

Notes to accompany presentation

Slide 1

Thank you for inviting me. I am a research and open access librarian at the University of the West of England and work in the library research support team.

Our role is to support research postgraduates and academic staff with their research needs, in particular open access publishing and research data management.

Today I will be giving an overview of our library service's approach to customer service and plans for the future to enhance the user experience.

Slide 3

Two most popular features 24/7 chat and extended opening.

Slide 4

As a result of feedback from the NSS and website usability testing, changes are made. These are advertised via a You said, we did campaign.

Students have directly selected 50% of our budget on ebooks

Glenside and Bower Ashton: Monday – Friday **07:30 - 00:00 Staffed:** 08:30 - 18:30 Saturday – Sunday **07:30 - 00:00 Staff** Not available

Slide 5

Ongoing refurbishment project across campuses

Responding to feedback and making more flexible spaces to accommodate a variety of needs

Library Lounge

Silent study

Group study

PGR study space

Aim for total replacement on Campus plan

Slide 6

As a research team, we have noticed an increase in requests for support with systematic literature reviews. This has also been witnessed by our colleagues who support students in health and applied sciences. They have also noticed an increased demand from third year undergraduates and masters students who we don't support, Although not strictly systematic reviews they do require help carrying our literature reviews systematically.

Slide 7

What's next for the library? The future library project started last year and was divided into five workstreams

The work streams

The **Print Collection** work stream will look at defining the future role and scope of the print collections in supporting teaching, learning and research.

The **Learning Environments** work stream will look at how we can provide effective and inspiring places for students and staff to work and learn.

The **Open Access** work stream will look at how we might exploit the opportunities arising from open access.

The **Inclusive Academic Skills** work stream will look at how we mainstream study skills and mentoring provision, currently funded through the Disabled Students' Allowance (DSA), into the University's general academic skills offer, led by Library Services.

The **Technology** work stream will look at the systems we need to deliver and manage information, and the technology and services required to meet the needs of current and future users.

Now that the feedback has been analysed, the team members of each workstream are looking at the next steps e.g. an enquiries review is taking place and we, as a research support team, are working with associate deans for research to examine how we generate an open access culture.