LCI

Planning 2022

Library, Careers and Inclusivity [LCI] Department Plan
2022-23

LCI Department Plan 2022-23

Our LCI Department level plan has been updated to be simpler for this year – no longer including detailed lists of objectives across our areas of work and focussed on giving a framework for key areas of collaborative work within which more detailed planning can be done within and across our teams over the coming months.

In our Senior Team awaydays we have explored what our Purpose is as a department; what the UWE Values mean to us and our work in LCI and focussed on three key strategic areas of priority for us as a department and identified some key themes and projects that we can collaborate on over the coming year and look to develop how we work more closely to share practice and deliver an outstanding experience for our students and those that we work with.

LCI Department Plan 2022-23

Our Purpose

As a department we exist to enable students and staff at UWE to reach their potential and achieve their goals.

LCI Department Plan 2022-23

Our Values

	How do we demonstrate this value through our work in LCI?
Ambitious We're not afraid to shape, challenge and tackle the big issues, to take the initiative and pave the way.	• We are clear about our purpose and goals • We involve our people in planning and goal setting • We actively seek to make changes and improvements and try new approaches • We seek to understand and demonstrate the impact and value of our work • We stop and reflect when we need to

LCI Department Plan 2022-23

Our Values

	How do we demonstrate this value through our work in LCI?
Collaborative We have strong connections locally and globally. We help people and organisations be the best they can, building trust throughout our university community and beyond.	• Working with others in partnership and co-creating solutions is integral to our work • We focus on what is best for the University and our students / users • We look outside of ourselves to others for their ideas and input • We listen • We respect the views of others • We communicate effectively

LCI Department Plan 2022-23
Our Values

	How do we demonstrate this value through our work in LCI?
Inclusive We make UWE Bristol a supportive and inspiring place to learn and work – somewhere where diversity of experience and perspective is encouraged, and learning and research is shared and accessible.	• We seek to genuinely enable and develop all of our learners • We contribute to the design and delivery of the curriculum to ensure all students develop their skills and confidence through their programme • We listen to our students to capture their stories and what they say about us from their experience • We use data effectively for evaluation and identify improvements • We are interested in the barriers people might encounter and how we might overcome them • We ensure our team is diverse • We value diversity of views and opinions • We look to balance being inclusive by design with attending to specific needs • We all take responsibility for contributing to cultural change that enable us to advance equality, diversity and inclusivity

LCI Department Plan 2022-23

Our Values

	How do we demonstrate this value through our work in LCI?
Innovative We create new opportunities for the people who work and study with us. We embrace different ideas and pioneer new and sustainable ways of doing things.	• We are clear about our purpose and goals • We are responsive to the wider context in which we work and pro-active to identify opportunities • We are reflective • We are open minded • We are creative in problem solving • We support new ideas, try things and take risks • We seek to understand and demonstrate the impact and value of our work

LCI Department Plan 2022-23

Our Values

	How do we demonstrate this value through our work in LCI?
Enterprising We instil a thirst for new knowledge, its creation and application, empowering our students and staff to demonstrate a creative questioning approach, a 'can-do' confidence, and ability to navigate uncertainty.	• We welcome challenges and view them as opportunities to be creative and solve problems • We are always looking to improve and innovate • We look outside of ourselves to inform our work; taking an active interest in changes in industry, technology and the wider context in which we work and translating this into tangible approaches in our work

LCI Department Plan 2022-23

Our Strategic Goals [areas of focus for our collaborative work]

To be effective in :

1. **engaging our users** with the resources, opportunities and expertise that we provide
2. **developing the skills and confidence of our users** so they can achieve their goals
3. **enabling success** for under-represented and disadvantaged groups

1. Engaging our users

Areas explored through our Senior Team Awayday March 2022	"How can we deliver a great experience for our users as they engage with our resources, tools and services?" Includes: • Customer services delivery; enquiry and triage • Our engagement and comms activity • LCI resources and systems, developing our systems and processes to ensure a great user experience • Creating inspiring and effective spaces to work and learn

