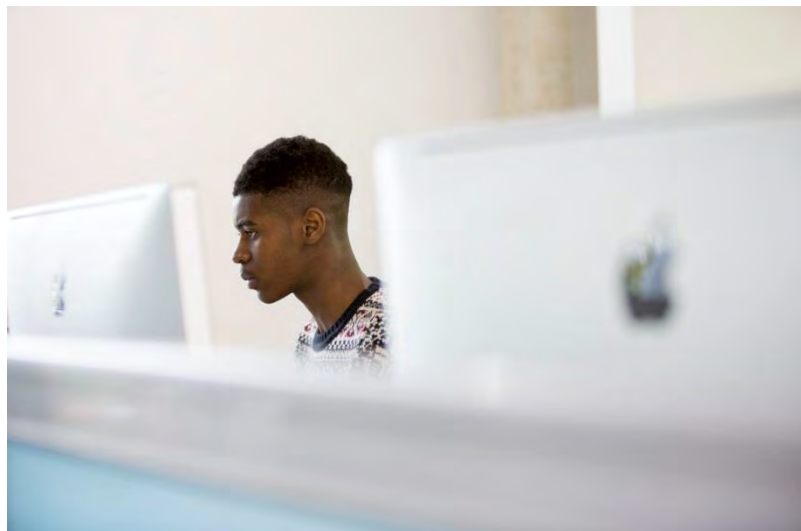
Supporting the Goldsmiths community of students, staff and alumni

Library Services plays a key role in supporting all of Goldsmiths internal communities and has specific aims in helping to achieve this:

- Library Services aims to embed a culture of continuing improvement into all that it does through a habitual approach to engagement and collaboration with all its stakeholders and customers.
- Through a rolling programme of staff development and CPD, Library Services will ensure that all staff working within the department have the very best staff development opportunities and that they are well equipped to perform their roles in an ever changing information environment.

Objectives

- Library Services staff development policy – responsive to staff requirements.
- Development and delivery of timely and appropriate staff development activities.
- Shared Library Services / SED values (inclusivity, ambition, professionalism, ever-improving, collaborative).
- Customer Service Excellence.
- Library Services Marketing and Communications strategy.
- Promote the physical library as a space for Goldsmiths events.
- Develop a formal exhibition space within the library for exhibiting student work.
- Review the current service model used in the Library and wider Rutherford Building in order to enhance and further improve the student experience:
  - Consolidation of service offer, shared values and customer facing service standards.
  - Pro-active service delivery and teaching and learning collaborations between Library Services, IT&IS and Academic Skills Centre.
  - Increase self-service functionality within the Library.
  - Review nomenclature of physical spaces.

Building an efficient and effective infrastructure

The services, support and resources provided by the Library and the Academic Skills Centre are ever changing and need to be responsive to the curriculum areas which they serve. This means that efficiency is fundamental to the effective delivery of the service:

- Library Services will continually look at improving processes in order to provide efficient and responsive services.
- Library Services will seek to optimise the physical learning spaces available to students in the library and indeed throughout the college.
- Through a robust collection development policy and strategy, Library Services will continuously strive to get best value for money in resource provision.
- Library Services will fully engage in long-term planning and forecasting processes.

Objectives

- Single, consistent platform for day to day business (i.e. student bookings, room bookings, staff admin processes).
- Audit and review the physical learning spaces within the college, with a view to advising how they might be developed in order to promote to students.
- Review the use of the physical learning spaces within the Rutherford building in order to increase, improve and optimise the blend and variety of learning and research spaces available to students.
  - o Short term developments to space usage and zoning within the Library.
  - o Development of a Games Library (Computing).
  - o Responsive engagement with students through focus groups and User Experience work.
  - o Consolidation of service points.
  - o Developments of the Assistive technology Centre.
  - o Maximise the space in the Academic Skills Centre.
  - o Feasibility study for longer term refurbishment of the Rutherford Building.
- Ensure that Library Systems are fit for purpose, enhance the student learning and research experience and achieve financial sustainability.
  - o Procure and implement a new Library Management System.
  - o Continue to develop Reading list provision, aiming to have 100% of all reading lists accessible and available through Talis Aspire.
  - o Procure and implement self-service laptop loans in the Library.
  - o Consolidate booking and loan systems with Library Services, IT&IS and Academic Skills Centre.
  - o Be Involved in Student App delivery.