

Action Plan 2006-7

This document sets out the actions through which the Consortium will seek to achieve its objectives, as set out in the Strategic Plan 2005/6 – 2008/9. Responsibility for the actions lies with the Consortium's Working Groups and the Steering Group. Progress against the actions will be reported at the January Business meeting with a final report at the June AGM.

Mission of the M25 Consortium

To develop and improve access to library and information services across the region in support of learning and research, by facilitating co-operation amongst Consortium members and by collaborating with relevant regional and national organisations.

The Consortium will seek to achieve this mission through strategic aims relating to:

Services to learners
and researchers

Mutual Support

Collaboration and
influence

Underpinning these are cross-cutting supporting aims relating to:

Governance and financial management

Advocacy and communication

1. To facilitate access to London's diverse and complex range of library resources for learners and researchers, through the development and delivery of collaborative services.

Objective	Action	Owner	Progress
1.1 To develop collaborative resource discovery, resource sharing and coordination strategies to support learning, teaching and research	Maintain (through the M25 Systems Team) the suite of existing InforM25 services (Find-a-library, Visit-a-library, Search-catalogues and the ULS) in accordance with the agreed Service Delivery Plan.	RDWG	Ongoing.
	Deliver a usage statistics data system for logging the M25 services and websites.	RDWG	Work started and to be completed by June 2007
	Improve the web interface to InforM25 services to align it with the new website.	RDWG	New-look InforM25 launched 20 November 06
	Investigate and revise the "landscaping" functionality of "Search Catalogues" (i.e. the way users can select which catalogue to search).	RDWG	Work ongoing. Planned completion by March 07
	Develop Find-a-Library with additions to the subject list, moving to a recognised Collection Level Development schema.	RDWG	Subject List revisions completed. Migration to recognised schema due to be completed May 07
	Continue investigating the feasibility of making "Search Catalogues" available via OpenURL and Z39.50 interfaces. If technically and financially viable, carry out necessary development work.	RDWG	Investigations continue
	Continue discussions with LLDA and London Connects re links with WiLL.	RDWG	Ongoing
	Prepare a Risk Analysis.	RDWG	Sep/06 Draft document planned for completion Feb 2007
	Continue to explore JISC and other external funding opportunities to support resource discovery work for the benefit of Consortium members	RDWG	Ongoing
	Follow up opportunities for working in the area of e-repositories, sharing metadata, and support to e-learning, where collaboration between Members is appropriate.	RDWG	Ongoing

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Objective	Action	Owner	Progress
1.2 To ensure that existing national and regional reciprocal access schemes meet the needs of learners and researchers in Consortium institutions	Keep national and regional schemes under review and ensure gaps are filled by the M25 Consortium's own scheme.	SG	Ongoing
1.3 To identify opportunities for further pan-London collaboration in access arrangements of benefit to Consortium members	Keep watching brief.	SG	Ongoing
1.4 To identify opportunities for further collaborative services of benefit to learners and researchers in Member institutions	To review opportunities as they arise DSNWG to consider reciprocal access and enhanced services for disabled and special needs users.	SG DSNWG	Ongoing

2. To encourage and enable mutual support of member libraries in improving services to their users.

Objective	Action	Owner	Progress
2.1 To develop and promote the Consortium's support for Members in the area of disaster preparedness.	Exchange of Experience session in November 2005 to promote awareness of regional practise and encourage participation in disaster management activities.	DMG	<p>The Annual Exchange of Experience seminar for disaster planning representatives was held on 30 November 2006. This was attended by 24 representatives from 22 Consortium member libraries. There were two presentations: by Glyn Price, on the recent survey of disaster planning in M25 Consortium libraries; and by Adam Edwards, on reaction to and recovery from the flood at Roehampton University Library in 2005.</p> <p>Attendees then worked through a series of scenario exercises with key business and service continuity issues and decisions, introduced and led by Mary Auckland. Analysis of the evaluation forms indicates that the event was productive and timely, and very well-received.</p>
	Survey members in January 2006 to establish the extent and nature of disaster plans in member libraries.	DMG	<p>The survey was circulated to all Consortium member libraries. The result are available from http://www.m25lib.ac.uk/minutes_9_june_2006_agm.html and have been compared with the results of the 2000 survey. The headline results are as follows:</p> <ul style="list-style-type: none"> - Improving state of planning and preparedness - Better coverage of IT in library disaster plans - Better awareness of M25 DMG services - Need for support in service continuity planning.
	In collaboration with CPD25 develop a programme of staff development to ensure members are kept up to date with regional and national initiatives as well as developments in best practice.	DMG	In the light of the recent Annual Exchange of Experience seminar, proposals are being drawn up for discussion with CPD25 regarding future events

