

University Library

The University Library, 1 August 2007 - 31 July 2008: report of the Librarian

Notable features of another successful year were the continuing and increasing popularity of Library space, especially for group working; preparation for the introduction of enhanced self-service facilities; and the work involved in populating a new virtual learning environment. And as this report was written, Library staff were delighted to see that students gave the service 'rave reviews' in contributing to the University's winning the Times Higher Best Student Experience award for the third year in succession.

Projects

Radio frequency identification (RFID)

Tendering for RFID technology was undertaken in conjunction with the University's Purchasing Office under a framework agreement. The two shortlisted respondents demonstrated their solution to Library staff and a preferred supplier, SCC/Intelligent, was chosen. Gary Brewerton was commended for his excellent management of the tendering and procurement phases, meeting the very tight deadlines imposed by the decision to introduce enhanced self-service in September.

Library staff engaged in several projects to manage the implementation, and assess the likely impact, of enhanced self-service. The insertion and programming of RFID tags in the Library's 500,000 books was organised and expertly managed by Jeff Brown, with the participation of all members of Library staff. The exercise was completed in three months, well ahead of schedule. At the same time, two working groups were established to assess the likely impact of an almost entirely self-service environment on Library staff roles, and on the physical configuration of the foyer area of the building. Open meetings ensured that everyone had the opportunity to influence outcomes. Brant Hickman efficiently led the planning of changes to the layout and furnishing of Level 3, and subsequently worked with Estates colleagues to design and procure new reception and enquiry desks.

All Library staff were praised for their positive attitude to the whole process, and at the time of writing are looking forward to spending more time helping students and staff to exploit fully the Library's resources and facilities. Matt Cunningham's support of Circulation Team staff during this period was particularly appreciated.

Virtual learning environment (VLE)

Within stage 2 of the LUSI programme, the University's VLE Project was initiated in 2006 to replace the in-house VLE, Learn, with an open source (Moodle) version, and to roll it out across the University within two years. A major stakeholder, the Library played a significant role in the project, with the Librarian chairing the steering group,

and Ruth Stubbings leading the pedagogy team. The project's success was due to the hard work and commitment of many people across the University, and not least to Ruth's leadership and perseverance. During the pilot phase material supporting several departments' modules was transferred to the enhanced Learn. Much of the work was done by the Online Learning Development Officers (OLDOS), but also by Library staff from the faculty teams, by academic staff, and by students recruited for the task. Academic Librarians joined OLDOS in delivering presentations to Directorates; leading workshops for departments; and supporting individual academic staff.

Developing support for research and learning

Planning

The *Library operational plan*¹ was formulated by the Management Group, and kept under review throughout the year. Operational plans produced by all Library teams and groups were similarly monitored through team meetings; half-year progress was reported to Management Group; and annual reports were written. Individuals' objectives were agreed in the course of the Library's annual staff development review. The *Service level agreement for 2008/09*² was prepared in consultation with the Library Users' Committee.

A 'green audit' of the Library and its activities was carried out, and consequential actions agreed.

Research

There were various initiatives during the year to enhance the Library's support for research. A benchmarking survey of research support in 1994 Group libraries provided useful insights: in particular it demonstrated Loughborough's middle ranking in terms of number of e-journal subscriptions. Similarly some universities were ahead in using their institutional repositories to store theses and data, as well as performing more mediated database searches. The survey also showed that Loughborough spent less on electronic reference materials than most of the 1994 Group libraries.

A top level Library web page and printed leaflet promoting Library services supporting research were produced, and a survey of the specific information needs of research centres undertaken. Liaison with the Research Office continued. Peter Lund and Helen Young were commended for all their work in this area.

Information literacy and study skills

- 12,386 attended ILSS courses – a 3.7% increase
- 25 study skills workshops with 301 participants
- 16 study skills sessions for individual departments, with 893 participants

As in previous years, the Library's programme of information literacy and study skills (ILSS) teaching included joint induction sessions (with IT Services); *Lunchtime in the*

¹ For the current operational plan see http://www.lboro.ac.uk/library/about/PDFs/oppl_08-09.pdf

² <http://www.lboro.ac.uk/library/about/PDFs/sla2008-2009.pdf>

Library; Database of the month; training for postgraduate research students; and training sessions customised for individual academic departments. Library staff also delivered a number of lectures to international students taking pre-sessional courses. A continuing irritation was the number of students registering for ILSS workshops and not attending. Teaching was supported by printed and online materials: nearly 10,000 copies of advice sheets found their way into student hands, and the study skills web pages received 54,000 hits. All Academic Librarians were congratulated on their commitment to effective teaching - an increasingly important element of their role.

