

# ENGAGING COMMUNITY, CONNECTING KNOWLEDGE

## Library Services

Divisional Plan 2023-2030



# Our role and purpose

## *—how we embody University values*

A library empowers knowledge generation. We connect people with ideas and with each other—enabling our community to meet, read, think, research, share, create new ideas, and make new discoveries. Our library lies at the heart of a University of Bristol education, research, and civic endeavour.

### *We are...* **Curious and Creative**

- We facilitate and inspire **knowledge discovery, exchange, and co-creation** within our academic community and beyond
- We are **disciplinary and inter-disciplinary partners**, collaborating in research, developing academic skills, and providing learning environments, collections, subject expertise

### *We are...* **Listening and Learning**

- We enable the University to **share its knowledge through open research**, providing local, regional, and global opportunities to engage with scholarship and learning
- We **collaborate across the University**, understanding academic and civic opportunities, and innovating sector-leading professional practice that adapts to our changing environment

### *We are...* **Caring and Inclusive**

- We **enable all to thrive**, respecting diversity in our communities, providing welcoming and accessible spaces and services, and fostering the well-being of all
- We **decolonise knowledge**, diversifying and contextualising our collections, facilitating curriculum enhancement, and providing global access to our world-leading research

### *We are...* **Bold and Bristolian**

- We **curate unique and distinctive cultural collections** and engage diverse audiences, delivering academic, creative, and social outcomes for our communities
- We form institutional memory, sense of place, and identity, **fostering belonging and inclusion** amongst our local, regional, and global communities



Click and Collect: providing books from our physical collections for students during the covid-19 global pandemic

