

UCL Library Services & Current Strategy

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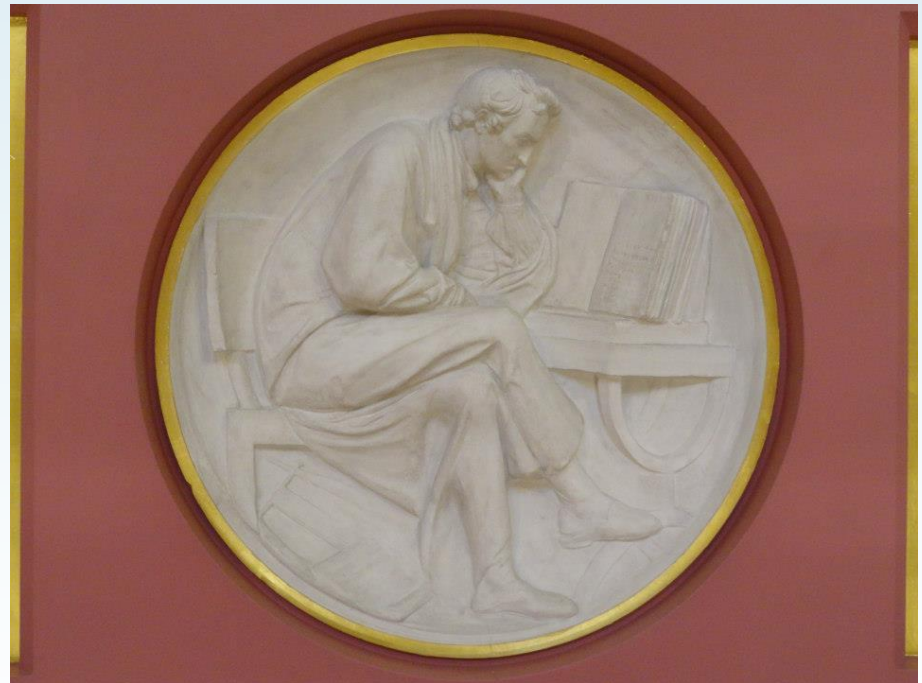
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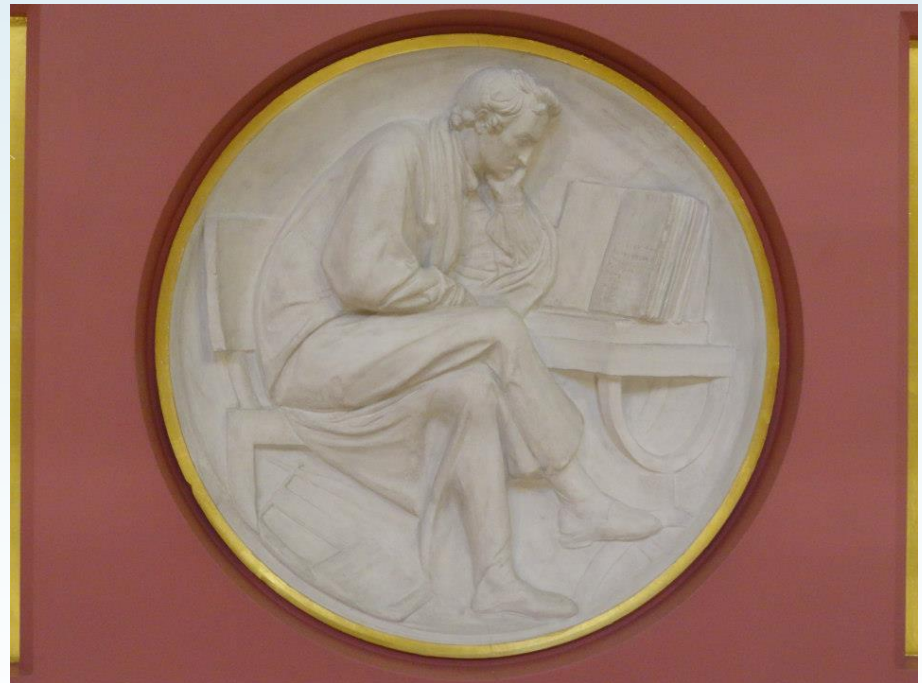
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- ❑ 2015-18 Library Strategy: Strategic context
- ❑ KPAs for new Library Strategy
- ❑ Discussion



