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University Library Annual Report for 2016/17

1. Welcome and Introduction

The Library remains committed to providing excellent services, collections, support and expertise for the University.

During the academic year 2016/17 we have continued to enhance and improve existing services and respond to new and emerging developments across research, learning and teaching and the user experience.

We are pleased with what we have achieved, particularly following our Quadrennial Review held in early summer 2016 which has provided an opportunity to reflect on our service, identify areas for further development, investigate opportunities and build on our strengths.

None of this would have been possible without the hard work and commitment of both Library staff and colleagues outside of the Library. I am particularly grateful for the efforts of our staff and in the partnerships and collaborative opportunities that they have developed.

This annual report provides an opportunity to outline some of our achievements and highlight some key areas of Library service development.

I welcome any feedback or comments either on the report or on broader issues related to the University Library.

Emma Walton
Director of Library Services & University Librarian
2. Building Excellence – The University Library Response and Key Achievements

Investing in our staff

The University’s strategy Building Excellence places staff at the heart of the Institution. Some of the Library’s key achievements in this area include

- strong representation on internal and external groups
- staff members delivering presentations on a variety of topics at regional, national and international conferences and events
- 99% of all staff attending at least one Library organised development event
- a second action day in Queens Park
- £979 collected for the Joe Humphries Trust through a range of fund raising activities.

Professional development and engagement in both the wider University and library sector is strongly encouraged across the Library. To this end a range of University and library sector opportunities are made available to all staff, including

- membership of regional or national groups (see Appendix 3)
- attendance at external training events and professional visits
- support for the submission and delivery of papers and at conferences, events or for publication
- library-organised training/development including awareness raising events, an annual staff conference and the co-ordination of mandatory training
- University staff development opportunities
- opportunities to work on projects, University initiatives/groups or on Library groups
- tailored sessions for supervisors and managers in conjunction with HR and Staff Development

At the end of 2016 the Library held an all-staff away day following a recommendation from the Quadrennial Review. We ran the event twice in order that all staff could attend and we could maintain an open service. Activities centred on ideas generation and innovation and looked at what we do now and what might be required in the future. Lots of interesting ideas were surfaced and we are now working on how some of these might be taken forward.

Our second Action Day took place in August 2017 during the summer vacation and Library staff members painted bins, benches and signs and tidied and weeded flower beds in Queen’s Park.

The Library’s Action Day is organised by the Library Social Responsibility Group, whose remit also includes sustainability issues and coordinating the Library staff’s commitment to charitable fundraising. The Library nominates a charity biennially to receive donations and from September 2016 our nominated charity has been the Joe Humphries Trust. To date Library staff have raised £979 by holding cake, plant and book sales, a Christmas craft fair, Easter chocolate event and quizzes.
Our action day and fundraising activities support not only the University’s commitment to social and individual responsibility and the idea of a University community engaging with the local community but also add to the idea of a Library community and a team ethos.

**Moving Forward**

As a sector we are subject to a great deal of change and the Library will need to adjust and reframe services to meet the strategic aims of the institution and the changing needs of its users. As a unit we need to be ready to respond to new and emerging requirements and ensure that staff have the appropriate skills to support them. We will continue to support professional development but will also look at preparing staff for change through training but also wellbeing support.
Educating for success including student experience

The Library is committed to providing an environment and services that support, encourage and inspire learning, teaching and research. In 2016/17 we:

- saw increased use of the Library with 737,652 visits during 2016/17
- gained 92% satisfaction rate for the Library in NSS 2017
- achieved 90% satisfaction in PTES 2017 for Loughborough Library provision
- increased our satisfaction rate in PTES for London Library provision
- provided three or more academic and study skills support sessions to all Schools
- saw 16,324 attendees in academic or information skills sessions.

Visits and use of Pilkington Library

The Pilkington Library continues to be a popular place to study on campus, our busiest times are just before and during assessment weeks. Our barrier access system allows us to analyse and monitor this usage.