# Our strategic priorities

## —how we deliver University strategy

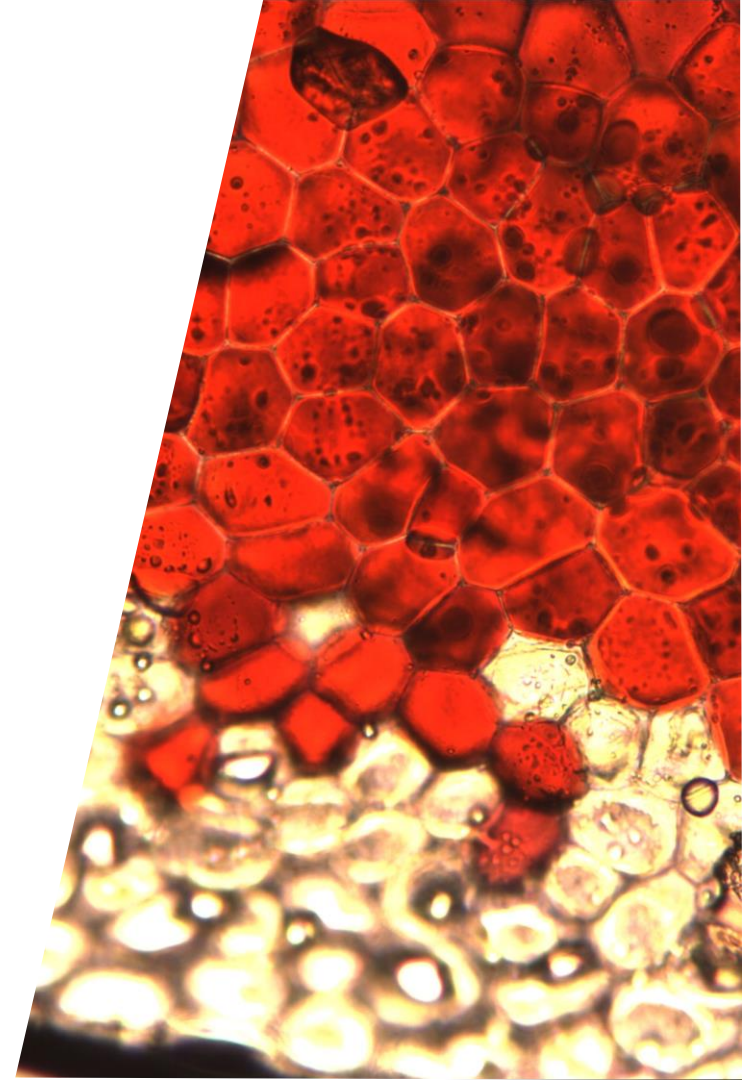
### Research and Innovation

*STRATEGY AIMS & OBJECTIVES: RESEARCH AND DEVELOPMENT WITH FOCUS; RESEARCH CULTURE*

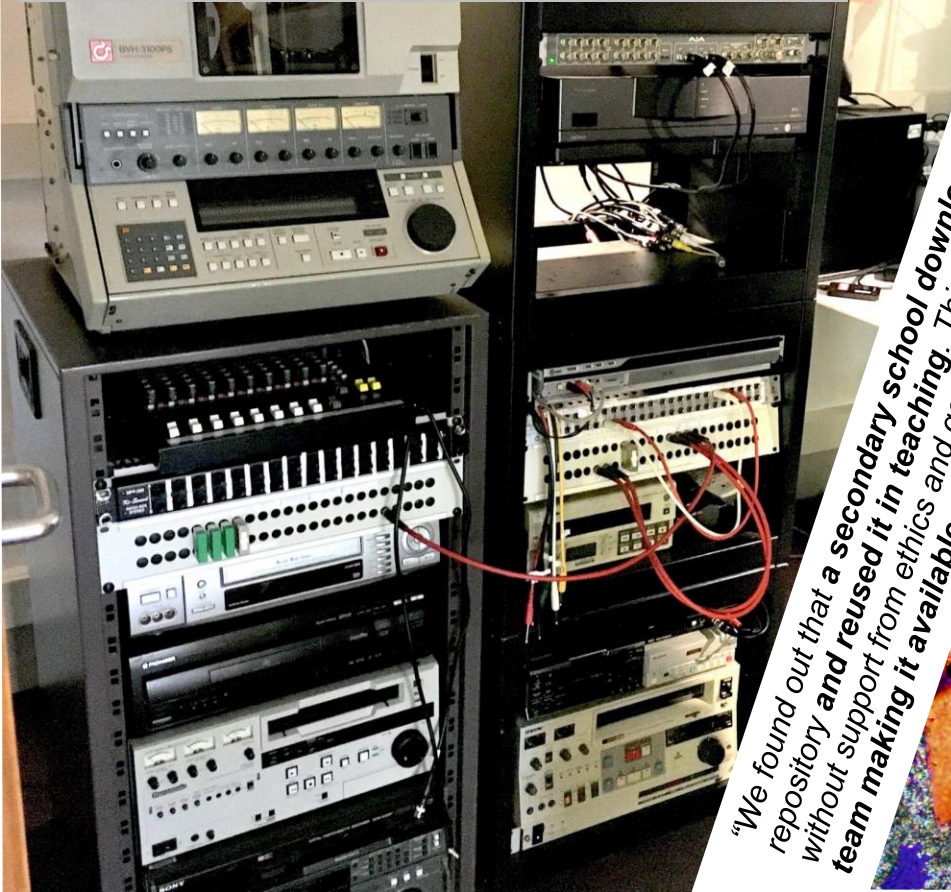
We will enable and co-create research, as disciplinary and inter-disciplinary partners, through our facilities – physical libraries, unique and distinctive collections, access to scholarly information and publishing, and digital scholarship services in creative technologies and data management – and skills development across roles and career stages to strengthen our research talent pipeline.

We will be an active component of the University research environment and culture “characterised by integrity and inclusivity and openness.” We will transform scholarly communication through open research, providing barrier-less access to scholarly information and compliance with research funder policies and requirements. We will ensure that Bristol’s world-leading research is visible and accessible to the world for the broadest possible impact.

