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The University Library, 1 August 2004 - 31 July 2005: report of the Librarian

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The University Library, 1 August 2004 - 31 July 2005: report of the Librarian

Notable features were the scale of electronic information use, with more than one million searches of networked information resources recorded during the year, and Library involvement in two major projects: the Loughborough Institutional Repository and the Rights and Rewards in Blended Institutional Repositories Project. Tragically, however, the year will be remembered by Library staff for the sudden illness and death of two senior colleagues, Christopher Bigger and Dr David Lewis.

Projects

Loughborough University Institutional Repository

Following the appointment in June of Joanna Barwick, Support Services Librarian with initial responsibility for the project, the development of Loughborough University's Institutional Repository¹ made good progress. After investigating the various options, the Systems Team installed the DSpace open source software on a dedicated server and the framework for different collections was established. Six departments were identified as 'early adopters' and Library staff began actively encouraging academics to deposit materials within the repository, by highlighting the benefits of making their work freely accessible.

Rights and Rewards in Blended Institutional Repositories

With the Department of Information Science and the Engineering Centre for Excellence in Teaching and Learning, the Library secured funding of £146,000 from the Joint Information Systems Committee for a research project exploring motivational issues facing people depositing material in institutional repositories². These include the rights of authors, and reward mechanisms. The role of the Library staff involved – Gary Brewerton, Lizzie Gadd and Jeff Brown - is to maintain the server and software; provide advice on technical matters; and provide copyright expertise. The project is directed by Professor Charles Oppenheim and Mary Morley chairs the steering committee.

¹ follow the link on the Library home page <http://www.lboro.ac.uk/library/>

² <http://rightsandrewards.lboro.ac.uk/index.php?section=1>

Information literacy

Ruth Stubbings obtained funding for and managed two information literacy projects. The Higher Education Academy subject network for Information and Computer Sciences funded work with the Department of Politics, International Relations and European Studies to assess and enhance the quality of online questions relating to the development of students' information searching skills. InfoTrail was funded by Ruth's successful submission for a University Academic Practice Award. The latter project aims to produce interactive online learning material, both for Library web pages and for Learn.

Refurbishment

Marion Shields managed the refurbishment and conversion into three group study rooms of two rooms on Level 2 formerly used by the Department of Information Science.

Reference Collection

A group of Library staff led by Graham Walton reviewed the reference collection, recommending that to remain fit for purpose the collection should be significantly reduced in size by the removal of outdated material, items of peripheral utility and those better suited to the loan collection. The group further recommended the development of an electronic reference collection to complement the printed resources.

University artworks

University funding was secured to enable Jenny Clark, the University Archivist, to compile an inventory of the University collection of paintings, furniture, sculpture and other artworks. Colleagues in the Library Systems Team developed a database to store the associated metadata and display images of the works catalogued.

Developing support for research and learning

Study space

- more group study rooms
- all study carrels made available on a daily basis
- self-service online booking of all study rooms and carrels

There was modest expansion of study space through the addition of a few study places to the current serials area on Level 3, and the creation of three group study rooms on Level 2. The availability of individual study carrels was maximised by their being no longer bookable for long periods: all are now available on a daily basis, with no keys, and are bookable online.

Information skills training

- 11% increase in attendees (to 10,000)
- 426 attendees at study skills sessions

The increase in attendance was mostly among taught postgraduates and staff. The previous range of courses continued to be offered, including joint induction, Lunchtime in the Library, Database of the Month, postgraduate training and customised sessions for departments. The addition of study skills to the portfolio was very successful, with workshops and departmental sessions oversubscribed.

Information literacy competencies were developed by the Library's Information Skills Training Group and welcomed by the University's Programme Development and Quality Team. Staff began work on converting the competencies to profile statements, and hope to see them embedded in students' personal development planning.

The self-guided tour, designed to help students and other first-time users of the Library locate and learn about services and facilities, was reviewed. It was decided to replace the tour leaflet with a map, as that was how the leaflet was chiefly used. The joint induction sessions for new students, now delivered only by Computing Services and Library staff, were reviewed and the format changed for 2005.

