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As the home to Europe's largest nursing-specific collection we look forward to 2021 with excitement. At the conclusion of our five-year plan we have accomplished great things – we



LAS will regularly consult members through the User Experience and Space group and feedback reporting	<ul style="list-style-type: none">

As the RCN develops its Education, Learning and Development Strategy, we remain committed to our role as enablers for learning. We have seen the keenness with which members have engaged with our online training offer and will develop new ways to deliver member support that suits their personal approaches to learning. Our links with colleagues in the library, archive and museum sector will reaffirm our reputation as a key place for nursing information and history of nursing, whilst promoting the sector leading work we deliver.

<p>Remain the 'go to' place for nurses and librarians/archivists/museums working in the field</p>	<ul style="list-style-type: none"> • LAS staff will regularly publish, present at and host conferences in library, archive and museum fields. • LAS staff support and present at relevant nursing and history of nursing conferences • Continue embedding and supporting Zotero, the universal reference management software, for RCN staff and members • Undertake work to include our referencing style guide in Summon • Actively lead in professional sector communities including chairing committees, board membership and participating at joint events • Raise our profile through achieving industry awards
<p>Supporting the RCN trade union staff and members' teaching and learning</p>	<ul style="list-style-type: none"> • With ERD create a library training component for the Repls online training programme that can be delivered remotely • Continue to support Repls teaching and learning programme and attend joint Repls conferences
<p>Grow our links with Royal Colleges and Special Libraries</p>	<ul style="list-style-type: none"> • Continue to support our networks with Royal Colleges and special libraries and archives, including the Consortium of Health Independent Libraries in London, Health Archives and Records Group, and the London Museums of Health and Medicine • Proactively promote our events and exhibitions via the networks, including securing loans for exhibitions • Invite Royal Colleges/special libraries to relevant LAS CPD and join graduate trainee networks
<p>Develop our links with NHS Libraries</p>	<ul style="list-style-type: none"> • Host a nursing librarians' conference • Continue to promote our events and exhibitions to this group • Contribute to new health library groups • Investigate improved current awareness services

Increase links to universities and researchers	

<p>Formats protected in perpetuity</p>	<ul style="list-style-type: none"> • Implement appropriate industry preservation standards, including specific projects: <ul style="list-style-type: none"> • boxing of books • complete NLS journals preservation work. • Scope the options for preservation of and access to digital journals (Portico and LOCKSS) and report to Collection Development Operational Group (CDOG) • Regularly review and update our insurance policies to ensure they are fit for purpose • Deliver digitisation plan for non-RCN historic journals with GALE
<p>Clear collection guidelines which meet industry standards</p>	<ul style="list-style-type: none"> • Review policy, procedures and plans for value for money, ensuring senior level sign off • Review and update LAS documents as required • Scope and develop archive collection plan
<p>Investigate introducing an institutional repository tool</p>	<ul style="list-style-type: none"> • Scope an institutional repository tool for RCN research outputs and RCN staff who regularly publish • Investigate citation tools to ensure improved reporting of RCN publication usage and measuring the reach of RCN publications
<p>Develop our website content to respond to our user needs</p>	<ul style="list-style-type: none"> • Throu • • •
<p>Investigate introducing an institutional repository tool</p>	<ul style="list-style-type: none"> •

Improve our processes to deliver efficient and

The RCN is a membership organisation funded through subscriptions, and the Library and Archive Service is committed to delivering the best value service possible to our members. The one-year plan provides an ideal opportunity to review the processes that have been implemented over the last five years and ensure that they continue to provide the necessary information to remain accountable to our members. We will streamline our services to maximise efficiencies and exploit the resources available to us.

<p>Utilise RCN expertise and cross team working</p>	<ul style="list-style-type: none"> • With the Business Unit and wider Nursing team provide feedback and guidance to improve our ways of working • Work with the wider RCN to continue improving our sustainability • Contribute to RCN cross working groups including Education Learning and Development Strategy Board, Employment Relations Board, Nursing Programme Board, Transformation Board
<p>Deliver an effective and relevant LAS CPD programme at low cost</p>	<ul style="list-style-type: none"> • Maximise use of supplier training offers to ensure value for money • Utilise the team's expertise and take opportunities to encourage learning about our own collections and services • Ensure a regular schedule of CPD sessions/staff induction/post briefings to maximise staff knowledge of the collections and tool to best respond to user enquiries • Support the team to continue to grow and develop through personal professional development via both informal and formal programmes



<p>Review and update our resources and services through regular review processes</p>	<ul style="list-style-type: none"> • Report our KPIs and SLAs: <ul style="list-style-type: none"> • to members through our service standards • to Council through the Council dashboards. • Create and distribute annual report for members, staff, Council and Executive Team • Report LAS quarterly service statistics to ensure we continually examine member needs and service f t • Report LAS quarterly feedback to ensure we are meeting members’ needs; report service changes and improvements as part of our quality assurance process • Report LAS quarterly conservation/preservation data • Pilot new preservation processes to ensure best practice in archive and object display • Horizon scan and purchase print and eBooks to ensure collection currency in line with LAS collection management policy • Review all potential new resources using the review matrix to ensure full consultation before subscription/purchase
<p>Review workf ows for eff ciency and value for money</p>	<ul style="list-style-type: none"> • Regularly review in house processes to assess value for money • Annual review of resource usage to ensure all stock is value for money • Through CDOG, discuss and agree operational procedures, and additions to collections and resources • Continue to identify eff cient ways of working to reduce unnecessary manual tasks, duplication and bureaucracy • Continue improvement of journals processes: National Library of Scotland storage move, binding • Run annual upgrades to our internal systems: SirsiDynix
<p>Maintain and identify additional funding streams</p>	<ul style="list-style-type: none"> •

Consider new RFID machine and LAS free library model	<ul style="list-style-type: none"> • Scope RFID replacement project • Agree and implement a 'fine-free' library
Investigate our SpringShare products to get best	