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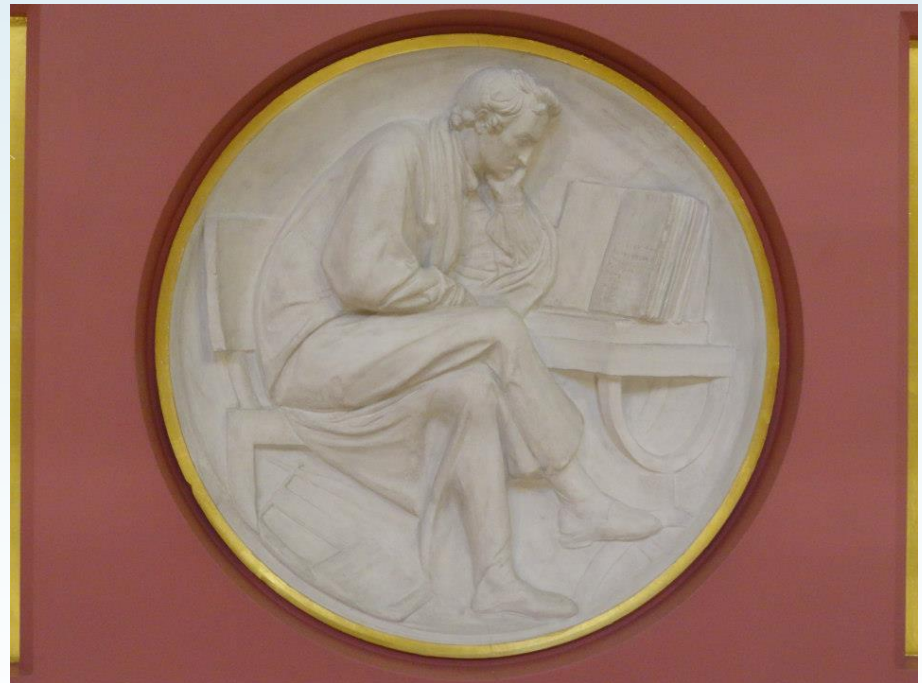
Achievements in 2011-14



- Student Experience
- Research Support
- Support for Healthcare
- Space Management
- Widening Participation and Public Engagement
- Sustained NSS scores
- Open Access
- Cruciform Hub
- Space developments and enlargement of estate
- Calendar of Public Engagement events

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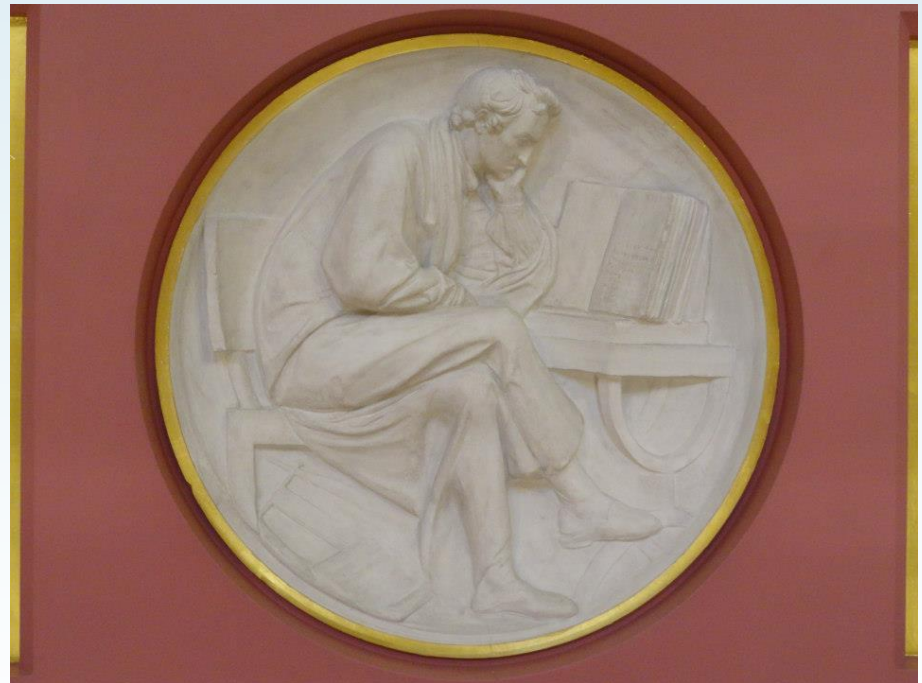
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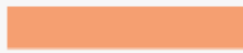
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2015-18 Library Strategy: Strategic Context