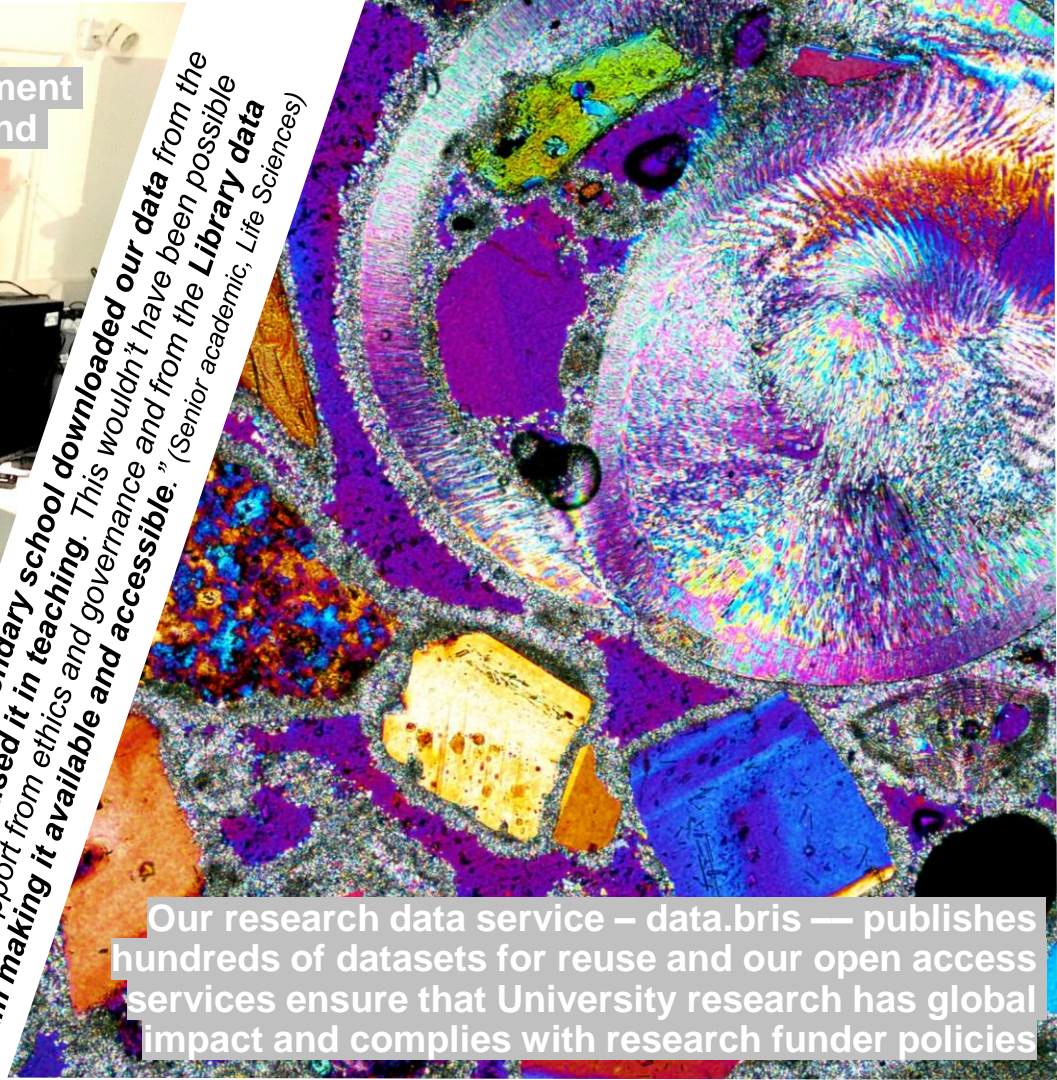
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Our digital scholarship services for creative technology, digital skills, and audience engagement have received investment from Research England and the Arts and Humanities Research Council



*"We found out that a secondary school downloaded our data from the repository and reused it in teaching. This wouldn't have been possible without support from ethics and governance and from the **Library data** team making it available and accessible."* (Senior academic, Life Sciences)



Our research data service – data.bris — publishes hundreds of datasets for reuse and our open access services ensure that University research has global impact and complies with research funder policies