1. Engaging our users

This year we will ..	Develop new ways of working to connect users with the LCI offer: • Further develop our in-person approaches to enquiry and triage • Improve online experience and routes • Collaborate on our engagement and comms work Develop our spaces to support new ways of working; including triage help points on our campuses Develop our systems and resources to support the LCI offer: • Fully implement the new Library Management System • Develop the C&E Technology Roadmap Inform and shape the above through user feedback and data

2. Developing the skills and confidence of our users

Areas explored through our Senior Team Awayday March 2022	"How can we enable those we work with to develop the skills and confidence to succeed?" Includes: • Curriculum development and delivery; making our programmes the best they can be • contributing to the Subject Readiness & Research Readiness Reviews • Our academic liaison and partnership working, how we evolve our approaches to be effective with the new Colleges and Schools • Co-curricular and extra-curricular learning and development activities

2. Developing the skills and confidence of our users

This year we will ..	Collaborate on three key areas of our academic liaison work: • **Data:** "We will use data to make sense of what we are doing, impact change, to do our roles more effectively, and also to evidence where we are achieving this." • **Understanding (students):** "We will understand our students, what works and what doesn't work, including insights post-departure." • **Relationships (academics):** "We will develop meaningful relationships with academics to ensure coherence, clarity and consistency." Contribute to curriculum and learning & teaching development and enhancement activity, particularly through the Subject Readiness Review work Contribute to the Research Readiness Review

3. **Enabling success** for under-represented and disadvantaged groups

Areas explored through our Senior Team Awayday March 2022	"How can we, through our targeted interventions and services, enable success for under-represented and disadvantaged groups?" Includes: • Our targeted interventions and services • Careers and Enterprise / EDI joint projects and initiatives • "Access to Learning Strategies" and services for disabled people • Bridging the awarding gap work, including decolonising the curriculum and Library

3. **Enabling success** for under-represented and disadvantaged groups

This year we will ..	Maintain momentum on the range of current initiatives and collaborative work Create a new Community of Practice group within LCI that creates opportunities for the people involved across the various strands of our work in this area to share their work and identify opportunities to make connections Collaborate on a project across LCI for disabled students focussed on current students and their transition out of university Extend the use of the "theory of change" approach which the EDI Team have developed in their work and has been applied to work in other areas in LCI too

Our People [key enabler]

LCI People Group will focus on :

- Developing our work and collaborative initiatives to create a diverse and happy workforce [focus on EDI and Wellbeing for our People]
- Providing opportunities to bring People Managers and EDI Champions together
- Staff development and training
- Internal comms and social connections

LCI Exec Team will focus on :

- Workforce planning and development and Target Operating Model in relation to LCI
- Values, culture and belonging to LCI as a department

"Team" Planning 2022-23

LCI departmental "units" co-ordinating the development of team plans over the coming months will be :

- Learning Services
- Careers and Enterprise
- Collections and Research
- Equality, Diversity and Inclusivity
- LCI Operations

"Team" Planning 2022-23

A single feedback and sharing event from Team Planning will be organised for early September 2022, bringing members of our teams together to share the outputs from their planning work over the summer.

"Team" Planning 2022-23

Team Planning should :

- Provide everyone with the opportunity to be involved and contribute
- Provide opportunity to reflect on and draw out key achievements for the year
- Focus on developing the relevant areas of collaborative work identified in the LCI Dept Plan
- Identify the key priority work for the team for the year ahead
- Identify key areas of training and development for the year ahead

"Team" Planning 2022-23

Key highlights to prepare for the LCI Team Planning event in Sept:

1. Highlight the key achievements for the 2021-22 year [suggest a maximum of 5]

- What are you most proud of as a team from your work over the past year?

- How did you achieve your success?

- Which of the UWE Values contributed to your successful outcomes?

2. Team Contribution to developing LCI Collaborative priorities for 2022-23

3. Objectives for 2022-23

    Highlight here up to 5 key objectives / priority areas of work for the coming year.

4. Training and development for the team