- ❑ New UCL Strategy sets goals for next 20 years
- ❑ Professional Services is devising its own strategy...
 - ❑ Which the UCL Library Services Strategy should complement
- ❑ Important that all UCL strategic thinking is thus joined up



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Principal themes:

1. **Academic leadership** grounded in intellectual excellence
2. A global leader in the **integration of research and education**, underpinning an inspirational student experience
3. Addressing **global challenges** through our disciplinary excellence and distinctive cross-disciplinary approach
4. An **accessible, publicly-engaged** organisation that fosters a lifelong community
5. **London's Global University**: in London, of London and for London
6. **Delivering global impact** through a network of innovative international activities, collaborations and partnerships.



Key enablers:

- A. **Giving our students the best support**, facilities and opportunities
- B. **Valuing our staff** and delivering on equality and diversity
- C. **Financing our ambitions**
- D. Delivering **excellent systems** and processes in support of UCL's vision
- E. Maintaining a **sustainable estate** to meet our aspirations
- F. **Communicating and engaging** effectively with the world

DRAFT STRATEGY FOR UCL PROFESSIONAL SERVICES

Our Vision:

Enabling excellence at London's Global University: transforming the staff and student experience through innovative solutions that provide excellent, efficient and integrated professional services to meet UCL's ambition.

Our Key Objectives & Supporting Initiatives:

We will help give UCL's students the best support, facilities & opportunities	We will help ensure that staff are valued and deliver on equality and diversity	We will contribute to financing UCL's ambitions	We will deliver excellent systems and processes in support of UCL's vision	We will maintain a sustainable estate to meet UCL's aspirations	We will help UCL communicate and engage effectively with the world
<ul style="list-style-type: none"> A world-class digital library to support the growing research and educational needs of UCL Improved quality, consistency and accuracy of student recruitment communications A new international Centre for Object-Based Learning, in partnership with the Institute of Education and others New learning and research spaces to transform the student and researcher experience at UCL 	<ul style="list-style-type: none"> Improved support for talent management and succession planning A review of internal transfer and exchange policies for professional services staff at UCL 'Inclusive Design' principles built into Estates programmes The development and introduction of competency frameworks and best practice leaders for each PS 'job family' Implementation of improved performance management practices 	<ul style="list-style-type: none"> Financial operating performance driven up to an annual surplus of 6.6% of total income A fundraising Campaign aiming to raise >£600 million to help finance UCL's ambitions Estates and Funding Strategy implemented, with funding for a £1.2bn capital programme Strengthened systems and policies for all fundraising across UCL A review of UCL's financial model to ensure that it supports UCL 2034 	<ul style="list-style-type: none"> Embedding 'open access' approaches to research and education outputs Improved management information provision via 'MyFinance', 'Research Information Management' and new student info systems High performance research data services A new HR system that supports performance management Systems to ensure compliance with all relevant national and international regulations 	<ul style="list-style-type: none"> Delivering a transformational capital programme to meet UCL's aspirations Sustainable investment in, and improved maintenance and management of, the UCL estate An innovative educational and cultural hub, including residential accommodation, on the Olympic Park Excellent technology-enabled learning spaces Driving an improved safety culture across all of UCL's activities 	<ul style="list-style-type: none"> Further engagement with UCL Partners and overseas collaborators Further reinforcements to UCL's global brand An alumni relations programme with a real focus on international communities A transformation of the Bloomsbury Theatre into a venue for innovative research engagement activity A pop-up café and 'Museum of the Future' in Stratford acting as a public face for UCL