Ruth Stubbings was congratulated on the excellent leadership and example to her colleagues she once again provided in all areas of information skills training.

Enquiry Services

- 13% decrease

Investigation of the decrease in the number of enquiries handled showed that, as expected, the introduction of self-service online booking of study carrels and group study rooms, and the withdrawal of keys, were responsible for the significant drop in traffic at Information & Enquiries. Library staff were thus able to spend more time on information-related enquiries.

It was pleasing that the outcomes of the annual user survey (see below) showed a very high level of satisfaction with service at Library enquiry points. Peter Lund was thanked for his able management of enquiry services, a role in which he leads a virtual team of nearly all Library staff.

Bibliographic software

- 14,000 RefWorks sessions by 2,600 members of the University

RefWorks³ continued to be very popular, with repeated training sessions oversubscribed. Frank Parry's contribution as site administrator was appreciated.

Information provision

A major acquisition was the purchase for the reference collection of the new edition of the 60-volume *Oxford dictionary of national biography*⁴.

An important collection of nineteenth century British drama was catalogued by the SS&H Faculty Team. The collection consists of 780 playscripts published by the famous theatrical publishing houses of the day and is an invaluable resource for research.

Stock revision

- 10,000 serial volumes and 1,900 monographs discarded

Weeding of the serials collection was completed, and outdated and little-used monographs in classification ranges 690, 330 and 500 were withdrawn from stock. With the acquisition of access to the Institute of Physics online backfiles in perpetuity, 1,200 printed volumes of the Institute's titles were discarded.

University archives

As well as a number of donations from former staff or students, significant internal accessions were received this year from the Vice-Chancellor's office, the Academic Registry and the Public Relations Office. Enquiries to the University Archives showed a marked increase. Topics included family history, student projects, the history of the town and University, and research for a BBC 4 history programme on the decade 1945-55, which made extensive use of material in the Collins Papers (D70) on the organisation of the 1948 Olympic Torch Relay from Olympia to London.

Jenny Clark researched much background material in preparation for the unveiling of a commemorative plaque in the Department of Aeronautical and Automotive Engineering in honour of former Loughborough College student Malcolm Sayer, designer of the E Type Jaguar. As a result, the Sayer family loaned a number of original documents to the University Archives for copying.

³ <http://www.lboro.ac.uk/library/dbase/refworks.html>

⁴ shelved at R920.042OXF

A full programme of exhibitions was organised on topics including Early Radio, Loughborough's Sports Buildings, Malcolm Sayer and the E Type Jaguar, Civil Engineering, and Artists' Books. Complementing the actual exhibitions in the University Library was the development, with the help of Jenni Stewart from the Library Systems Team, of a virtual exhibition of items on the Archives web page⁵.

Developing the electronic library

- over 1 million searches of networked resources
- 59% increase in searches
- over half of searches via MetaLib
- 61% increase in use of Ask a Librarian
- ScienceDirect accounts for 50% of e-journal use
- 24% of all loans via self-issue

Use of electronic information continued to grow dramatically, in contrast to the steady decline in book borrowing. MetaLib⁶ has become firmly established within the University and has helped to promote database use. The MetaLib Group, chaired by Ruth Stubbings, invested a great deal of time and effort ensuring the new version of the Library's e-resource portal was ready for its summer 2005 launch.

There were nearly half a million downloads of electronic journal articles, with ScienceDirect accounting for 50% of those: 232,170 of the total 469,185. Greater use is being made of usage statistics at the time of subscription renewals, with cost per download or access being taken into account. Provision of access to electronic books was expanded by ordering 70 e-books from Dawsons Ebook Library, a service allowing individual title selection at reasonable cost.⁷

The self-service online booking system⁸ for study carrels, group study rooms and bookable PCs, developed by the Library Systems Team, proved very popular with Library users and Library staff, who were also able to use it for booking the Library meeting room and training rooms. It was also pleasing to see at least six other HEIs using the online reading lists system⁹, developed from open source software by the Systems Team.

