

March 2022

Projects and Business Analysis Team

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Head of Projects and Business Analysis

The University of Manchester Library

Who are we?

Head of Projects and Business Analysis

Dom Hunt

Senior Business Analyst

Sarah Phillips

Senior Business Intelligence Analyst

Katie McGrother

Business Analyst

Isabel Sebastian

Business Analyst

Mark Elson

Business Intelligence Analyst

Michael Douglas

Current priorities

1. **Delivering Imagine 2030**
2. **Improving the provision of business intelligence reports for Library staff**
3. **Building back our PMO function**

- **Support to Lead Priority Areas**
 - Office for Open Research
 - Digital Scholarship
 - Our students
 - Digital Manchester
 - Manchester Modern Collections
 - Spirit of Manchester
- **Evidencing our world leading services**
 - Data driven decision making

Delivering Imagine 2030

- **Operational planning and service improvements**
 - Operational planning process
- **Engagement**
- **Communication**
- **Governance**

Improving the provision of business intelligence reports

- **Promote the services**
 - <https://www.staffnet.manchester.ac.uk/library/resources/reporting/>
- **Developing new Power BI reports for teams across the Library**
 - [Power BI](#)
- **Data & Analytics project workstream**
 - Assess the maturity of our data provision

Library Planning

Landing Page

Collections and their usage

Reading lists and the eTextbook Prog...

Spaces and their usage

Training, skills and enquiries

Research services

Feedback

Strategic and operational planning

Operational Plans

Summary

Gantt chart

Lead priority area

Table of activities

Decomposition tree

Tree map

Directorate report

Notes

Go back

Activities by lead priority area

Lead priority area

All

Start date

01/01/2018

01/09

Activities by enabling theme

Link to enabling theme

Valued Services

Manchester Collections

Open Prin...

Creativ...

Research Innovation

(Blank)

Engaged Students

Remarkabl...

Number of activities by Directorate

RDH

CP

CSD

FSP

0

50

Number of activities

Number of activities by Year and Directorate

Directorate

CP

CSD

FSP

RDH

0

50

Number of activities

2018

2019

2020

2021

2022

Year



Library Planning

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Go back



File

Export

Chat in Teams

Get insights



Activities by lead priority area

Lead priority area

Our Students

Start date

01/01/2018

01/09



Activities by enabling theme

Link to enabling theme



Valued Services



Manchester Collections



Engaged Students



Creative People



Open Principles & Equality



Remarkable Spaces

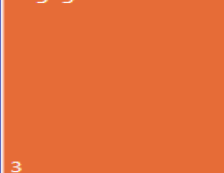
Valued Services



Manchester Collections



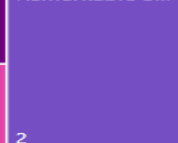
Engaged Students



Creative People



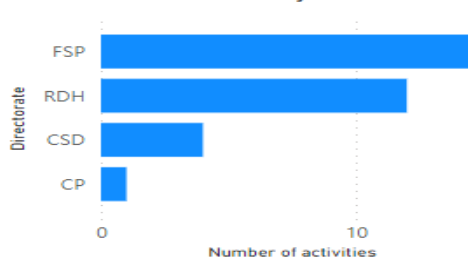
Remarkable S...



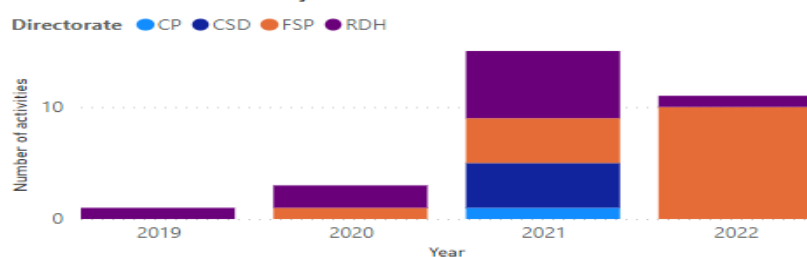
Open Principles & Equality



Number of activities by Directorate



Number of activities by Year and Directorate



Directorate

All

Activity lead

All

Link to strategic programme

All

Link to enabling theme

All

Start date

01/08/2019

01/09/2022

Gantt chart by RAG status and directorate

RAG status ● Amber ● Blue ● Green

Collapse All

RDH

Kortext – coordinate the integration of Kortext e-textbook platform...

REF Project

Research Services

RDM strategy

Digital Preservation Scoping Paper (Project U)

RDM

RDM Comms & Engagement Review

RDM

RDM Skills and Training offer + Data Stewardship (Project U)

RDM

Research Data Repository – Figshare launch and researcher eng...

RDM

Socially Responsible RDM (Project U)

RDM

DMPOnline Review and CSI

RDM Strategy Review

Merge of JIRRI and Library websites

Digital Development

Review LibGuides and produce a sustainable governance model

Projects and B

Spydus at AUI Race Relations Resource Centre – support the pro...

Digital Services

Guide to Special Collections Update Phase 1

Digital Develop

RLP Priority actions – Business Case 2021/22 (Project U)

RDM

RDM & Open Research Programme Alignment

RDM

Business Case for new Office for Open Research

Research Services

Close campus reopening project & transition into service

Projects and Business Analysis

Develop a strategy and action plan for responsibly transitioning fr...

Expand the provision of Library Power BI reports for the Library a...

Projects and Business Analysis

Improve and develop the digital support and physical provision for...

Digital Services

Plan, monitor and evaluate 'Get Started 2/Welcome Back'

Projects and B...