# Our strategic priorities

## —how we deliver University strategy

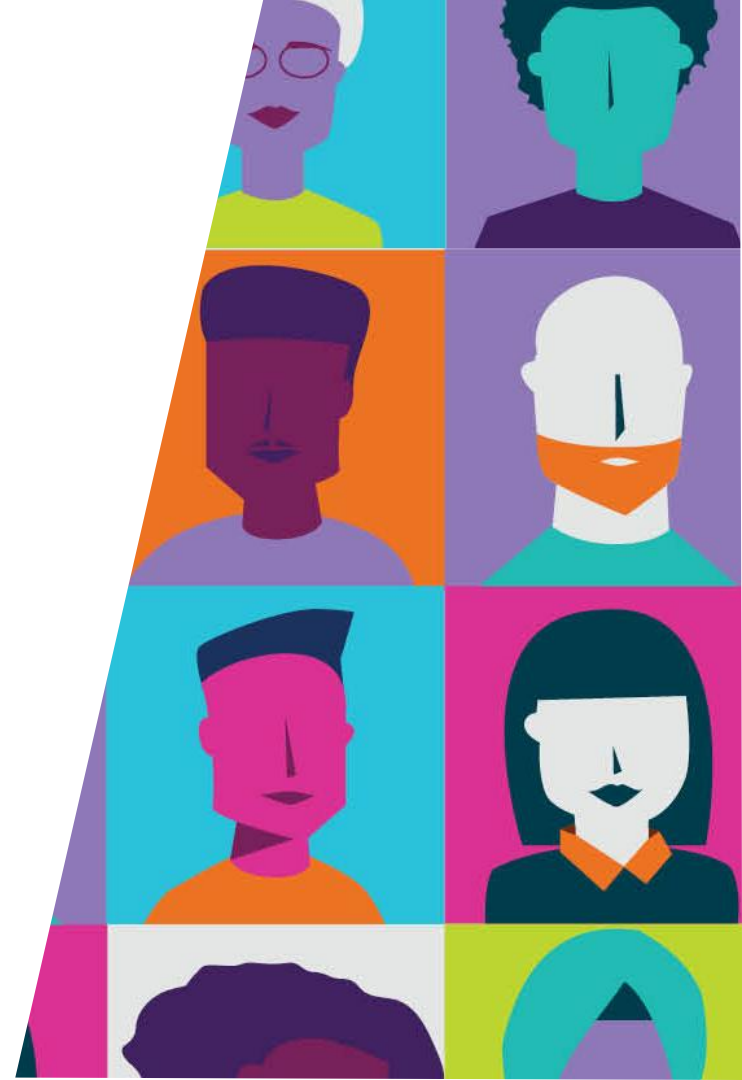
### Education and Student Experience

*STRATEGY AIMS & OBJECTIVES: STUDENT-CENTRED; RESEARCH-RICH EDUCATION; DYNAMIC LEARNING ENVIRONMENT; SUPPORT TO THRIVE; BELONGING*