Liaison with academic departments

In addition to ILSS teaching, the Library's faculty teams engaged in a range of activities to strengthen their links with academic departments and their understanding of the library support that the work of individual departments requires. Thus Academic Librarians attended staff meetings and staff-student committees; sought to have their contact details included in departmental handbooks; maintained blogs and published newsletters; attended departmental open days; and offered training and awareness sessions to keep academic staff up to date with information resources in their subject areas. Productive working relationships are also developing with the student careers/library reps in academic departments.

Service availability and Library use

- visits to the Library up 4.25%
- books borrowed down 8%
- inter-library loans down 8%
- enquiries down 6%

Some additional group study space was achieved this year by clearing shelving from the former current serials area on Level 3: on the increasing number of occasions when the Library is full to capacity, it now seats nearly 900. The building is also well used when open 24/7 during revision and examination periods: in the summer term more than 31,000 people entered the Library when it would normally have been closed (and 3,300 books were borrowed after 10.00pm via the self-issue machines). The 11 weeks of 24/7 opening were even busier than last year, with up to 200 people in the Library at 2.00am. Concern about the safety of students leaving the building alone late at night was partly addressed by a taxi firm installing a dedicated free telephone line.

The decline in the number of books borrowed - a trend in most academic libraries - was especially marked in the short loan collection, where loans fell by 22%. This is unsurprising in an environment where students and researchers increasingly expect electronic resources to provide the information they need.

Indications that the nature of enquiries handled by Library staff is changing prompted a comprehensive review of front-line enquiry services, to make sure that they meet the current and anticipated future needs of Library users. The recommendations of a working group convened by Louise Fletcher covered the number and location of enquiry desks; staffing and staff training; and a more proactive approach to helping people find the information they need. All were approved and are being implemented, and Louise was thanked for her leadership of the review.

The Marketing & Publications Group, led by Graham Walton, was very active during the year. Among many other initiatives were new display material for the Library stand at open days; a Library-badged eco-friendly bag for sale at service points; and a postcard promoting the Library and alerting freshers to its website, in place of a printed guide to services. The enthusiasm and commitment with which Graham and colleagues approach marketing and promotional activity are much appreciated, and are of considerable benefit to the Library's profile.

Stock development and revision

- 12% fewer printed books received
- 26,495 volumes withdrawn

After a successful trial to assess procedures and the quality of suppliers' bibliographic records, the cataloguing and processing of new stock were largely outsourced. Buying books 'shelf ready' enabled staff to spend more time delivering face-to-face services to Library users, and to undertake work associated with the institutional repository and electronic reserve service.

The lack of unoccupied shelving, and the competing demands on inadequate space, helped drive the discard of a significant amount of outdated and little-used material during the year, including 20,000 items of which the Library had multiple copies. The purchase of electronic serials backfiles resulted in the removal of a further 6,000 printed volumes. Current issues of serials were relocated to the lower floors and shelved alongside their back runs. Support Services Library Assistants spent considerable time and effort ensuring that the current issues remain as accessible as possible.

Developing the electronic library

- 1,056,118 e-journal downloads (up 31%)
- 10,000 e-journal subscriptions
- 1,400 e-books
- 3,000 items in the Institutional Repository
- 1,750,614 searches of networked resources
- 28,525 RefWorks sessions
- 1,607,240 hits on Library web pages
- 1,092,706 pages printed in the Library (up 16%)

E-journals

The move to e-only journals continued to accelerate as electronic backfiles were purchased and printed volumes discarded. Electronic journals attract high usage, and high percentage increases year-on-year: in 2007-2008 over 1 million articles were downloaded by Loughborough staff and students from the titles to which the Library provides access. The increase was partly due to the introduction by IT Services of the well-received remote working portal, allowing researchers to access resources and download articles from home.

There was a noticeable trend away from database searching towards more focused searching of full-text only resources. The number of searches made via the Library's resource gateway Metalib declined for the first time (and coincided with the launch of Google Scholar.)