<table>
<thead>
<tr>
<th>Term</th>
<th>Visits</th>
<th>Busiest day</th>
<th>No of days over 3000 visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autumn term 3/10-16/12 (75 days)</td>
<td>229,394</td>
<td>7/12/2016 – 3,559 visits</td>
<td>21</td>
</tr>
<tr>
<td>Spring term 9/1-31/3 (82 days)</td>
<td>222,490</td>
<td>11/1/2017 – 3,322</td>
<td>4</td>
</tr>
<tr>
<td>Summer Term 1/5-21/6 (45 days)</td>
<td>195,141</td>
<td>22/5/2017 -3,376</td>
<td>9</td>
</tr>
</tbody>
</table>

The busiest term-time day was 7th December 2016 (see photographs below)

24/7 Opening

During 2016/17 we opened 24/7 from January 10th – January 31st and from May 25th-June 20th.

During the January 24/7 period we saw 81,849 visits to the Library, with January 11th the busiest day with 3,322 visits.

During the summer 24/7 period 98,232 visits were made to the Library with the busiest day during this period being 25th May with 3,022 visits.
Photos taken on December 7th 2016, the busiest day in the Library during the academic year 2016/2017, with 3,559 visits across the day.
The National Student Survey

We achieved a score of 92% for the library question in the 2017 NSS. The library question was changed this year to *library resources (e.g. books, online services and learning spaces) have supported my learning well.*

Loughborough University Library still has the highest score of East Midland HEIs but now we are joint top with NTU. With some institutions not included in the NSS results this year we are joint 2nd overall (with NTU, UWE, Liverpool John Moores, Liverpool Hope, Manchester Met, Sheffield Hallam, Newcastle and Lancaster). Only Leeds gained a higher score of 93%. We are consistently in the top quartile for this question with the sector average being 87%. **NB: small, specialist institutions have not been included.**

Library question East Midland HEIs comparison results

PTES

The Postgraduate Experience Survey results provide an opportunity to look at our postgraduate offer. We have done well with a steady increase year on year to our highest score yet of 90% in the 2017 survey. However, we continue to look carefully at the comments for trends and emerging issues to inform our service development.

Agree scores (Loughborough) for the Library question- the library resources and services are good enough for my needs (including physical and online)

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Score</td>
<td>78%</td>
<td>85%</td>
<td>88%</td>
<td>89%</td>
<td>90%</td>
</tr>
</tbody>
</table>

In 2016 the London cohort completed the PTES for the first time and the results for Library provision were disappointing but indicative of a fledgling service. 2016/17 saw us introduce some of the planned improvements agreed in 2015/16 including a dedicated professional
Librarian and increased collections. In the 2017 PTES survey we have increased satisfaction from 54% to 66%. There is still room for improvement and developments in our provision are still being rolled out but our aim is to continue to achieve an incremental increase in these scores as our provision matures.

*Learning and teaching*

The Library provides information and academic skills sessions to taught students (UG, PGT) through tailored courses as part of departmental teaching programmes and via the provision of standalone generic workshops called *Get the Know How*. Overall the Academic Services Team saw 16,324 attendees during 2016/17.

During the academic year 2016/17 the Library provided teaching sessions to 15,926 participants in 334 hours of tailored departmental sessions, including induction. 398 participants benefitted from 41 generic skills sessions which included referencing, revision tips, note taking, etc. The number of generic sessions went up this year as we added a set of workshops to support the change from RefWorks to Mendeley as our institutional bibliographic software.

In addition to our support for taught students we also provide a range of workshops for research students, school groups and other miscellaneous groups. In total there were 18,062 attendees at Library-run teaching sessions.

*Student engagement*

Engaging with our student population is key to informing any developments or changes we might make to our provision. We work with the Student Union and directly with course and programme reps through SSLCs (Student Staff Liaison Committees) and with students through Academic Librarians, as well as participating in a number of events and campaigns.

