## Progress to Date for 2016

<table>
<thead>
<tr>
<th>Goal 1: Student Experience</th>
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<tr>
<td>1.1 We responded to issues raised in the Library Survey 2015 and repeated the Survey in 2016, disseminating the results widely.</td>
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<td>1.2 We completed our three-year SAGE undergraduate project and have recruited three new UGs who will be with us until 2019.</td>
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<td>1.3 We analysed the 2016 NSS quantitative data and qualitative comments by department to target liaison around collections and services.</td>
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<td>1.4 We have introduced PGT Collection Advisors who operate as Collections Advisors for their School. These roles have been created to enable postgrads to contribute to the development of the Library’s resources, each have a small budget for the purchase of Library materials of their choosing in collaboration with their peers.</td>
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<td>1.5 An initial review of the changes to fines policy have indicated a significant fall in income, but a considerable increase in customer satisfaction.</td>
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<td>1.6 We successfully undertook our annual CSE review gaining 7 PassPlus and 50 passes.</td>
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<td>1.7 25 further additional study spaces were introduced throughout the building through reconfiguring existing spaces or furnishings.</td>
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<td>1.8 Following the success of the introduction of laptop loans in 2014, we subsequently expanded provision in 2015 and 2016, giving access to 48 machines in total.</td>
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<td>1.9 We launched a new interface for Library Search to provide a more intuitive user experience with responsive web design to ensure that it is compatible with mobile devices. To inform the design process, we worked with a local technology company, Semantico, interviewing a number of Sussex students and researchers about how they interact with the catalogue.</td>
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<td>1.10 We introduced online requests for items held in store through Library Search to enable our users to order items in advance of their visits.</td>
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<td>1.11 Further work has been carried out to increase the availability of power sockets on user desks on the ground floor.</td>
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1.12 We conducted a comprehensive review of our Food & Drink Policy resulting in a clear mandate to continue with the current policy restricting the consumption of food and drink in the Library.

1.13 We reviewed our start of year support for new students using a number of techniques including surveys and end of tour questionnaires and have incorporated feedback into our offering for 2017/18.

1.14 A Pop-Up Library facility operated during the January assessment period to provide alternative study space to ensure that users had a place to work in the event of the Library building reaching capacity.

1.15 Working with SEF, we have ensured that all accessible toilet facilities in the Library have been completely refurbished and conform with the latest standards.

### Goal 2: Learning and Teaching

2.1 We relaunched Sabre, our innovative search interface for the libraries within the BSMS partnership, on a new platform to improve its reliability and usability.

2.2 We introduced the Copyright Licensing Agency’s new platform, the Digital Content Store, for all digitisation request to enable us to provide a more effective service when integrating digitised readings in Study Direct. We also trialled the use of the CLA’s second chapter service to increase the amount of digitised content we were able to deliver to students.

2.3 We increased our face-to-face teaching (excluding induction) by 32%, as part of an embedded programme of teaching alongside academic staff. We also increased the number of departments and subjects that we supported. We have seen a similar pattern of increased engagement by students with our Special Collections.

2.4 Take-up of the reading list system continues to grow alongside the creation of digitised copies.

2.5 We launched a Special Collections Study Direct site aimed at engaging students and academics directly with the collections and services at The Keep as well as with archival research skills.
Goal 3: Research

3.1 Our application for membership of Research Libraries UK (RLUK) was successful, formally recognising our status as a high quality research library among our peers and providing opportunities for working with prestigious institutions and share best practice.

3.2 We have increased the number of Sussex doctoral theses available online through the British Library’s EThOS service to 4,500, improving the visibility of, and access to, Sussex doctoral research.

3.3 We removed our charge for Inter Library Requests to improve access to research content not held by Sussex.

3.4 We took receipt of the Richard Attenborough Collection into Special Collections and commenced an 18 month cataloguing project to ensure the collection is discoverable and accessible.

3.5 We delivered a full programme of events as part of the 2016 Research Hive Seminar Series. Topics included publication quality under pressure, responsible self-promotion, funding your research and managing your research identity.

3.6 We recruited three new Research Hive Scholars in 2016 to support an advocacy programme with our Research Students.

3.7 Special Collections supported a number of successful external funding bids including the AHRC BBC Oral History project; the Sussex Humanities Lab (SHL) BARGE metadata project and the SHL Planet Bethlehem project.

Goal 4: Open Scholarship

4.1 We made changes to SRO to enable the recording of Open Access compliance and worked closely with Research & Enterprise and IT Services to ensure that information on compliance with the HEFCE Open Access Policy is accurately reported to Schools via the Research Dashboard.

4.2 We created a new role to develop and support the technical infrastructure to enable Sussex researchers to store and provide access to their research data. We also began to pilot a system to preserve and showcase Sussex research data.