E-books

The Library's e-books have mostly been purchased individually from EBL following a 'purchase on demand' trial which proved so popular that the available funds were exhausted within six weeks. During the trial the entire EBL catalogue of some 60,000 e-books was loaded onto the Library catalogue, and staff and students could request loans and purchases of individual titles. Parameters for the continuation of the service at Loughborough are under review.

Electronic reserve service

In effect a digital short loan collection, the electronic reserve service was piloted by the SSH Faculty Team, and then extended to all academic departments. The service provides access to electronic copies of reading list items obtained from the British Library (the equivalent of an article photocopied for short loan.) Legal restrictions mean these items are accessible via the online reading list system, as they should only be made available to students on specific programmes.

Loughborough University Institutional Repository

The repository grew steadily during the year, and senior University management approved a proposal by the Pro Vice-Chancellor (Research) that deposit of published research into the institutional repository be mandatory, probably from early 2009. Katie Appleton, manager of the repository, began to prepare for the likely rise in workload by training several colleagues to process submissions.

The Institutional Repository Advisory Group initiated a project to achieve joint submission to the repository and publications database. The Personal Research Planning and Management Project was making good progress by the end of the year, thanks to the priority accorded to it by IT Services.

Authorised by the Research Team, a statement inviting the voluntary submission of theses in electronic format to the institutional repository was distributed to research students and academic staff. Take up was limited, however, and discussions are continuing in the context of the British Library's move to electronic provision of theses.

Developing partnerships

A growing feature of Library service development and delivery is partnership working with colleagues within and outside the University. Such collaboration brings its own challenges, and addressing them has helped Library staff to refine their negotiating and influencing skills during the year. The following are among the initiatives pursued.

With IT Services

E-learning

The Librarian and Director of IT proposed and secured approval for new arrangements for the support of e-learning. Towards the end of the year a Head of E-learning was recruited, who from a base in the Library will lead a network of people across the University in developing and implementing e-learning strategy.

Photocopying and printing

The Library decided to replace its self-service photocopiers with multifunction printers (MFPs) to provide greater flexibility in copy/print facilities. Tendering and procurement was carried out in conjunction with IT Services and the Purchasing Office, and networked MFPs were installed by mid-September. Gary Brewerton was congratulated on his management of the project.

With other student services

Elizabeth Gadd and Stephanie McKeating continued to convene the Skills Forum of representatives of University support services offering skills support to students. Stephanie spent much time and effort during the year leading a small sub-group of the Skills Forum to develop a virtual student hub, an element of the implementation plan of the University's learning and teaching strategy.

With the Arts Centre

Library space was offered – and used - for arts events and associated exhibitions.

With the British University in Egypt

The Library was very pleased to host a week's visit by Tarek Mehrem, Librarian of the British University in Egypt, who came to learn more about the culture, ethos and services of a UK academic library, in order to inform development of the BUE Library.

With other libraries

SirLearnaLot

Library staff worked with partners from Newcastle University, Imperial College, the University of Bedfordshire and the University of Northampton to develop an online course that will teach librarians how to design, deliver and assess courses that enhance information literacy and study skills.

Smile

The Library with partners from the University of Worcester and Imperial College was awarded £25,000 from the Joint Information Systems Committee (JISC) to create a study and information literacy skills training module, re-purposing Loughborough and Imperial resources.

The Google generation

Library staff participated with colleagues from Leicester University Library in a seminar facilitated by Dr Derek Stephens of the Department of Information Science.

With the local community

11 million takeover day

Elaine Collis and Tracy Marshall led the Library's participation in the nationwide '11 million takeover' day, intended to encourage young people into the working

environment. Sixth-form students from Harry Carlton School were invited to be marketing consultants for the Library. They completed a range of observational activities facilitated by Elaine and Tracy, with results very useful to the Library.

National year of reading

Library staff met with representatives from Loughborough public library to explore possible collaboration. As a result, Laurie Salemhamed joined Leicestershire Library Services' steering group for the National Year of Reading. Among the Library's contributions to the Year were a web page and podcast, and an exhibition and talk are planned for the autumn.