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2.1 To develop and promote the Consortium's support for Members in the area of disaster preparedness	Review and update the Disaster Control Template and launch an additional section on Business and Service Continuity Planning in January 2006. New content on e-resources, infrastructure and resilience and archival documents are also planned.	DMG	Substantial new content, especially on business and service continuity planning, has been developed for the Disaster Control Template and for the M25 disaster planning web pages. With the specialist assistance of John Gilby, this new content is being integrated into the content management system for the M25 web pages.
	Review and update the website and use the DMG Information list to keep members abreast of developments in the field and identify emergent areas of concern within the Consortium. Revise the website in line with the recommendations of the Web Review Panel, and add FAQ's.	DMG	Results of the literature review on business and service continuity planning have been added to the bibliography in the Disaster Control Template.
	Share and develop expertise by pursuing links with relevant bodies and participating at external conferences and seminars. The Chair will continue to represent the M25 Consortium on the AHRC-funded project Safeguarding Heritage at Risk Advisory Panel.	DMG	The following article written by the Chair, Christine Wise, has been published in SCONUL Focus, Summer/Autumn 2006 (No 38): "Thinking the unthinkable: disaster planning for the M25 Consortium of Academic Libraries" http://www.sconul.ac.uk/publications/newsletter/38/ The Chair has represented the M25 Consortium on the AHRC-funded Safeguarding Heritage at Risk project (http://www.ljmu.ac.uk/BSN/58823.htm) and on the Emergency Planning Group convened by the Department for Culture, Media and Sport.

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2.1 To develop and promote the Consortium's support for Members in the area of disaster preparedness.	In collaboration with the Advocacy Working Group, promote awareness of the Consortium's services, products and expertise in Disaster Management, specifically the Mutual Support Agreement and the new content on Business Continuity Planning.	DMG AWG	Advocacy group has been updated on new developments and their expertise will be used in drawing up a campaign to launch new resources and content.
2.2 To provide, via CPD25, high quality training and development for staff in Member institutions.	Continue to offer and improve the events programme as the core CPD25 activity.	CPD25	2006/7 programme available on CPD25 web pages
	Launch the CILIP chartership candidate staff exchange scheme	CPD25	Exchange scheme launched Autumn 2006.
	Implement and maintain a staff development training policy repository on the CPD25 web	CPD25	Done
	Continue to reassess the efficiency of current administrative systems and make appropriate improvements.	CPD25	Done. New systems will enable smooth transfer of administration processes and robust records maintenance

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2.3 To assist Consortium Members in providing support to library users with disabilities	Produce advice on how to draft a disability policy with a suggested template and keep libraries informed of best practice and legal changes. Continue to run annual exchange of experience seminar for members.	DSNWG	Ongoing
2.4 To support Consortium Members in relation to service quality monitoring and measurement activities.	Mystery Shopping: develop guidelines and investigate the feasibility of developing a consortium wide approach to mystery shopping	QWG	
	Benchmarking: monitor progress at Wellcome Institute, develop guidelines and templates, collate data from members.	QWG CPD25	
	Promote SLD template and encourage members to share SLD information for the purposes of comparison across the consortium.	QWG	
	Investigate the feasibility of developing a quality assessment toolkit and/or collating templates and assessments from other bodies.	QWG	
	Events: with CPD25 organise workshop/seminar on a) Benchmarking and b) Chartermark	QWG	

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<p>2.5 To investigate further ways in which the Consortium can support Members in supporting students.</p>			
<p>2.6 To support Consortium Members in cross sector collaboration.</p>	<p>Establish obligations and rights of placement students at their host HEI and NHS placement library similar to the UK Lib plus and the TVINSPIRE schemes.</p> <p>Develop a Pan-London NHS Student Placement Charter to cover all London NHS Trust libraries that will highlight what is expected from both student and NHS library.</p>	<p>M25/ LHL</p>	<p>By summer 2006</p>

