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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	

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 reaff rm our reputation as a key place for nursing information and history of nursing, whilst promoting the sector leading work we deliver.

Remain the 'go to' place for nurses and librarians/ archivists/museums working in the f eld	LAS staff will regularly publish, present at and host conferences in library, archive and museum f elds.
	 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 prof le through achieving industry awards
Supporting the RCN trade union staff and members' teaching and learning	With ERD create a library training component for the Reps online training programme that can be delivered remotely
	 Continue to support Reps teaching and learning programme and attend joint Reps conferences
Grow our links with Royal Colleges and Special Libraries	 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
Develop our links with	Host a nursing librarians' conference
NHS Libraries	Continue to promote our events and exhibitions to this group
	Contribute to new health library groups
	Investigate improved current awareness services

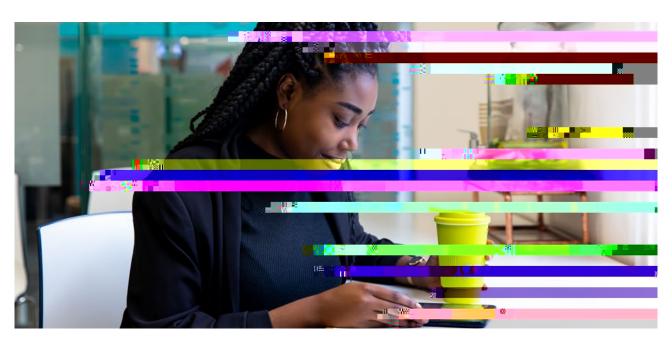
Increase links to universities and researchers	

Formats protected in perpetuity	 Implement appropriate industry preservation standards, including specific projects:
	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 f t for purpose
	Deliver digitisation plan for non-RCN historic journals with GALE
Clear collection guidelines which meet industry	Review policy, procedures and plans for value for money, ensuring senior level sign off
standards	Review and update LAS documents as required
	Scope and develop archive collection plan
Investigate introducing an institutional repository tool	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
Develop our website content to respond to our user needs	• Throu
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Improve our processes to deliver eff cient 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 f ve years and ensure that they continue to provide the necessary information to remain accountable to our members. We will streamline our services to maximise eff ciencies and exploit the resources available to us.

Utilise RCN expertise and cross team working	 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
Deliver an effective and relevant LAS CPD programme at low cost	 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 brief ngs 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



Review and update our	Report our KPIs and SLAs:
resources and services through regular review	to members through our service standardsto Council through the Council dashboards.
processes	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
Review workf ows for eff ciency and value for	Regularly review in house processes to assess value for money
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
Maintain and identify additional funding streams	•

Consider new RFID machine and LAS free library model	Scope RFID replacement projectAgree and implement a 'f ne-free' library
Investigate our SpringShare products to get best	