The University Archives

While there were fewer large donations of material to the archives, several collections of papers were received from former staff. Donations from former students included the minutes of Quorn Hall from 1958 to 1963. In addition Herbert Schofield's student notebook was purchased. Enquiries and research use increased significantly, and it was particularly pleasing to see more students using the University archives for project and dissertation research. Other researchers worked on the 1948 Olympic material; Arts and Crafts furniture; architectural restoration of former College buildings in Loughborough; preparation for the University's centenary celebrations; and, as ever, family history.

Among the exhibitions in the Library were displays on the Booker Prize and the Royal Society Science Books Award. *Rock @ Lboro* featured bands that played at Loughborough from the 1960s to the 1980s; *The wonderful world of walking* complemented an event in the Library by performance artists involved in *ROAM – a weekend of walking*; and *The Olympic Games – some Loughborough links* coincided with the Beijing Olympics. Much work in the latter part of the year was related to 2009 centenary events, particularly a major exhibition in Charnwood Museum for which the Archivist, Jenny Clark, is a member of the planning team.

Developing Library staff

Training

The Training Group organized 39 sessions covering 19 training activities, the majority conducted by Library staff or Claire Bradshaw of Professional Development. Claire's facilitation of an away day for those delivering enquiry services was particularly well received. Much time was also invested in planning the support required by Library staff facing changing roles and workloads in the self-service environment.

Individual achievements

Lisa Burdett was congratulated on achieving NVQ Level 2 in Information and Library Studies, and Aislinn Green on the award of a first class BA degree by the Department of English and Drama.

Resignations

Marion Shields retired in August after 42 years in the Library, latterly – and extremely successfully - as Facilities Manager. Celebrations were deferred, however, as Marion was subsequently re-employed as a part-time Senior Library Assistant. Only

four people left the Library: Library Attendant John Jerrams, and Library Assistants Aislinn Green, Vinitha Sebastine and Wendy Spencer. All went with colleagues' thanks and good wishes for the future.

Appointments and new responsibilities

Those welcomed to the Library staff during the year were Library Attendant Des Black; Library Assistant Jo Culpin; Facilities Manager Brant Hickman; and Evening & Weekend Supervisor Abdou Jallow.

In other moves, Katie Appleton, Senior Library Assistant (SS&H) was appointed to the promoted post of Support Services Librarian; and Susan Manuel returned to her post as Library IT Support Officer after two years as a Research Assistant in the Department of Information Science.

As ever, the excellence of the service delivered by the University Library during the year, and the esteem in which the Library is held, are generated by the commitment, enthusiasm and skills of its staff. I am very grateful to them all, and proud to be their colleague.

Mary Morley
University Librarian
September 2008

Appendix one – Statistical summary

	2007/2008	2006/2007	2005/2006
study places (without IT equipment)	797	637	639
IT workstations and catalogue terminals	147	140	138
books received	9,752	12,393	11,451
print journal subscriptions	1,220	1,704	1,960
electronic journal subscriptions	9,647	5,875	5,587
articles downloaded from e-journals	1,056,118	804,144	598,133
visits to the Library	670,874	643,531	603,667
enquiries	67,822	72,061	73,230
searches of networked information resources	1,750,614	1,769,672	1,421,547
items borrowed from other libraries	3,731	4,201	5,047
information skills training attendees	12,527	12,014	10,108
books issued	283,165	309,191	319,541

Appendix two – Expenditure summary

	2007/2008 £	2006/2007 £	2005/2006 £
electronic information	879,580	784,086	594,771
printed serials	648,363	715,267	651,742
books	359,944	341,509	357,403
binding and catalogue records	28,771	31,445	22,270
information resources total	1,916,658	1,872,307	1,626,186
operating costs	643,728	493,087	344,492
salaries	1,592,879	1,534,184	1,462,172
total expenditure	4,153,265	3,899,578	3,432,850

Appendix three - Senior staff, 31 July 2008

University Librarian Mary Morley, BA Nottingham, DipLib London

Academic Services Manager (SS&H)
Ruth Stubbings, BA Leicester, MA De Montfort, DipLib CNAA,
MCLIP, FHEA

Service Development Manager
Graham Walton, BSc Loughborough, MA CNAA, MBA Open,
PhD Northumbria, MCLIP