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<p>2.6 To support Consortium Members in Cross sector collaboration.</p>	<p>Promote IT literacy through encouraging reciprocal training of placement students by both NHS and HEI libraries. Where necessary this will include training in access and support requirements for the disabled in relation to the Disability Discrimination Act (DDA) and in relation to the implications of the Freedom of Information Act (FIA)</p> <p>Support collection development by ensuring NHS Libraries receive core reading lists prior to student placements.</p> <p>Investigate potential of cross sector collaborative purchasing allowing libraries to opt in where appropriate to their students' or staff needs. Review requirements within HEI and NHS libraries to identify appropriate e-resources providers.</p>	<p>M25/LHL</p>	<p>Ongoing work with cpd25</p> <p>Summer 2006 (where possible)</p> <p>Paper and questionnaire produced – in progress – working with eKAT.</p>

3. To represent the Consortium's best interests and to influence policy- making through collaboration with appropriate regional and national organisations; this will include taking the lead on relevant strategic issues.

Objective	Action	Owner	Progress
<p>3.1 To continue to develop links and partnerships with appropriate regional and national agencies</p>	<p>Continue close working with partners with following M25 representatives at partners' meetings: ·</p> <ul style="list-style-type: none"> • LLDA & ALM London • ALCL • University (of London) Libraries Committee <p>Continue to contribute to their strategic plans Liaise with Chair of M25 Advocacy Group as appropriate</p>	<p>CPWG</p>	<p>Chair and secretary attend ALM London board meetings and participate in ALM London lead 'Cultural Offer' for 2012 Olympics.</p>
	<p>Progress links with the following key partners:·</p> <ul style="list-style-type: none"> • FE Colleges (plus LSC and LearnDirect) • NHS – to be taken forward via Joint LHL/M25 Group • Government Libraries <p>Take forward LLDA/M25 cross-sectoral events twice a year.</p> <p>Continue to refer onto other M25 Working Groups areas for development within their remit (via Steering Group).</p>	<p>CPWG</p>	<p>In progress Done Held discussions with CDL on the possibility of searching across member library catalogues.</p> <p>Third joint LLDA/M25 seminar held in January 2006 was well attended. Ongoing</p>

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3.1 To continue to develop links and partnerships with appropriate regional and national agencies	<ul style="list-style-type: none"> • Continue to consider and evaluate potential new Consortium members • Continue to make recommendations to M25 Steering Group. 	CPWG	Ongoing Four new appointments At January meeting
	<ul style="list-style-type: none"> • Explore opportunities for further collaboration with BL by working with Jan Wilkinson and Sara Gould at the BL to progress joint initiatives. 	CPWG	Ongoing
	<ul style="list-style-type: none"> • Identify best practice and new opportunities for collaboration with other academic library consortia • Investigate potential for informal meeting of representatives from other Regional Groups • Maintain Regional HE Consortia web page 	CPWG	Ongoing
3.2 To provide input to national initiatives and consultation exercises as appropriate	<ul style="list-style-type: none"> • <i>LLiL/INSPIRE</i> – provide a representative on the National Steering Group. • <i>Roots to Knowledge</i> – contribute to revived initiative 	CPWG	Ongoing
	<ul style="list-style-type: none"> • Research Information Network – respond to developments & make recommendations concerning how M25 Consortium can participate / support any initiatives. 	CPWG	In progress. Stephanie Goldstein spoke at January 2006 Consortium meeting.

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<p>3.3 To take a lead on relevant strategic issues, in particular those with a regional aspect and to lobby on behalf of Consortium</p>	<ul style="list-style-type: none"> • Maintain a watching brief, taking action where appropriate. • On the Consortium's behalf, continue to be involved in, and supportive of, proposals put forward by the University of London's University Libraries Committee to prepare the region for possible areas of development such as the collaborative journals store. 	<p>CPWG SG</p>	<p>Ongoing CoolPerStor report available for members</p>
<p>3.4 To ensure, via effective marketing and advocacy, that the Consortium's profile is raised in relevant regional, national and government circles.</p>	<p>Progress the Consortium's engagement and collaboration with London Higher Continue by regular meetings with Director and others, as appropriate.</p> <p>Agreed areas identified to date:</p> <ul style="list-style-type: none"> • Helping with advocacy (sharing data of libraries' impact)- • Providing M25 Consortium information for a publicity leaflet • Contributing to Libraries publication 	<p>CPWG AWG</p>	<p>Ongoing Publicity leaflet produced and disseminated. Fact sheet on HEI libraries completed and a contribution to London Higher's Research Excellence publication planned.</p>