⁵ <http://www.lboro.ac.uk/library/exhibitions/exhibindex.html>

⁶ follow link on Library home page <http://www.lboro.ac.uk/library/>

⁷ e-books web page

⁸ follow link 'Room/PC bookings' on Library home page <http://www.lboro.ac.uk/library/>

⁹ <http://bookworm.lboro.ac.uk/>

Developing Library space

- another training room
- three more group study rooms
- trial wireless networking

A second information skills training room was created from the former Information Science seminar room on Level 3, refurbished and equipped with 12 PCs. Unlike other Library PCs, these have AutoCAD, Maple, Matlab and CD writers. They are available for open-access use when the room is not required for information skills teaching.

The relocation of Information Science Research Assistants to Holywell Park and the removal of the Department's material stored in the Library enabled three more group study rooms to be created, on Level 2. The installation of a trial wireless network covering the majority of L3, including Café 641, helped Library Systems staff to evaluate and test the growing demand for mobile computing in the building.

A new contract for the supply of nine self-service photocopiers was negotiated by Marion Shields in conjunction with the Purchasing Office, and the Level 3 machines were relocated to the media area, together with the card dispensers, revaluers and change machines. The Support Services Team took on responsibility for supporting photocopier use. The purchase of an additional self-service printer enabled printers to be installed on all three floors of the Library.

Planning

The *Library operational plan, 2004-2005* was formulated by the Senior Management Team and Management Group, and kept under review throughout the year, with progress monitored by the Management Group. Operational plans produced by all Library teams and groups were similarly monitored through team meetings; half-year progress was reported to a senior staff meeting; 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 2005/06*¹⁰ was prepared in consultation with the Library Users Committee.

¹⁰ follow link from Library publications page <http://www.lboro.ac.uk/library/pubs.html>

Developing Library staff

- 39 training sessions on 16 topics

The Training Group, chaired by Paul Reynolds until the end of November and by Graham Walton from March, ensured that Library staff were offered a full programme of mandatory and optional training, informed by the outcomes of the annual staff development review. Laurie Salemohamed and Marion Shields were thanked for managing the programme before Graham's arrival.

Structures and workloads

The outcome of a review led by Jeff Brown of the efficiency of inter-library loans procedures, and their effect on the workloads of Faculty Teams, was a decision to move inter-library loans processes to the Support Services Team with effect from July 2005. The Team gained an additional part-time Senior Library Assistant in consequence.

Quality and compliance

- 99% agree that Library staff are helpful and friendly

The 2005 user survey concentrated on the impact and perceived quality of the Library's front-line services – the face-to-face services delivered at Information & Enquiries, the other Enquiry Desks, and the Issue Desk. The 336 responses to an admittedly broad set of questions showed overwhelming approval of the helpfulness of staff, and of the usefulness of the information they provided: an outcome on which Library staff were warmly congratulated. It was clear that people attach particular importance to speedy service, and, as ever, the free-text comments were valuable. Graham Walton, with colleagues, administered the survey and analysed the results, which were reported to the Library Users' Committee.

Staffing

Library staff were deeply saddened by the deaths in December of Dr David Lewis, Cataloguing Manager, and in April of Chris Bigger, Academic Services Manager (Engineering). David had worked in the University Library for 38 years, in a career devoted entirely to the activities of stock development and management. Among his achievements was the establishment and development of the Library's Special Collection, which has been named the David Lewis Collection in his memory¹¹.

Chris was appointed to the staff in August 2001, and had quickly established excellent working relationships in the Library and in the Engineering Faculty. He is remembered for his enthusiasm for engineering, and his passionate belief in the importance of information skills. Chris and David inspired the respect and affection of all their colleagues, and are very much missed.

¹¹ <http://www.lboro.ac.uk/library/specialcoll.html>

Resignations

Ten staff left the Library during the year.

