



Drill Hall Library Research Support Offer

Context:

The Drill Hall Library Research Support offer is principally delivered by the Academic Support team (most notably the Research Support Team and the Academic Support Librarians).

The Offer aligns with the strategic aims of the University of Greenwich, University of Kent and Canterbury Christ Church University, as demonstrated within each University's current Strategic Plan and Library Strategy. It also supports all five of the themes identified within the Drill Hall Library Strategy 2018-2020, confirming our ongoing commitment to the development and support of research and researchers in an arena that is evolving at a fast pace across the partner institutions in response to the Open Access and Research Excellence Framework (REF) agendas.

References:

Canterbury Christ Church University Library and Learning Resources Strategy 2017-2020

Canterbury Christ Church University: Strategic Framework 2015-2020

Drill Hall Library Strategy 2018-2020

University of Greenwich Library Strategy to 2018

University Of Greenwich Strategic Plan 2017-2022 Making Greenwich Great 11

University of Kent IS Strategy and Operational Plan 2016-2020

University of Kent. University Plan 2015-2020

Aims:

The Drill Hall Library Research Support Team will work to establish close collaboration with key departments, teams and/or individuals identified to support and enhance the researcher's experience at each partner institution and to understand, deliver and influence future research support and development at each university in response to the evolving research landscape. These will include:

Canterbury Christ Church University	Library and Learning Resources (LLR)
	Enterprise, Research and Employability (ERE)
	The Graduate School
	Faculty and Department Directors of Research at Medway
University of Greenwich	IT and Library Services (ILS)
	Research and Enterprise Training Institute (RETI)
	Greenwich Research and Enterprise (GRE)
	Faculty and Department Directors of Research at Medway



University of Kent	Information Services (IS)
	The Office for Scholarly Communication (OSC)
	Research Services
	The Graduate School
	Faculty and Department Directors of Research at Medway

Objectives:

The Drill Hall Library Research Support Team will:

- Provide a local, named, identifiable point of contact for all researchers at the Medway Campus
- Work with colleagues at partner institutions within the collaboration to keep abreast of the changing research landscape
- Assist our partners by aiding in the future development of each individual research service
- Act as a conduit and as a point of contact for communications from each institutional partner, signposting researchers to relevant contacts beyond the Medway Campus as and where appropriate
- Provide a consistent and informed Medway research support service to all academic and postgraduate researchers across the Campus
- Support academic colleagues and professional services staff across the Medway Campus in the delivery and communication of a high-quality research support service at all levels
- Aid and support the development of local, cross-institutional research initiatives to encourage collaboration across the postgraduate community based at the Medway Campus
- Offer tailored sessions for all new postgraduate researchers at the Medway Campus
- Participate in the postgraduate development programmes of each partner university as required, offering information and digital literacy training to Medway Researchers
- Promote and support each partner university's institutional repository, CReaTE, GALA and KAR, as and when required
- Represent the Drill Hall Library at all staff induction events in order to support new early career researchers, academic staff and research staff at each of the partner institutions
- Work with external organisations to establish access to other relevant collections as part of an outreach and partnership development programme to enhance the local research support offer
- Work with the Royal Literary Fellow (RLF) and the institutional academic skills support teams to offer support to all Medway Researchers under the SAIL (Skills in Academic and Information Literacy) programme out of the Drill Hall Library
- Ensure the upkeep of the Medway Researchers Room at the Drill Hall Library
- Support Medway postgraduate students in their running of the 'Postgraduate café' as and when required



- Offer a high level of support to researchers visiting the Medway Campus under the SCONUL scheme or by invitation of a resident Medway Researcher

Scope:

The Drill Hall Library Research Support Team will provide the following services to the Universities at Medway research community in line with the Drill Hall Library Strategy 2018-2020.

<p>Study Environments</p>	<p>Provide a choice of alternative study space across the zones of the Drill Hall Library as follows:</p> <ul style="list-style-type: none"> • Group Zone incorporating Group study rooms open to all on a first come, first served basis • Quiet Zone • Silent Zone <p>Maintain a dedicated postgraduate space (DC105) to facilitate quiet and/or group working, social networking and collaborative working across the Medway research community</p>
<p>Partnerships</p>	<p>Access to training and postgraduate support at the relevant partner University and within the Drill Hall Library delivered by research support staff from across the partnership</p> <p>Signpost reciprocal arrangements that enable access to resources held elsewhere, such as the British Library reading rooms, professional society libraries, partnership bodies etc. and through programmes such as SCONUL Access</p> <p>Signpost to the special collections and archives held by the partner institutions, libraries within the local area and nationally through discovery tools such as <i>Archive Hub</i></p> <p>Signpost to combined catalogues at local, national, European and international level such as <i>COPAC</i> and <i>Search 25</i>, <i>CORE (UK)</i>, <i>The European Library</i>, <i>WorldCat</i> and <i>Library of Congress</i></p>
<p>Technological Infrastructure</p>	<p>Facilitate local and institutional IT support, including advanced computing where available</p>
<p>Resources</p>	<p>Procure and maintain a research-appropriate print and electronic collection of resources, in line with the principles laid out in the Drill Hall Library's suite of Collection Development policies</p> <p>Support the provision of Resource Discovery expertise to assist in the accessibility of available on-line and physical resources</p>



	<p>Promote the in-house Document Supply and Inter-Library Loan services to offer access to resources that are not available from the University's collection</p>
<p>Services that empower</p>	<p>Support the continuing professional development of Medway Researchers by offering the following:</p> <ul style="list-style-type: none"> • Induction and introductory training sessions • Access to subject guides and the Academic Support Hub • Digital and information literacy 1-2-1 or group training on request • Reference management support • SAIL services, including Academic Skills Support, Information and Digital Literacy Workshops, Maths and Stats Drop-in Clinic and access to the resident Royal Literary Fellow • Access to a subject Academic Support Librarian and the Research Support Team when required <p>Signposting to expertise, advice and support from within the partner institutions across the research lifecycle including:</p> <ul style="list-style-type: none"> • Funding • Research proposals • Project management • Copyright and licensing • Data management • Open access publishing and the REF • Impact and bibliometrics

Future Development:

The Drill Hall Library Research Support Team will continue to work closely with colleagues from across Canterbury Christ Church University, the University of Greenwich and the University of Kent in order to improve the current and future provision for researchers on the Medway Campus. The team will continue to extend the Research Support Offer into all of the Centres, Schools, Departments and Faculties across Campus in order to ensure that all researchers are aware of the provision and support that is available and in order to gauge the relevance and use of the services that are currently available to all Medway Researchers. This will be achieved by:

- Clearly identifying the research community and establishing strong communication links across the Campus to encompass all Medway Researchers
- Attending all induction sessions for new staff and postgraduate students
- Producing welcome packs and distributing them to all new researchers
- Attending research committees and establishing links with Directors of Research and the relevant professional support staff where applicable