

Library and Learning Services Goals/ 2017-2022

Aim	Objectives
Customer Services: <i>We will provide you with high quality user-centred services which recognise your diverse needs</i>	By: - Working closely with students, staff and researchers to better understand what you need - Carrying out satisfaction surveys every 2 years - Carrying out the NHS Library Quality Assurance Framework evaluation annually - Collecting and publishing statistics to demonstrate our KPIs and service standards
Content & Digital Infrastructure: <i>We will develop and enhance access to high quality, reliable resources, by providing you with the right content at the right time</i>	By: - Harnessing the most effective technologies to improve access to online resources - Investing in electronic resources - Promoting access to resources on mobile devices where appropriate - Keeping you up to date with new resources we have invested in
Liaison & Communication: <i>We will enhance communication between the library and its users and potential users</i>	By: - Communicating with you using appropriate tools - Attending institutional level committees, course committees, NHS groups and research committees - Leading the Learning Resources User Group as a forum to discuss future needs and possible changes

Teaching, Learning & Workplace Support: <i>We will provide you with support, so that you can get the most out of Library & Learning Services and achieve your academic, research and workplace goals</i>	By: • Giving you the opportunity to learn how to use the tools and resources in hands-on, interactive sessions • Offering embedded Information Literacy training for students • Offering 1:1 support where necessary or visiting you in your workplace if appropriate • Providing support materials online • Staffing an enquiries desk in the Library to help with more complex problems • Providing you with the opportunities to become independent learners and prepare you for further study or work
Research Support: <i>We will support the Institution's research agenda by enhancing the development of research systems, services and support</i>	By: • Supporting the implementation of efficient systems to facilitate Open Access and Research Data Management compliance • Digesting funder mandates and communicating the implication to the wider community • Training and supporting you in making the best use of Open Access and Research Data Management systems
Learning Environment: <i>We will create inspirational physical and virtual learning environments to meet your evolving needs</i>	By: • Supporting the implementation of a new VLE and ensuring that the resources are up to date • Developing physical learning spaces that meet your needs • Bidding for funding to improve the environment
Collaboration & Partnerships: <i>We will support the Institution in developing fruitful collaborations with local, regional and international partners</i>	By: • Working closely in partnership with the Faculty of Health, Social Care and Education • Working closely in partnership with our local NHS Trusts • Working closely in partnership with international ventures • Working closely with Kingston University • Developing other useful relationships (Jisc, Sconul, M25 etc)
Staff: <i>We will encourage and develop our staff to acquire the skills needed to achieve our goals</i>	By: • Identifying the best staff to fill new posts • Considering succession planning to meet future staffing needs • Offering opportunities for training and development • Carrying out regular personal reviews