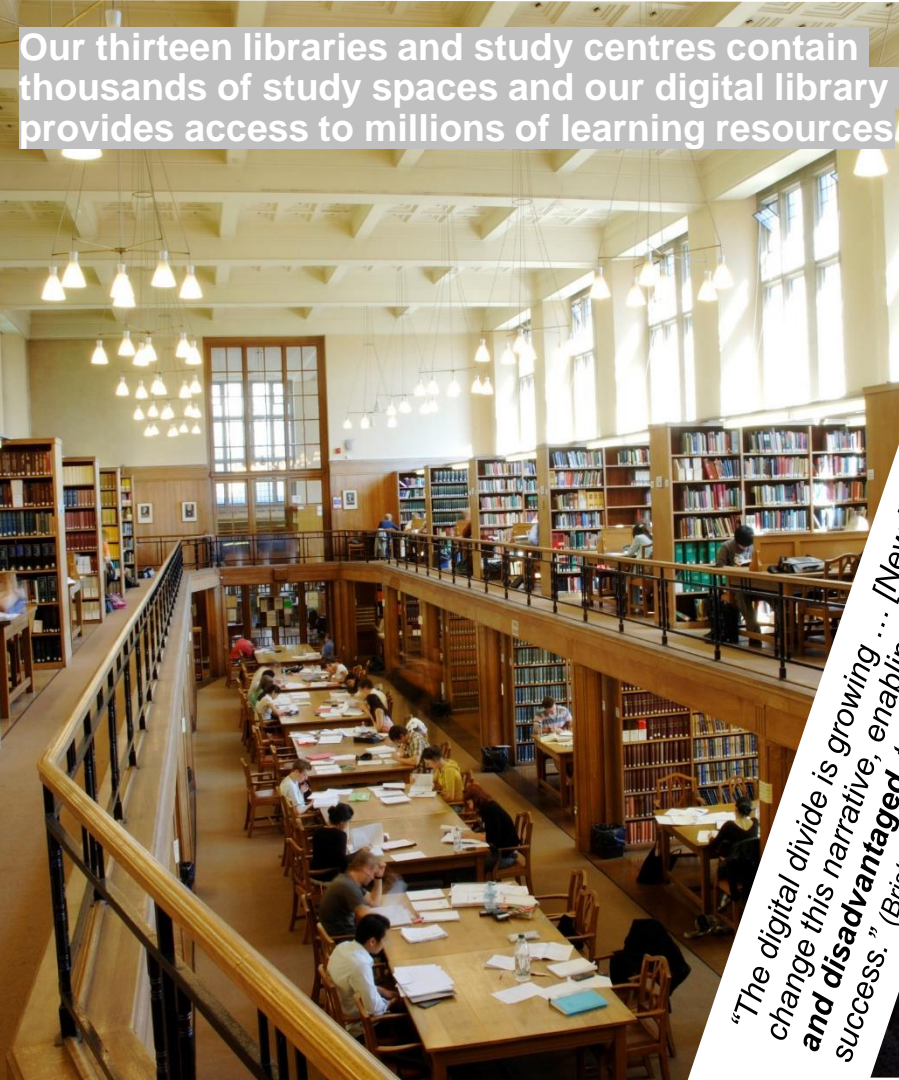
We will work closely with our students to provide peer-support for academic skills development, co-design learning environments, and ensure that our services are inclusive and accessible. Our services will enable all to thrive, with subject expertise and support for all members of our international, culturally diverse community to reach their academic potential. Our libraries will provide spaces for inspiration, facilitate blended learning, and foster a sense of belonging, community, and well-being.

We will partner with academics to provide access to learning resources that underpin curriculum enhancement embedded within a research-rich curriculum that engages with the latest Bristol research. We will decolonise our collections and professional practice and seek opportunities for life-long learning and skills development that make the benefits of a Bristol education as widely available as possible.

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Our thirteen libraries and study centres contain thousands of study spaces and our digital library provides access to millions of learning resources



*"The digital divide is growing ... [New University Library] facilities would change this narrative, enabling all students, **especially the marginalised and disadvantaged**, to access the equipment critical to academic success." (Bristol Scholar, public statement to Bristol City Council planning committee)*



Our student advocates provide peer-support for academic skills in learning and assessment, including discipline specific workshops and virtual study retreats

# Our strategic priorities

## —how we deliver University strategy

### Global Civic University

STRATEGY AIMS & OBJECTIVES: FUTURE THROUGH PARTNERSHIP; INCLUSIVE PLACES, ENGAGING PEOPLE

We will work in partnership with local, regional, and global partners to provide opportunity for empowered participation in research, education, and the life of the University. Our Centre for Cultural Collections will maximise the potential of our world-class, internationally significant collections to deliver educational, creative, and social outcomes for diverse communities within our City and around the world.

We will democratise access to knowledge and academic skills – removing physical, intellectual, and emotional barriers to higher education – providing global access to University of Bristol research, decolonising our collections and professional practice, seeking diversity in collaborators and audiences, and welcoming all to inclusive places that contribute to the cultural life of the City.