4.3 Our Research Support team continue to administer the RCUK and COAF Open Access funds on behalf of the University as well as offer support and training in this area. In 2015/16 we were 75% compliant with the RCUK OA policy.
4.4  We delivered a series of presentations and 1-2-1 informal drop-in sessions to Schools promoting OA publishing and highlighting the compliance requirements for the RCUK and HEFCE OA policies.

4.5  As part of Open Access Week we hosted a seminar delivered by Camilla Briault, Head of Research Student Administration, on the benefits of making your PhD thesis open access.

**Goal 5: Content**

5.1  We continued to invest heavily in e-books in 2015/16, and continued to take advantage of emerging business models around evidence-based acquisition.

5.2  We continued to work closely with BMEc to explore cost-effective ways to distribute content to large cohorts. In 2016 we licensed textbook content through Kortext, making it available to all students on the course via Study Direct.

5.3  Working with the Centre for German Jewish Studies, we have secured funding to catalogue the German Jewish Archives that we hold in Special Collections. These archives relate to German Jewish families who came to the UK as refugees around the Second World War, and comprise documents that relate to their family history as well as their experiences of life after arriving in the UK. The funding has also allowed us to digitise a significant number of documents that will be made publically available via our online catalogue system for research, and through themed educational packages which will be available on our website for use by a wide range of audiences.

5.4  In close liaison with academic colleagues, we completed the review of class marks T and Z as well as a review of subscriptions that fall within the area of Global Studies.

5.5  A full clean of all stock and shelving was carried out in the summer of 2016 to help reduce dust and protect our print collections.

**Goal 6: Collaboration**

6.1  We worked with TEL and CEC to deliver Innovation Week, offering a range of seminars, workshops and online courses attended by undergraduates, postgraduates and doctoral students, as well as Academic and Professional Services staff. Highlights included a collaboration with staff from the Department of Informatics to deliver a pop-up MakerSpace, and a workshop on spherical photography.
6.2 We continue to work closely with TEL to promote the integration of reading lists within Study Direct to teaching staff.

6.3 We worked with CEC to develop and redesign the Skills Hub, bringing it together with content from S3. This was done in close consultation with students and the changes in the organisation of the site reflect this. We have also worked closely with the Directors of Student Experience in order to launch a Study Direct site, based on Skills Hub material, which supports Academic Advising.

6.4 We worked closely with Finance to help specify and test the upgrade to the enhanced Agresso system. This work is still in progress.

6.5 Working with the Governance Office, we created a full new Risk Assessment covering all aspects of Library Business which complies with the new University standard template.

6.6 We have worked extensively with SEF to ensure a reliable and effective cleaning service is provided throughout the building at all times of the year.

6.7 We worked with SEF and English Heritage to scope and install new front doors for the Library building.

6.8 We worked with SEF to deliver a complete overhaul of the Core A lift, ensuring reliable access to the second floor for users with restricted mobility.

**Goal 7: Engagement**

7.1 Library staff delivered presentations on a variety of topics at the LILAC Conference, UKSG events, Collection Management Group meeting, a Jisc off-setting workshop, the Vitae Conference, the Rare Books Conference, CPD25 events and at ARLG. The Librarian was elected Vice-Chair of the Society of College, National and University Libraries

7.2 We appointed the fourth of our Briggs Interns in Special Collections in autumn 2016 funded by donation from Professor and Mrs Malcolmson.

7.3 We secured substantial Heritage Lottery Funding for “Beyond Boxes”, a Mass Observation educational 2 year project. The project aims to break down the barriers many people face in trying to use archives, be these physical, attitudinal or educational, to ensure that heritage is open and accessible to all.

7.4 We delivered a full programme of public events at The Keep including, with external speakers, talks on the Mass Observation Archive and the Armistice, the Doris Lessing letters launch and Jewish History in Brighton
We were again invited by Sussex Police to send a number of staff to participate in their annual mentoring training day where we joined representatives from all emergency services in the area as well as East Sussex County Council, Surrey Police and a number of local businesses and charities.

**Goal 8: Staff**

8.1 A review of the flexi-time policy showed that it was generally well received by Library staff. A few minor adjustments were made as a result of feedback gained during the review.

8.2 Following the review of procedures throughout the Library in the context of the introduction of Alma, we worked with HR to reassess the roles of a number of clerical staff resulting in the regrading of a number of Grade 2 staff to Grade 3. This better enables us to meet the needs of our user community.

8.3 95% of staff attended staff development events offered by the University or externally during 2015-16.

8.4 We reviewed our staff induction programme following consultation with a number of individuals who have been through the process and those who deliver the induction. As a result we made some significant changes to the Library Induction Programme. Early feedback is positive.