During 2016/17 we
- continued to run a student book group and support an international student book group
- participated in Mental Health related activities
- were key partners in a Roadshow event with IT Services and Creative & Print Services during the autumn term
- further developed “drop ins” in Academic Schools as a way of providing expert help for users outside of the Library building
- used our social media channels to communicate with our users
- participated in the LSU *Keep Calm* campaigns, including being a venue for stands and in a video revision campaign with a message from the Director of Library Services
- participated in the “So you’re coming to Loughborough” marketing campaign with a message from the Director of Library Services https://www.youtube.com/watch?v=9IFZu7CRjGk&feature=youtu.be
Library provision in London continues to develop, following a number of changes agreed during 2015/16, such as funding to increase the collection and the introduction of a dedicated Librarian. This role manages the collection and provides support in using it and to deliver information literacy and academic skills teaching as offered by Academic Librarians on the Loughborough campus.

The collection has increased to 6,617 print items and an additional 2,500 volumes were acquired during 2016/17. Our plans to increase the collection to circa 10,000 items by the end of 2018 is on track.

Our support on the London campus has been delivered in a different way to the programme we offer in the Midlands due to the postgraduate nature of the cohort and the differing modes of delivery. Drop ins and workshops were offered across the year, including: using databases for Collaborative Project; Reflective Writing for Design students; Writing Your Research Question and Literature Review to Dissertation students.

In line with the Academic Scholarship initiative Angie Applegate (the London librarian) also worked with module leaders and CAP to devise a short quiz for students and an assessment for which students could view their Turnitin results. She delivered Plagiarism training across 2 weeks to all PGT students in two modules (Collaborative Project and Diplomacy Policy and Procedures 1).

Developments for 2017/18

Over the coming year and beyond the Library is and will be involved in a number of exciting new projects and initiatives that will enhance our support of Learning and Teaching, these include:

- participation in the implementation of the Digital Strategy for Learning and Teaching and leading a workstream on the Digital Fluency of our students and staff
- enabling access for an individual user to their own borrower information which will be integrated into the new University App making our service more personal and more accessible
- the Personal Best Framework
- working with the Student Union Executive Officer for Education, Anna Holt on her priorities which include referencing standards
- space initiatives outside and inside the Library during assessment weeks, managing external spaces and using the Library more flexibly
- reviewing our London provision as the cohort is increased and the offer is extended.
Growing Capacity and Influence

Our support for research continues to evolve to anticipate and respond to the requirements of the Loughborough research community. Key elements of this support are

- an innovative Research Data Management solution
- a burgeoning Institutional Repository
- a Research Councils UK (RCUK) block grant of over £240,000 to enable peer-reviewed research output to be made gold open access on publication
- a team of dedicated and experienced staff delivering tailor-made Open Access advice and procedures

Open Access

The Library continues to develop and adapt its support for Open Access, working closely with colleagues in the Academic Services Team, the Research Office, the Doctoral College and IT Services to ensure that products and services run smoothly and effectively for the research community. The Open Access staff have increased their contact with staff and doctoral researchers through an ongoing programme of training workshops and representation at events at Loughborough and beyond. Feedback showed that advocacy was well-received and target groups with particular training needs have been identified for the coming year.

"I cannot put a price on having had this article open-access this past few weeks. Whoever thanks the library for this money at a senior level, or if you ever need an example of the benefit of open-access for enterprise/impact pathways, then this is one: this youth charity would not have quoted my research in their own written evidence if they had not found it free online. They’ve since given me a call and invited me onto their advisory group about the future of citizenship education." (Sarah Mills, Senior Lecturer in Human Geography)

1. Research Data Management

The RDM service continued its development during 2016/17 and more researchers are now aware of the services the Library offers in this area. Researchers are increasingly seeing the Data Repository as a tool to increase their visibility and promote their research rather than just as a compliance tool. The Data Management Plan (DMP) Advisory Service has also seen an increased take up, with bespoke advice being greatly appreciated to meet specific funder requirements and we have seen that applications which have been seen by this service score more highly than those that don’t.