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HERITAGE ENGAGEMENT WITH BRISTOL OLD VIC





Our virtual and augmented reality projects engage diverse audiences around the city and collaborate with local creative industry and heritage partners

***“Libraries are vital spaces ... What, I’m allowed in? I can just read and write? It’s such a gift, you don’t even have to be a student.”***  
(Writer-in-residence, Cultural Collections)

Our Little Library at Wellspring Settlement enables local residents to meet student ambassadors and join reading groups, workshops, and community-led events

# Our strategic priorities —how we deliver University strategy

## The Future Library

STRATEGY AIMS & OBJECTIVES: ENABLERS AND CROSS-CUTTING THEMES

We will deliver our plans through co-creation and partnership, ensuring a culture of inclusion and belonging across all we do, and the availability of our services where it matters the most. Our spaces, collections, services, and ways of working will be ethical and sustainable—environmentally, by optimising our operations to reduce our carbon impact and financially, by pursuing value for money in scholarly publishing and access to learning resources—and accessible for all members of our community.

We will share our expertise, work across teams, and develop ourselves and our roles within the institution. We will work alongside each other in blended workplaces, to enable us all to reach our potential. We will pursue innovation, collaboration, and sector leading practice, embracing the digital shift in our skills, services, and collections and contributing to the development of national research infrastructures.

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DESIGN FOR THE NEW UNIVERSITY LIBRARY

# Our service metrics

## —how we measure our performance

We will foster a culture of continuous improvement, building on evidence and insight into our communities, and working in partnership to co-create positive impact. Our library will enable the University of Bristol to be among the world's great research-intensive universities.

### Strategic Performance Indicators

#### Research and Innovation

- % of publications available open access (University KPI – Research Integrity)
- PGR Student Experience (Goal 2, SPI 28 – PRES Research Skills)

#### Education and Student Experience

- NSS Learning Resources (Goal 2, SPI 25 – NSS metrics used in TEF)
- Professional programme accreditations

#### Global Civic University

- UN Sustainable Development Goal 10 Reduced Inequality
- UN Sustainable Development Goal 11 Sustainable Cities and Communities

#### The Future Library

- Number of study spaces per student
- Spend on information resources per student
- University staff survey (selected indicators)

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### Sources of evidence and data

Service	Performance Data
<i>Research and Innovation</i>	
Open Research	% of research publications available Open Access
	Compliance (funder/REF policy compliance, PGR/ECR talent)
	Impact (repository usage and citations, by global region/country)
Research Data	REF environment statements and research culture (qualitative)
	Datasets published; usage of datasets; citations to datasets
Researcher Training	Data management plans reviewed (funding applications)
Cultural Collections	Number of participants (academic/PGR; by School/Faculty)
<i>Education and Student Experience</i>	
University SPI (25)	Number of research visits; usage of the collections
Study space	NSS Learning Resources (metrics used in TEF)
	Study space to student ratio; space occupancy/utilisation
Study Skills and Academic Engagement	User experience (UX) research and student voice
	Number of students attending; usage of online resources
	Programmes supported with teaching (by School/Faculty)
Resource Lists	Curriculum embedding/co-design with student advocates
	Programme adoption (target 100%, with exceptions)
	Book/journal downloads/circulation; cost per download
Accessibility	Spend on information resources per student
	Students registered with Library Support; well-being referrals
Cultural Collections	Number of requests for alternative formats or software
Cultural Collections	Number of teaching visits; usage of the collections
<i>Global Civic University</i>	
Cultural Collections	Number of external visits; usage of the collections
	Postcodes engaged; community organisations worked with
	Decolonising reports to Anti-racism (qualitative)
	Community engagement with public art (qualitative)
Academic Skills	Number of student volunteers; learning outcomes/impact
	Number of student volunteers; learning outcomes/impact

## Image credits

*University book plate (University of Bristol)*

*Click and Collect by Library Customer Services (University of Bristol)*

*Light microscope image of the surface of a leaf (Matt Jacobs, University of Bristol)*

*AV digitisation in Cultural Collections (University of Bristol)*

*Photomicrograph of a limestone sample (Maurice Tucker, Visiting Professor)*

*Student website (University of Bristol)*

*Law Library (University of Bristol)*

*Study skills student advocates (University of Bristol)*

*Projection mapped animation inspired by the archive (Bristol Old Vic)*

*Student wearing a VR headset (University of Bristol)*

*Little Library (University of Bristol)*

*New University Library (Schmidt Hammer Lassen, Hawkins Brown, University of Bristol)*

## Connect with us

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