

ual:

**Library and Academic
Support Strategy
2016–2022**

transformative education

Our 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.

We will do this by

- Enhancing all students' sense of belonging and engagement with UAL from pre-arrival through to graduation and beyond, working closely with academic teams and other services
- Being innovative in our approaches to the development of students' learning abilities and creating opportunities that facilitate enquiry, and enable discovery and revelation
- Actively promoting diversity and upholding inclusive practices both in our provision and our pedagogies, and through our advocacy for the inclusive curriculum
- Being significant partners in the delivery and promotion of transformative educational practices and contributing pro-actively to academic planning
- Creating and nurturing an exploratory academic and professional development culture that encourages continuous improvement

world-leading research and enterprise

Our 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.

We will do this by

- Increasing our support for the research lifecycle by providing collections, services and personalised support for the University's diverse research activities
- Curating the University's research outputs for local and global audiences by capturing, organising and showcasing the University's knowledge base
- Being advocates for and acting as leaders of open access in the context of creative arts research by engaging with new models of discovering and sharing information as part of our scholarly communication activities
- Maximising the academic value and reputation of our collections and services through entrepreneurial activity to support new initiatives and developments
- Developing a research culture within the Library, Academic Support and Language Centre community

communication & collaboration

Our 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 resources, learning environments and academic support.

We will do this by

- Using clear, accessible, timely and confident communications that articulate what we do and increase our visibility internally and externally
- Exemplifying intercultural awareness through our own practices and through our offer to staff and students
- Working closely and collaboratively with academic teams and students to ensure relevant and timely support at all stages and levels of study
- Creating open and transdisciplinary opportunities for students to come together in face-to-face and virtual spaces as part of a community that complements their programme and/or college community
- Being a physical and digital showcase for UAL's collections that can be accessed by the external community

an inspirational environment

Our 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 stimulating a strong sense of community.

We will do this by

- Creating flexible, accessible and inclusive physical and digital learning spaces that are responsive to students' diverse learning preferences and current pedagogic practices
- Bringing together collections and facilities with our academic and language support offer to make them into the 'go-to' places for learning requirements that are outside of core teaching and specialist technical support
- Creating inspirational physical and digital spaces that link learning and creative practice with research and scholarship
- Developing a digital presence for Library and Academic Support that is consistent and recognisable, interconnecting the physical and digital spaces as a blended and dynamic learning environment
- Providing a supportive and welcoming learning hub where students can come together as a community and where collaborative working as well as individual scholarly study can be undertaken

core values

- Engaging pro-actively with students and being student-centred
- Celebrating diversity and respecting individuality
- Encouraging and enabling curiosity, creativity and risk-taking
- Being committed to critical reflection and continuous improvement
- Innovating and leading in our areas of professional and academic expertise
- Forging effective and creative partnerships internally and externally

our vision

To lead and innovate in the delivery of high quality academic and language support, service excellence, outstanding library and archival collections, and state of the art learning environments. All of these inform, enhance and inspire transformative education for a creative world.