Our Commitments:

- We are committed to systematically delivering **excellent and efficient customer service**. We always put our customers' needs at the heart of our endeavours
- We are committed to **collaborating** with our colleagues across divisions and departments. We work openly and collegially, sharing information whenever we can
- We are committed to **learning** from our experiences and working in accordance with relevant **best practices**. We base our decisions on data and evidence whenever possible
- We are committed to maintaining an **inclusive and professional environment** in which all colleagues can flourish

Our Aspirations:

- We will strive to help secure **UCL's future**. We will show leadership, plan strategically and take the initiative. We will focus our resources to deliver truly world-class services in the areas that have the greatest impact on UCL's mission
- We will strive to work with external partners, dismantle internal obstacles to collaboration and transform UCL Professional Services into a **coherent and integrated community**
- We will strive to **innovate**, think creatively and continuously challenge and improve upon the status quo
- We will strive to take personal responsibility, **empower others**, and **place trust** in our colleagues

Our Foundational Values:

Mutual respect

Excellent service

Collaboration

Empowerment

Innovation

RLUK Strategy

□ 5 KPAs

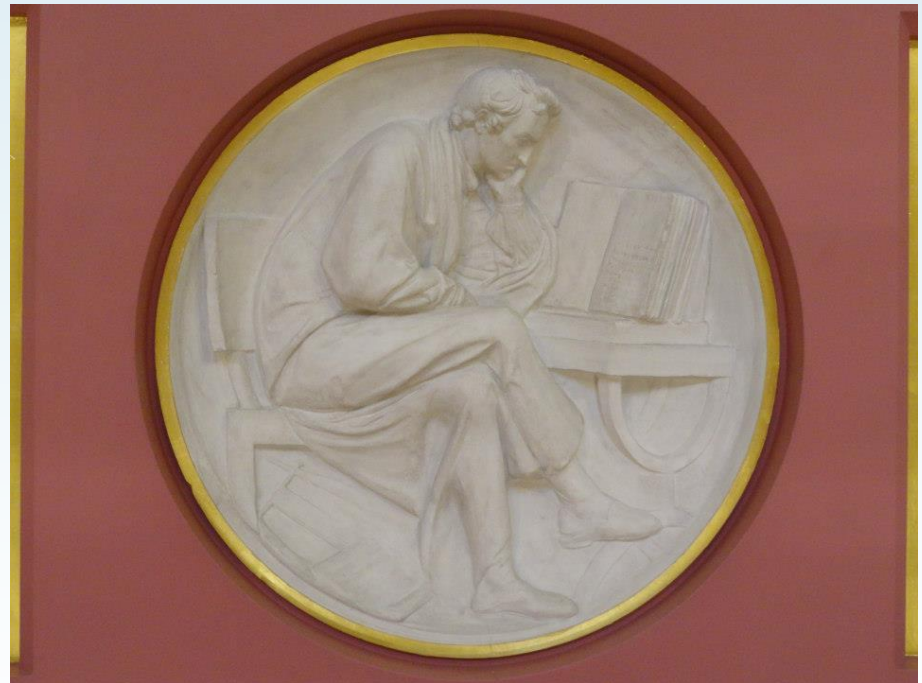
- A Collective Approach: Re-shaping the modern research library collection
- Open Scholarship: Creating a new environment for the communication of research outputs
- Nothing Hidden, Nothing Lost: Exposing and exploiting our collections
- Mapping a Changing Research Landscape: The role of libraries in research and researcher training
- A Creative Community: Nurturing leadership, innovation and skills throughout our libraries



Justinian's 'Pandects'.
A parchment fragment from
the 14th century.