Please note that activities without a start date will not appear on the Gantt chart.



Library Planning

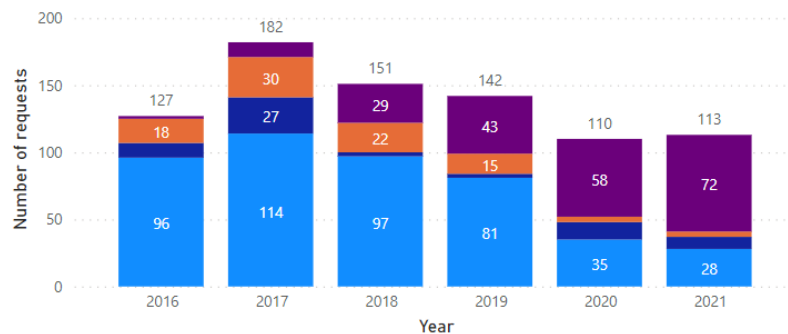
- Landing Page
- Collections and their usage
- Reading lists and the eTextbook Prog...
- Spaces and their usage
- Training, skills and enquiries
- MLE Open bookings
- MRE Open attendances
- MRE Pageviews
- MRE Pageviews and Sessions
- TLS embedded activity requests
- Summary of requests
- Requests over time
- Requests by school
- Notes
- SLS bookings
- LibAnswers CS transactions
- LibAnswers TLS
- Digital Support Services LibAnswers
- DSS Ivanti TEST
- Research services

TLS embedded requests

The key date used in the visualisations is Timestamp (date request received). Each request is counted once, regardless of the number of sessions delivered. Attendance numbers are estimated and are recorded for the first three sessions only per request.

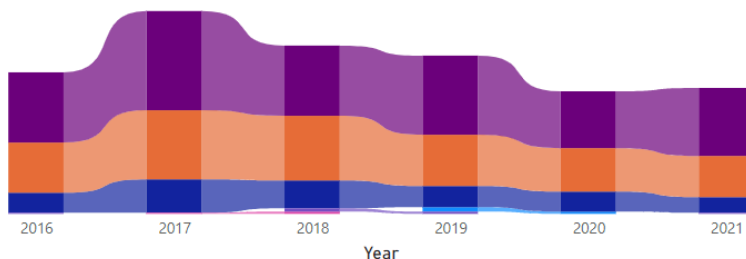
Number of requests by Year and Generalised approach

Generalised approach ● Blended ● Online only ● Presentation only ● Unknown



Number of requests by Year and Faculty

Faculty ● Blank ● EPS ● FBMH ● Humanities ● Pre-sessional ● University College



825

Number of requests

39556

Total attendance

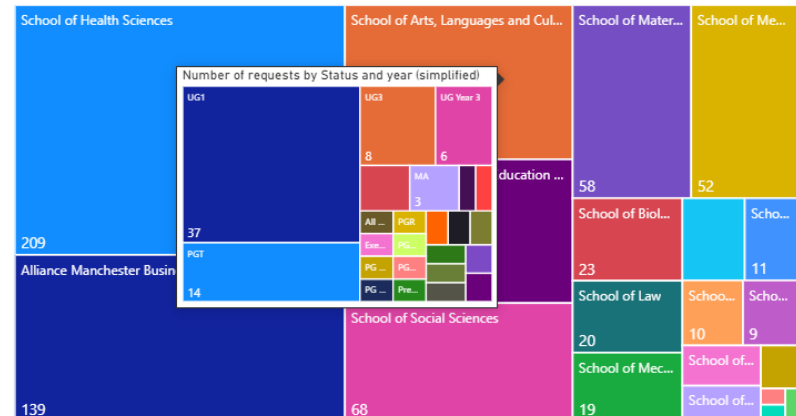
Timestamp

05/04/2016

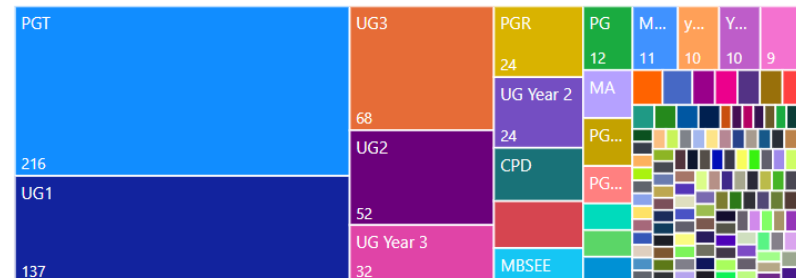
31/12/2021



Number of requests by School



Number of requests by Status and year (simplified)



Building back our PMO function

- **Promotion of ‘self-help’ services**
 - [Project and Operational Planning Support | Library Intranet | StaffNet | The University of Manchester](#)
- **Managing the operational planning process**
 - [All Library Team](#)
 - [Operational Plans - Power BI](#)

Other current activities

- Spaces
 - New furniture
 - Site Libraries
 - Remaining
 - Closure
 - Joule decant
- Manage the Hybrid pilot
- Research and Collections
 - Elsevier
 - N8
 - Green Glass
 - UKRI
- Review of Library wide groups
- Reports and dashboards
 - New weeding reports for the Collections team
 - New reports about OA expenditure
 - New reports about RDM and DMPs for Research Services
 - New reports for Customer Services about LibAnswers enquiries, loans, reservations, occupancy data and membership data
 - New report about ViewPoint Kiosk data
- Other data work
 - Student number increases (and impact on key services)
 - Student feedback project
 - SCONUL return and analysis