2. The Institutional Repository

The Institutional Repository continued to grow with almost 25,000 full-text items now deposited. Statistics collected for the period September 2016-September 2017 using IRUS, a Jisc-funded national aggregation service, which provides usage statistics for all content downloaded from participating UK institutional repositories (IRs) showed Loughborough to be 5th of all participating repositories. This clearly demonstrates the impact that full-text open access deposits can bring for Loughborough. Indeed, we have seen over 2,822,647 downloads since 2014.
<table>
<thead>
<tr>
<th>Repository</th>
<th>Total number of downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 UCL Discovery</td>
<td>2,251,137</td>
</tr>
<tr>
<td>2 LSE Research Online</td>
<td>2,226,281</td>
</tr>
<tr>
<td>3 Southampton eprints Soton</td>
<td>1,501,988</td>
</tr>
<tr>
<td>4 White Rose Research Online (consortia repository from Leeds, Sheffield and York)</td>
<td>1,413,184</td>
</tr>
<tr>
<td>5 Loughborough Institutional Repository</td>
<td>1,279,756</td>
</tr>
<tr>
<td>6 University of Cambridge Apollo</td>
<td>1,258,961</td>
</tr>
</tbody>
</table>

Deposit of author manuscripts on acceptance for publication to the Institutional Repository using LUPIN has become firmly embedded in the scholarly workflow, as shown by the satisfactory compliance rates for timely deposit across the year. This process is monitored by Library and Research Office staff and communicated to ADRS through a monthly report.

3. RCUK block grant

The Library continues to manage the RCUK block grant for Open Access on behalf of the University. The block grant is provided to support the implementation of the RCUK open access policy to ensure that the published outcomes of publicly funded research are made widely accessible as quickly as possible. In the RCUK reporting period 1/4/16 to 31/03/17 we paid for 139 articles to be made OA via the RCUK block grant at a total cost from the fund of £247,733. A compliance rate of 87% ensured that the University successfully met the target set by RCUK.

In all of the above areas we continue to work collegially and collaboratively with colleagues in the Research Office.

4. Communications

A new Scholarly Communications website was launched ready for the new academic year 2016/17. The site consolidated resources and services for open access, research data management, the publication process, outreach and assessment, reflecting the broad and constantly evolving components of the scholarly communications landscape. Introducing this dedicated site has allowed and aimed to place relevant information in one place. Introducing this dedicated site has allowed for better dissemination and visibility for the range of services and support on offer across the University.

http://www.lboro.ac.uk/research/scholcomms/

Researcher development

The Library provides a range of development sessions for researchers, some aimed at PGR students, others at staff and some for the entire research community called “Library Briefings”. It also contributes sessions to the Centre for Academic Practice’s Post-Graduate Certificate in Academic Practice (PGCAP) programme.
During 2016/17 some new sessions were added following feedback from our users, ‘Expert Searching’ and ‘Managing Personal and Sensitive data’. Both of the new sessions had good attendance and positive feedback. During 2016/17 we saw 764 attendees from 38 sessions.

For the first time, Angie Applegate with a colleague from the Loughborough Library ran 6 Doctoral Researchers’ workshops in London. Feedback from the research community was very positive.

University Archives and Special Collections

As part of the Library Quadrennial Review we have been asked to look at any collections that exist across the University and their current and possible management. We have also been asked to undertake a piece of work looking at the benefits to the University in holding Archives and Special Collections.

Following a review of the WEDC collection previously held in Civil and Building Engineering (now Architecture, Building and Civil Engineering), it was decided that the Library will integrate relevant and important information into its print collection and will move all electronic content into the Institutional Repository. Further work in both of these areas will continue during 2017/18.

The current University Archives continue to be managed and maintained by the Library and the University Archivist. Close collaborations continue with colleagues in DARO and Marketing and Advancement with presentations as part of the annual alumni weekend and the provision of a display for the annual Claudia Parsons lecture. This year we created a set of banners for the Claudia Parsons lecture, making our holdings more visible.
Moving forward into 2017/18

With REF 2021 moving ever closer we are looking at our workflows and enhancing our systems to ensure that our reporting meets all REF requirements. Over the coming months the Institutional Repository platform will be reviewed, giving us time to update and improve functionality in time for REF submission.