4. To ensure appropriate and effective governance and financial management arrangements are in place for the conduct of Consortium business			
Objective	Action	Owner	Progress
4.1 To ensure appropriate governance structures for the Consortium.	To review the role of the SG and WGs on an annual basis and ensure that annual elections to SG are conducted according to the rules of the Consortium.	SG Secretary	Ongoing
4.2 To keep the organisational structure of the Consortium under review, to ensure effective delivery of services and collaborative activities for the benefit of Members	SG to discuss Standardisation of documents, web pages and reporting on progress against Action Plan	SG	Templates produced for Consortium documents and minutes
4.3 To keep the financial strategy for the Consortium under regular review	Routinely review income, expenditure, reserves and subscriptions on an annual basis. Occasional strategic in – depth reviews of Consortium finances may be held to support strategic initiatives, or as requested by the SG or membership.	SG	Ongoing
4.4 To maintain robust and transparent financial management and auditing procedures	Present audited annual accounts in a timely manner.	SG Treasurer	Audited accounts were received by membership at the January 07 meeting.

5. To develop and implement a robust advocacy and marketing strategy, to raise the profile of the Consortium externally and to communicate effectively with Members

Objective	Action	Owner	Progress
<p>5.1 To review the Consortium’s publications and other print communications to ensure a positive and consistent brand.</p>	<p>To develop guidance for Groups and members on the use of Consortium logo and visual identity requirements and assist its implementation.</p> <p>To build and maintain relationships with designers, printers and photographers to support consortium publications activities.</p> <p>To take a lead role in preparing proof ready documents for publication and, in consultation with the Steering Group to act as final editor for official consortium publications.</p>	<p>AWG</p>	<p>Guidelines still to be developed.</p> <p>Relationships in place and being developed</p> <p>Annual report redesigned</p>
<p>5.2 To ensure that the website is regularly reviewed and updated to promote the work of the Consortium to internal and external audiences and to provide effective access to Consortium services and products.</p>	<p>To continuously promote the website</p> <p>To work with the SG and Groups in a regular (annual) audit of web content for currency and relevance and to archive, remove or commission material as relevant.</p> <p>To keep under review the functionality of the web and recommend developments e.g. CMS upgrade; potential use of authentication controls and parts of the site.</p>	<p>SG / AWG</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing CMS upgrade taken care of by Systems Team</p>

5. 5. To develop and implement a robust advocacy and marketing strategy, to raise the profile of the Consortium externally and to communicate effectively with Members

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<p>5.3 To improve communication with staff in Member libraries and to raise their awareness of Consortium services, activities and projects</p>	<p>To target dissemination of news and information to all stakeholders via e-bulletin, the web, flyers, periodic publications and other methods.</p> <p>To develop appropriate promotional material for use at consortium and other meetings promoting our key messages e.g. promotional banners; generic flyers etc.</p> <p>To target the placing of articles and news items in the information press maintaining a Consortium presence and disseminating news on current developments.</p>	<p>AWG</p>	<p>Range of promotional activities and material produced to launch new website.</p> <p>In progress of producing a Getting-Started with InforM25 Guide for users. Expected completion March 2007</p>
<p>5.4 To improve marketing of end-user services to learners and researchers in Member institutions</p>	<p>To work closely with CPD25; Inform25 and other groups targeting the promotion of specific Consortium services and products through a range of themed activities.</p> <p>To periodically survey and gather stakeholder views on effectiveness of current services and products and to develop a 'wish list' to assist the planning of future developments.</p>	<p>AWG</p>	<p>Campaign to launch new InforM25 domain and interface in progress with M25 Systems Team</p> <p>Ongoing</p>

5.5 To promote the Consortium to relevant regional and national organisations, through better understanding of the various stakeholders and more effective advocacy and marketing.

Objective	Action	Owner	Progress
<p>5.5 To promote the Consortium to relevant regional and national organisations, through better understanding of the various stakeholders and more effective advocacy and marketing.</p>	<p>To support Consortium activities in influencing regional issues, lobbying and networking activities through the provision and promotion of relevant advice, practical support, publicity and proactive use of the web to maintain collaborative links and disseminate the Consortium perspective.</p>	<p>AWG / CPWG</p>	<p>Under review</p>