

PARTNERSHIP AGREEMENT

University Library and Collections Services

University Library

1. Objective

This document outlines the terms under which services are currently delivered by the University Library.

2. Period of the agreement

This agreement is effective from 1 January until 31 December 2018. It will be reviewed and revised as necessary towards the end of this period.

3. Who we are and what we do

The University Library

- provides organised and managed access to both physical and electronic information resources for the University's students and staff
- provides and manages a central study environment with a range of formal individual quiet and silent study areas as well as more informal and group study facilities incorporating much IT provision
- houses the S@iL facilities (managed in coordination with IT) which are also used for teaching and training
- provides general and subject-related information desks in the Library which offer on the spot advice and guidance, and referrals; the IT Help Point operates in S@iL
- provides liaison librarians who are the principal communication channel with Schools over Library matters, e.g. the selection of materials to support the University's teaching, learning and research. They also run general and subject-specific teaching sessions on information resources, teach information literacy and research skills in collaboration with academic staff in Schools, and design and deliver self-help guidance for students
- provides individuals and groups of students with advice and guidance on optimising their study performance in Study Advice and Maths Support; Study Advisers also work with Schools to embed academic skills support in the curriculum, and create and deliver materials for students to access on a "self-help" basis'. They will suggest referral to students with possible Specific Learning Difficulties
- manages the Institutional Repository (CentAUR) and contributes to strategic decision-making and policy development for it and for Open Access (OA) and research publication generally by University members (including managing OA funding and Article Processing Charges)

Additionally

- Library staff collaborate with, provide advice to, and support, other University staff and services as required, for example the Copyright and Compliance Officer, the Research Data Manager
- The Research Projects Office in the Library runs two longstanding externally-funded projects. These work closely with the University's English Department as well as with international partners.

4. How to access Library services

Information on access to services including Library opening hours, and contacts and support is available on the Library's website <http://www.reading.ac.uk/library>

5. Our commitment to service users

The University Library has a long tradition of commitment to a high level of user-focused service, as evidenced by this extract from our mission statement and strategic aims

(<http://www.reading.ac.uk/lib-mission.aspx>)

User-focused services and collections

Managing and developing our collections, services and facilities through consultation, liaison and benchmarking, and encouraging exploitation of resources through school /departmental awareness, information and study skills programmes and reference and enquiry services.

The Library also operates a simple Code of Conduct outlining what is expected of Library users and what they can expect of Library staff. This is available on the website:

<http://www.reading.ac.uk/lib-code-of-conduct.aspx>

6. What we need from our service users

In order to deliver an effective service and to fulfil our obligations under this agreement and our legal and statutory obligations, we expect our users to abide by the Rules for the Use of the University Library and to adhere to other related formal University Rules and Policies.

Library users are also required to comply with the terms and conditions for the use of Library e-resources, available on the website:

<http://www.reading.ac.uk/lib-eresources-terms.aspx>

The Code of Conduct mentioned in the previous section also applies.

7. Service limitations and dependencies

Factors that may affect or limit the provision of Library services include:

- Staff absence or vacancies
- Financial resources
- Problems with IT systems and services
- Changes to legislation, such as for intellectual property, copyright, or licensing agreements for access to electronic resources
- Confidentiality and data protection

8. Managing our service

Julia Munro, Director of University Library and Collections Services (ULCS) & University Librarian, is the executive head of the University Library. A list of Library staff responsible for key Library services is available on the website:

<http://www.reading.ac.uk/lib-staff.aspx>

9. Reporting and resolving problems with our service

Library users who experience problems with the service should contact either their subject liaison librarian or the manager of the relevant service area (see section 8 above) in the first instance.

Information about reporting specific issues is provided on the website:

<http://www.reading.ac.uk/Library-contact.aspx>

10. Providing feedback on our service

The University Library welcomes user feedback on, and suggestions about, our services and has both an online (<http://www.reading.ac.uk/lib-comments.aspx>) and a hard copy comments form to enable this. Library staff are also present at various University or School/Departmental committees, sub-committees, working groups and other fora where they will receive, and can respond to, feedback.

11. How we monitor our performance

The University Library has a longstanding culture of monitoring and benchmarking services with the aim of making improvements whenever possible within the resources available.

Feedback from users as mentioned above helps with this and staff also maintain a high level of awareness of the HE library sector through professional activity and contacts. From time to time "mystery shopping" surveys are undertaken using University students.

The Library has been regularly accredited by Investors in People (IIP) since 2003 and is currently at Silver standard.

Within the University the KPIs for the Library's assessment of performance are:

- managing within budget;
- NSS / PTES scores for the relevant questions.
- expenditure on information resources (electronic and print);
- measures for usage (physical usage and usage of e-resources)

(Data on the last two KPIs are gathered sector-wide through SCONUL and monitored annually. They become available in January/February each year and we benchmark at this point.)