We will also look to develop our offer to the research community in both London and in Loughborough, building on successes thus far.
Raising Standards and Aspirations

No service can stand still and the Library aims to regularly review what and how we deliver our support and services as well as the systems that help us run them. During 2016/17 we looked at a range of areas.

Library Management System (LMS)

During 2016/17 we undertook a project to procure and implement a new Library Management system. A new modern system will ensure that we effectively manage our online resources and allow us, where appropriate, to use new technologies to provide an enhanced service for our users. One of our Library values is to provide relevant, high quality resources that are easily accessible and implementing a new LMS will help us achieve this aim. Work on this project is continuing in 2017/18.

Resources

2016/17 proved to be a challenging year in terms of managing the cost of our subscription resources. Currency fluctuations, inflationary increases and the effect of Brexit saw a significant impact on the cost of journals and online resources.

Following a budget uplift we were able to sustain our current resource levels, enabling the Library to continue to support learning, teaching and research and to develop the collection to meet new and emerging programmes and research areas. We are aware of year on year increasing costs and so review our collections in several ways:

- Reviewing print collections to ensure that items remain relevant and up-to-date
- Reviewing the way that items are borrowed, loan periods and number of loanable items
- Ensuring that electronic resources provide value for money and meet the needs of the academic community
- Ensuring that items are purchased in an efficient manner, offering the best value and in formats that meet user needs.

National Standards

The Library has held the Customer Service Excellence standard since 2011. This award assesses services for efficiency and effectiveness as well as equity and ensures that the user is always at the centre of provision. Achieving this award not only recognises that the services we offer are excellent but also provides an invaluable opportunity to review and reflect on them. The award has 57 detailed criteria and the Library is fully compliant in 51 and received a compliant plus for six.

Projects

The Library Partnership Model

This project aims to implement a customer relationship management model to deepen and enhance Library partnerships, to better align Library activities with the strategic direction of
the Schools, and to ensure we are providing a clear and consistent offer to staff and students. During 2016/17 the Academic Services Team have completed the first phase of this project, refining the most appropriate partnership model for Loughborough, and carrying out consultations with all Deans. We are now looking at taking forward action planning with Schools to further inform this project and the use of Library data will be key in this development.

Data
The use of data to provide a check and balance as well as a way of informing development is vital for our Service. We collect and manage a significant amount of data that supports compliance, benchmarking and evaluation. However, we are keen that the data we do record is used appropriately and, to that end, during 2016/17, the new Assistant Director: Academic and User Services led a data review to understand the data we collect, how it is currently used and how we may want to use it in the future.

Website changes
Ready for the new academic year 2016/17 a new Library website was launched. The project gave us the opportunity to review the content of our website as well as the look and feel. A few changes have been made during the year and our web presence will continue to evolve as we respond to user needs.
Bibliographic software

With Refworks no longer providing good value for the University a project was undertaken in 2015/16 to find a new institutional bibliographic software provider. In 2016/17 we managed the move from RefWorks to Mendeley with access to RefWorks removed in October 2017. The project co-ordinated communication across a number of University channels, staff ran training sessions, information sessions and stands to publicise the change, created guidance and support material and contacted 1,637 active RefWorks users to ensure a smooth transition. In June 2017 we had just under 4,000 users of Mendeley.

Partnerships and collaborations

Working across the Institution has proven productive for both Library projects and services and also in the development of our staff, we also hope it has been of benefit to our partners. Working collaboratively and in partnerships provides excellent opportunities for improved work flows, having a joined-up approach to challenges and emerging issues and enhancing outcomes.

During 2016/17 we worked with a number of colleagues across campus:

- IT Services on projects including, RDM, bibliographic software provision, a new Library Management System and PC Clinic developments
- Corporate Services on projects related to informal learning spaces
- With Creative and Print Services on a Student Roadshow informing our users of services in the Autumn term and on updating some of our publications
- The Doctoral College in areas of researcher development
- The Research Office in areas of Research Data Management, Open Access, LUPIN, HEFCE & RCUK compliance, research outputs, citations and impact
- LSU with opening hours and student engagement
- A number of skills providers across campus on co-ordinating skills provision
- Staff Development on a range of training and facilitation opportunities.