Support Services Manager
Jeff Brown, BA, MA, DipLib London

Academic Services Managers (Engineering)
Elizabeth Gadd, BA York, MSc Loughborough, FHEA
Stephanie McKeating, BSc Wales, MSc Sheffield, MCLIP

Academic Services Manager (Science)
Peter Lund, BSc Edinburgh, MSc Sunderland,
DipLib Strathclyde, MCLIP, AHEA

Library Systems Manager
Gary Brewerton, BSc CNAA

Library Systems Developer
Jon Knight, BSc, PhD Loughborough

Academic Librarians
Louise Fletcher, BA Liverpool John Moores
Virginia Franklin, BA Hull, MA Sheffield, MCLIP, AHEA
Rebecca Laing, BA Leicester, DipInfMgt Thames Valley,
MCLIP
Tracy Marshall, BA, MA Loughborough, MCLIP, AHEA
Frank Parry, BA York, MA Derby, DipLib London, MCLIP
Laurie Salemohamed, BA Open
Barbara Whetnall, BA CNAA
Helen Young, BA York, MA Sheffield, MCLIP

Circulation Manager Matthew Cunningham, LLB Leicester

Library Systems Analyst/Programmer
Jason Cooper, BSc, PhD Loughborough

Support Services Librarians
Katherine Appleton, BA Nottingham, MSc Aberystwyth
Stephen Corn, BA CNAA
Carol Seagrove, BA, MA Loughborough

University Archivist Jenny Clark, BA *Bristol*, DipArchAd *London*

Facilities Manager Brant Hickman, BA, PGCE *Loughborough*

Evening/Weekend Supervisors

Wylva Davies, BA *Southampton*, CertLib, *Loughborough*, MCLIP
Abdou Jallow, BSc, MSc *Cranfield*
Elizabeth Mills
Helen Rankin
Linda Thornber

Finance Clerk Joyce Bartlett

Library IT Support Officers

Susan Manuel, BA, MSc *Loughborough*
Jenni Stewart

PA to the University Librarian

Kelly Friend

Senior Library Assistants

Jane Bramley, BA *Warwick*
Elaine Collis, BA *CNA*
Christine Hallam, BLS *Loughborough*
Lucy Harrison
Steven Lake, BA *Loughborough*
Jeanette Machin
Sharon Reid, BA *Birmingham*, MA, PGCE *Loughborough*, MCLIP
Marion Shields
Mary Stafford, BSc *Loughborough*

Appendix four – Professional activities

Presentations

Franklin, V.

‘Wiki in the classroom’, EMALINK seminar, Loughborough University, April 2008.

Walton, G.

‘Case study 2’, Managing your publisher, ALPSP seminar, London, May 2008.

Walton, G.

‘Transforming library services + what gets published and why: a HILJ perspective’, Inspire & transform: regenerating services, CILIPS annual conference, Peebles Hydro, June 2008.

Publications

Franklin, V.

'Wiki anyone? Reflections on an information literacy class wiki', *Journal of information literacy*, **1**(3), 2007. Available at <http://ojs.lboro.ac.uk/ojs/index.php/JIL/article/view/RA-V1-I3-2007-1/19>

Gadd, E.A. , et al

'A comparison of academics' attitudes towards the rights protection of their research and teaching materials', *Journal of information science*, **33**(6), 2007, pp.686-701.

Gwyer, R., G. Walton, et al

'International approaches to developing leaders', *Library and information update*, **7**(5), 2008, pp.28-30.

Walton, G.

'Theory, research and practice in library management: 4: creativity', *Library management*, **29**(1/2), 2008, pp.125-131.

External appointments

Jeff Brown

Member of the NEYAL Books Purchasing Group

Tracy Marshall

Member of the CILIP University College & Research Group Committee
(East Midlands)

Mary Morley

Member of the EMUA Librarians Group
Member of the LAILLAR Board
Member of the NEYAL Steering Committee

Ruth Stubbings

Deputy Chair of the CILIP Information Literacy Group

Graham Walton

Secretary, Continuing Professional and Workplace Learning Section,
IFLA
Member of the CILIP Health Libraries Group Committee
Member of the LAILLAR Operational Group
Member of the EMALINK Steering Committee
Editor, *Health information and libraries journal*

Helen Young

Member of the Research Information Network's Arts, Humanities and Social
Sciences Consultative Group