

Statement of Public task for UAL Library Services

This statement sets out the functions carried out by University of the Arts London Library Services that are within our public task under the [Re-use of Public Sector Information Regulations 2015](#) (the '2015 Regulations').

UAL Library Services provides outstanding print and online collections in arts, design and communication across six colleges. The Library is part of the Directorate of Library and Student Support and operates in accordance with within the UAL [governance](#) and [strategic](#) framework. UAL's Information Governance team manages requests for re-use of UAL's [Public Information](#).

Our mission

To provide high quality anticipatory and responsive library and student support offers that are tailored to meet the needs of our students and staff, and that are reflective of UAL's academic profile.

Our core values

- Being student-centred, accessible and inclusive
- Celebrating diversity and respecting individuality
- Encouraging curiosity and supporting risk-taking to enable creativity and resilience
- Being committed to critical reflection and continuous improvement
- Innovating and leading in our areas of professional and academic expertise
- Forging effective and creative collaborations internally and externally

The public task of the library is set out in our [Library Strategy](#) where we consider our core functions to be:

- To play a leading role in supporting, empowering and inspiring students to fulfill their potential and ensure their wellbeing, and work collaboratively with colleagues to improve student retention, attainment and satisfaction.
- To be a significant partner in the University's research and enterprise activities, both supporting others through our services and collections, and contributing to developments through our staff expertise.
- To play a leading role in the design and delivery of the University strategy for communication with students and work collaboratively with colleagues to promote engagement with our library and student support services
- To bring together high quality services, collections, and student support activities in digital and physical spaces that are student-centred, inclusive and accessible, and core to the University's 'total learning environment'.

The Policies which apply to the use of the Library and its facilities are available on the Library Services [Customer service web page](#). Information about visiting the Library is available on the [Library Services website](#).

Complaints can be made using the [Library services or UAL complaints policy](#)

This statement is regularly reviewed and is due to be considered again in 2021