We also collaborate within the Library community to share best practice, engage and share issues and gain knowledge of activities happening elsewhere. We do this through; visits, group membership and participation, the sharing of data and conference attendance.

Updates and changes to the building

The refurbishment of the Library in 2013 has given the Library building a new lease of life but we are aware that the space will need further development as requirements change. We aim to make the most of the changes, maximising space and opportunities for our users. In the summers of 2016 and 2017 two small scale projects took place to ensure that spaces created and renewed by the refurbishment were maximised:

1) We added electrical sockets and data connections to all desks on levels 1 and 2 that did not previously have access to them
2) We altered the layout of our popular social learning space on level 3, moving a large dedicated printing area to the side of the floor and reusing the vacated space for more seating.
Service developments in 2017/18

We will continue to review, evaluate and assess our services to improve and enhance them. As we move through 2017/18 we will be looking at continuing the work started during 2016/17; the Library Partnership Model, Library Management System and user interface, improving our use of data and running user testing for our website.
Summary

2016/17 saw us begin to explore and investigate and in some cases implement some changes discussed during our Quadrennial Review. We will continue to use the recommendations received to inform our development as well as feedback and evidence provided to us by our users. The achievements gained so far will be celebrated but in the ever changing and uncertain HE landscape we will be responsive to change and continue to make a difference to the life of the University.
### Appendix one – Statistical summary

<table>
<thead>
<tr>
<th>Category</th>
<th>2016/17</th>
<th>2015/16</th>
<th>2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>study places (without IT equipment) ¹</td>
<td>1,120</td>
<td>1,120</td>
<td>1,167</td>
</tr>
<tr>
<td>IT workstations and catalogue terminals</td>
<td>254</td>
<td>254</td>
<td>203</td>
</tr>
<tr>
<td>Visits to the Library by scanned entry</td>
<td>717,652</td>
<td>694,261</td>
<td>677,226</td>
</tr>
<tr>
<td>(if open day and visits incl 737,652)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enquiries</td>
<td>140,922</td>
<td>114,073</td>
<td>120,075</td>
</tr>
<tr>
<td>books received (includes London)</td>
<td>9,870*</td>
<td>10,754*</td>
<td>7,933</td>
</tr>
<tr>
<td>Electronic &amp; print journal subscriptions²</td>
<td>25,621*</td>
<td>25,555*</td>
<td>16,064</td>
</tr>
<tr>
<td>e-journals downloaded</td>
<td>1,957,232*</td>
<td>1,785,385*</td>
<td>1,708,691</td>
</tr>
<tr>
<td>Number of ebooks available (incl those in databases)</td>
<td>678,166*</td>
<td>676,550*</td>
<td>614,825</td>
</tr>
<tr>
<td>Ebook accesses</td>
<td>2,236,631*</td>
<td>1,157,767*</td>
<td>Not available</td>
</tr>
<tr>
<td>Number of items in the Institutional Repository</td>
<td>24,953</td>
<td>21,174</td>
<td>17,450</td>
</tr>
<tr>
<td>items borrowed from other libraries</td>
<td>2,188</td>
<td>1,718</td>
<td>1,377</td>
</tr>
<tr>
<td>information skills attendees (all)</td>
<td>17,287</td>
<td>16,668*</td>
<td>16,376</td>
</tr>
</tbody>
</table>

¹ This figure includes study spaces in the cafe
² This figure includes e-journals accessible via our subscriptions to databases and other services
<table>
<thead>
<tr>
<th>streams incl 1-to-1)</th>
<th>books issued</th>
<th>percentage of books issued via 'self-service'</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>144,898</td>
<td>92.89%</td>
</tr>
<tr>
<td></td>
<td>154,398</td>
<td>92.32%</td>
</tr>
<tr>
<td></td>
<td>174,023</td>
<td>90.73%</td>
</tr>
</tbody>
</table>
### Appendix two – Expenditure summary

