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**Library and Academic  
Support Strategy  
2016–22 Progress Report  
Year 2 2017–18**

# transformative education

## Aim

To enable and empower students to fulfil their academic potential through the use of collaborative, innovative and inclusive practices that support learning and creativity, and improve retention and attainment.

## Key developments

- The four Bridging programmes for entrants from WP backgrounds were redeveloped as 'Get Ready' under the Big Welcome umbrella, with shared objectives, new communications and more choice of activities.
- Library Services (LS) received reaccreditation for Customer Service Excellence, Resources & Systems and the University Archives & Special Collections Centre.
- UAL-wide Academic Support offered 50 types of workshop, totalling 131 events (a steady annual rise from 70 offered in 2014–15).
- Four former Teaching Within (SoN) participants joined the core UAL-wide Academic Support (AS) team of 10 tutors.
- Improved structure for the Language Development Programme, establishing a permanent staff presence at each college.

## Success indicators

- LS maintained 91% satisfaction in NSS Q19 for a second year running, and 90% in FE Survey for 2017 (up 1% from 2016).
- AS engagement increased overall from 35 to 37% of all UAL students, with BAME participation at 39% of the eligible (UG UK) population.
- Engagement in AS showed continuing positive correlations with attainment of 2.1/1st for all student groups, especially international.
- Attendance at the Pre-session Academic English Programme grew by 2%, equating to around 16% of all first year speakers of English as an additional language; Course Specific Language Development classes grew by 6% and attendance at other bookable Language Development provision (tutorials and classes) by 35%.

# world-leading research and enterprise

## Aim

To act as an advocate and platform for research and enterprise activities through our services and collections, and to contribute through our staff expertise to the University's research environment and culture.

## Key developments

- Acquisition of RefWorks bibliographic software to support reference management.
- Progression of integration of UAL Research Online with Elements, the University CRIS system.
- Year 1 of HEFCE-awarded funding to the Archives and Special Collections Centre for support to researchers, Researcher in the Archive initiative launched using this fund.
- UAL Symposium delivered by archives staff and university researchers to accompany the travelling Kubrick exhibition in Copenhagen.
- LAS staff presented papers and led workshops at several internal and external conferences and published articles in key journals.

## Success indicators

- Number of items in UAL Research Online increased by 15% to a total of 8054. Downloads also increased by 30% to 117, 200.
- High level of satisfaction for Library and Academic Support RNUAL sessions.
- Ongoing high use of University's archives and special collections by researchers (1511 visits: 984 internal and 527 external).
- Towards a critical (art) librarianship conference held at Chelsea, May 2018, with sector wide attendance.

# communication & collaboration

## Aim

To act as a gateway into the university and to connect people within and across academic programmes and colleges through their access to information sources, learning environments and academic support.

## Key developments

- Collaboration with Students' Union, Teaching & Learning Exchange and academic colleagues in Liberate My Curriculum projects, including development of more inclusive reading lists.
- High levels of engagement for year one of Reading Collections, with African-Caribbean, Asian & African Art in Britain Archive, and development of other Reading Collections groups.
- Recommendations of UX study of digital information seeking behaviours implemented.
- Delivery of new intercultural training session Unpacking Your Discourse for staff.

## Success indicators

- Staff intercultural training uptake increased by 220% to over 400 attendees.
- 26 events targeted at overseas students as part of the UAL Social offer attracted 2902 individual student bookings, an increase of 8%.
- 2299 registered external users of the libraries (including alumni).
- UAL-wide Academic Support collaborated with students (via Artstemp) to produce 34 short video interviews for ASO: student reviewers report that the content is “good length, clear and essential”.
- Attendance at workshops and orientation events targeted at overseas students increased by 40% (763 attendees for 2017–18 intake).

# an inspirational environment

## Aim

To bring together high quality collections, services, facilities, academic and language support activities in environments that inspire and support learning and creativity as well as stimulate a strong sense of community.

## Key developments

- New Library, Learning Zone and Academic Support spaces at Camberwell, opened October 2017.
- Collaborating Collections initiative, with displays from archives and special collections outside of library spaces.
- Phase one of Digital Archives & Collections project, implementation of Preservica CE for digital preservation.
- Increased expenditure on information resources, including online.
- Functional developments to ASO enabled its implementation as a single booking system for face-to-face support resulting in a better UX for students, tutors and administrators as well providing increasingly accurate and joined-up tracking and monitoring.

## Success indicators

- By the end of 2017–18 all colleges were using ASO as the booking system for 80% of offers: 21,201 bookings and 18,017 attendances were recorded across Academic Support as a whole, with 16,720 registered through the site.
- 19,487 users of ASO were recorded, up from 11,714 previous year.
- Download of online journal articles increased by 30% (to 389,984); over 1 million accesses of e-books, up 28 % from 2016–17, loans of physical books 4% down from 2016-17 (308,285).
- 7000 items digitised for the Digital Archives and Collections project.
- Visits to libraries increased to 1,548,369, up by 2% from 2016–17. Visits to the new Camberwell Library increased by 41% in Autumn 2017 compared to Autumn 2016.

# overview

2017–18 was the second year of the Library and Academic Support Strategy. Achievements were immense so I would like to thank all staff for their professional commitment and hard work that has contributed to another outstanding year. This progress report highlights some of these achievements and the related success indicators that demonstrate how we have worked together to improve the student experience and enhance teaching, learning and research at UAL.

In parallel to this work, activities also commenced to develop the new Library and Student Support Services Directorate that was created in Autumn 2017. This Directorate brings together Student Services, Library Services, Academic Support and International Student Experience (including Language Development).

Workshops were held with staff within the Directorate and consultations took place with colleagues across the University as well as with the Students' Union to identify aspirations for the Directorate. This feedback has informed the Library and Student Support Strategy that will be launched in 2018–19. The new Strategy builds on the exceptional work that is outlined in this progress report and explores new opportunities to provide students with 'integrated academic and pastoral support' (Academic Strategy, 2018–20).

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