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6 KPAs for new Library Strategy

1. Student Experience
2. Staffing, Equality and Diversity
3. Finance, Management Information, Value for Money
4. Systems and Processes
5. Sustainable Estate
6. Communications, Outreach and Open Access



A Box of Useful Knowledge
(Brougham Papers, UCL Library Services)

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See <http://www.flickrriver.com/photos/macspud/sets/72157627574709397/>

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Staff Survey (2013)

Highest scoring in the Library

No.	Question	% positive
3	I understand how my work contributes to the objectives of my department/division	98
4	I understand how my work contributes to the success of UCL	96
1	I am interested in the work I do	91
69	I am happy to go the 'extra mile' at work when required	90
40	As long as I get my work done, I have a choice in deciding how I do my work	88

Staff Survey (2013)

Key Questions for the Library

No.	Question	% positive	Variance from trend
2	My work gives me a sense of personal accomplishment	76	-7
62	I feel that my goals and objectives are aligned to those of UCL	64	-4
58	I am clear about the goals and objectives for my department/division	76	-5
43	I am treated with fairness and respect at UCL	81	+2
35	I am encouraged to show initiative and be proactive at UCL	55	0

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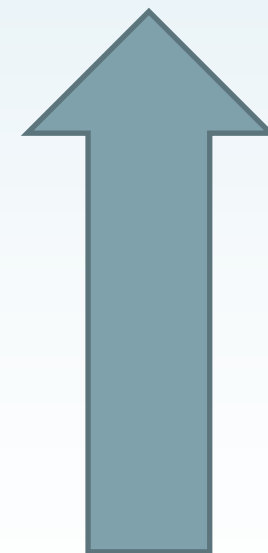
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Reading Lists@UCL

Digital Readings for all courses in Moodle (VLE)

Faculty	Courses	Lists	Coverage %
ARTS	762	304	40%
BEF	397	119	30%
ENG	683	115	17%
FBRS	443	159	36%
FLS	301	139	46%
FPHS	153	22	14%
INT	42	27	64%
LAWS	137	99	72%
MEDSCI	336	182	54%
MPS	495	229	46%
SHS	710	328	46%
SSEES	257	96	37%
Overall	4716	1819	39%

**Target
(14-15)
45%**



6 KPAs for new Library Strategy

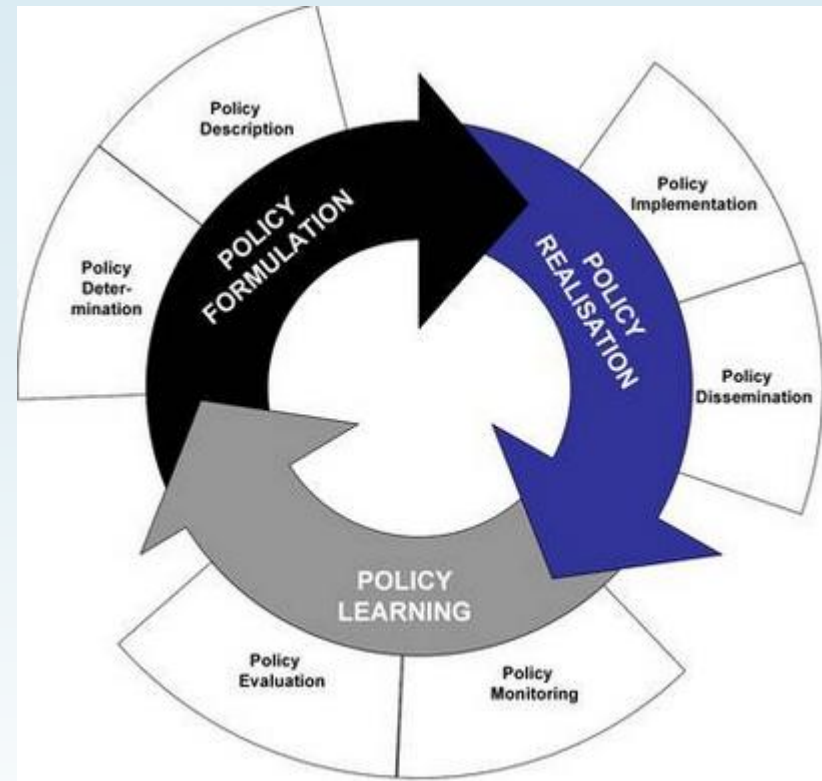
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2. Staffing, Equality and Diversity
3. Finance, Management Information, Value for Money
4. **Systems and Processes**
5. Sustainable Estate
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A Box of Useful Knowledge
(Brougham Papers, UCL Library Services)