<table>
<thead>
<tr>
<th></th>
<th>2016/17</th>
<th>2015/16</th>
<th>2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>electronic</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>information</td>
<td>1,850,680</td>
<td>1,788,978*</td>
<td>1,749,479</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>serials</strong></td>
<td>741,146</td>
<td>713,020*</td>
<td>718,909</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>books</strong></td>
<td>401,071</td>
<td>448,353*</td>
<td>332,084</td>
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<tr>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>binding and</strong></td>
<td>7,994</td>
<td>10,682*</td>
<td>10,972</td>
</tr>
<tr>
<td><strong>catalogue</strong></td>
<td></td>
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<td></td>
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<tr>
<td><strong>records</strong></td>
<td></td>
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<tr>
<td><strong>Inter-Library</strong></td>
<td>19,803</td>
<td>20,983</td>
<td>15,804</td>
</tr>
<tr>
<td><strong>Loans</strong></td>
<td></td>
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<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>information</strong></td>
<td>3,020,694</td>
<td>2,982,199*</td>
<td>2,827,248</td>
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<td><strong>operating</strong></td>
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Appendix three - Membership and representation - External groups and bodies and University Committees, groups and projects

Angie Applegate
- Member of SCONUL Satellite Campus Libraries Group

Katie Appleton
- Member of UKCORR (The United Kingdom Council of Research Repositories)
- Member of SyRTUG (Symplectic Repository Tools User Group)
- Member of Symplectic Open Access interest group
- Member of the JISC/Sympletic Elements Working group on Router/Elements interoperability

Alison Ashmore
- Member of University Science and Technology Librarian’s Group

Charlotte Greasley
- University representative with the Copyright Licensing Agency
- Member of University Science and Technology Librarian’s Group

Jeff Brown
- Member of NEYAL Purchasing Consortium Books Group
- University representative for JISC Collections
- University representative for EduServe
- Chair of the Open Access Advisory Working Group of Research Committee
- Member of LMS PMB
- Member of Research and Enterprise SMG

Gareth Cole
- Member of UKCoRR, Research Data Alliance & Libraries for Research Data Interest Group
- Member of the Repository Platforms for Research Data Interest Group
- University representative for the Digital Preservation Coalition
- Organiser of Mercian Collaboration Special Interest Group – RDM
- Member of Open Access Advisory Group
- Member of the Information Governance Committee
- Co-opted member of Ethics Approvals (Human Participants) sub-committee
- Member of the Digital Humanities Research Group (DH@lboro)

Matt Cunningham
- Member of the Mercian Collaboration Staff Development Group
- Member of Student Experience Team

Helen Curtis
- Member of the Mercian Collaboration Conference Group
- Member of the Personal Best project team
• Member of the Digital Fluency project team
• Member of Professional Services skills group

Jen De Lillo
• Member of the Digital Humanities Research Group (DH@lboro)

Naomi Dungworth
• Member of UKCORR (The United Kingdom Council of Research Repositories)
• Member of SyRTUG (Symplectic Repository Tools User Group)

Louise Fletcher
• Member of Business Librarian’s Association

Ginny Franklin
• Member of Professional Services skills group
• Member of ARCLIB
• Member of University Science and Technology Librarian’s Group

Funmike Ife
• University representative with the Copyright Licensing Agency
• Member of University Science and Technology Librarian’s Group

Steph McKeating
• Project lead for Digital Fluency
• Chair of Professional Services skills group

Sharon Reid
• Member of ARLG: East Midlands Committee
• Member of Professional Services skills group

Nathan Rush
• Member of ALISS

Emma Walton
• University Library SCONUL representative
• Member of SCONUL Mercian Collaboration (formerly Heads of Midlands Libraries Group)
• Member of the Steering Committee of the Mercian Collaboration
• Chair of Mercian Conference Group
• Member of Senate,
• Member of Learning and Teaching Committee,
• Member of Digital Strategy PMB
• Member of LMS PMB
• Chair of Student Discipline Committee
Barbara Whetnall

- Member of Writing Pad East Midlands (Writing Purposefully in Art and Design)
- Low Carbon Energy Development Group (internally)

Helen Young

- Member of ARLG: East Midlands committee