Policy Development

- ❑ Case Study on Policy development from UCL
- ❑ Drivers
 - ❑ External funders
 - ❑ Need to inform researchers
 - ❑ Raise awareness of issues facing UCL researchers
- ❑ Identifies roles and responsibilities
- ❑ Data to be made open in the most open manner appropriate



See www.lanecrothers.net/politicalprof/the-policy-cycle-and-our-frozen-politics/

- ❑ Researchers should have Data Management Plans
- ❑ LERU slams lack of data policies – *Research Europe*

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New UCL Student Centre (Summer 2018)

New Student Centre



New Student Centre



- ❑ 1,000 learning spaces
- ❑ No physical books
- ❑ Public-facing services
Student and Registry
Services
- ❑ NSC to be run by the Library



6 KPAs for new Library Strategy

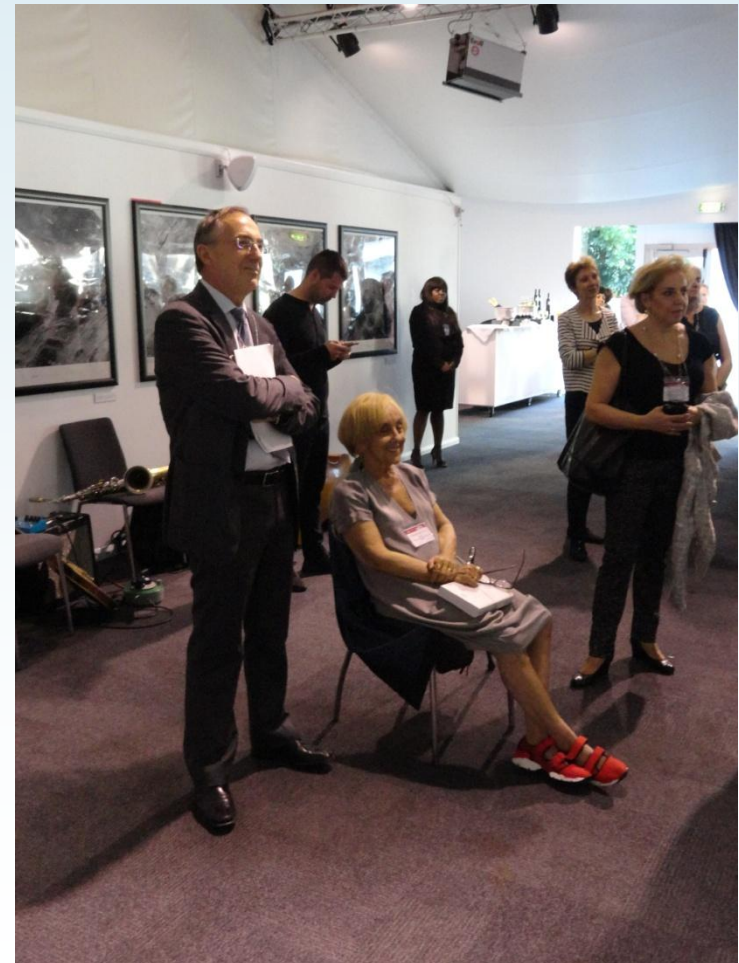
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Launch of UCL Press - 4 June 2015

UK's first fully Open Access University Press



And finally...

- ❑ Thanks you for listening and visiting
- ❑ Happy to answer questions