At the end of November Paul Reynolds left the Library to take up the post of Assistant Director (Library Services) at Keele University. In six years as Service Development Manager, Paul initiated and implemented substantial service review and improvement, while exercising Library-wide responsibility for HR issues. Paul's ability, energy and interpersonal skills made him a highly valued member of the Senior Management Team, whom his colleagues were extremely sorry to lose.

Margaret Witts retired in December after sixteen years as a Library Assistant, and Sue Manuel, Library IT Support Officer, left at the end of July on secondment to Information Science as a Research Assistant on the Rights and Rewards project. Other people leaving the staff were Senior Library Assistants Katherine Beers and Lili Yeadon; Library Assistants Charlie Outen, Andrea Simpson and Helen Thompson; and Shelving Assistants Deborah Bradbury and Katherine Sang. All took with them the good wishes of their colleagues.

New staff and new responsibilities

Fourteen people joined the staff.

In March the Library welcomed Dr Graham Walton as Service Development Manager. Joanna Barwick arrived as Support Services Librarian in June; Jason Cooper was appointed Library Systems Analyst\Programmer in September; and Matt Cunningham took up the post of Circulation Manager in October.

Also joining the staff during the year were Senior Library Assistants Katherine Appleton, Katherine Beers and Marian Smith; Library Assistants Huw Davies, Lynn Jackson, Faye Morley, Lorna Piatti, Sam Simpson and Helen Thompson; and Shelving Assistant Magda Vaughan. The Library was very pleased to welcome them all.

Two staff took up additional responsibilities: Peter Lund as Enquiry Services Manager and Marion Shields as a member of the Management Group.

Promotions and individual achievements

Sue Manuel was congratulated on achieving an MSc with Distinction in Electronic Publishing, and Ruth Stubbings on being awarded one of the University first Teaching Prizes. Ruth was also appointed a University HEA Advisor and Assessor.

In September Tracy Marshall was appointed Academic Librarian (Engineering), and in March Mary Morley was appointed Director of Information Services & Systems.

Marion Shields, Facilities Manager, in April celebrated the 40th anniversary of her appointment to the staff – a period of continuous service interrupted only by the five years after her daughter was born.

Finally

In addition to key vacancies of three, eight and nine months resulting from the loss of an influential member of the Senior Management Team and two senior colleagues, there were significant periods of sick leave elsewhere. For all these reasons a number of people worked additional hours or took on additional temporary responsibilities. I am extremely grateful to all my colleagues, not only for the support they gave each other, but also for their flexibility and willingness to maintain service excellence and contribute to service development in a very difficult year for the Library staff.

Mary Morley
University Librarian and Director of Information Services & Systems
October 2005

Appendix one – Statistical summary

	2004/2005	2003/2004	2002/2003
study places (without IT equipment)*		650	583
IT workstations and catalogue terminals*	138	126	150
books received	12,342	12,248	13,713
print journal subscriptions	1,936	1,777	1,978
electronic journal subscriptions	5,474	6,307	3,754
articles downloaded from e-journals	469,185	415,222	
visits to the Library	583,742	600,450	604,387
enquiries	77,856	89,619	74,681
searches of networked information resources	1,081,798	681,570	420,671
items borrowed from other libraries	5,031	6,199	7,290
information skills training attendees	9,996	8,988	8,569
books issued	335,730	370,718	380,046
items re-shelved	566,266	493,314	463,082

* Recalculated according to SCONUL definitions

Appendix two – Expenditure summary

	2004/2005 £	2003/2004 £	2002/2003 £
<i>information resources</i>			
books	357,558	352,580	380,391
printed serials	631,842	584,661	545,052
binding	25,000	30,661	30,000
electronic information	514,211	468,959	408,078
total	1,528,611	1,436,861	1,363,521
<i>operating costs</i>			
equipment and maintenance	136,220	156,199	147,417
stationery and consumables	16,259	18,652	19,501
postage, telephones and fax	9,195	9,750	9,405
staff development	9,627	6,978	8,639
miscellaneous	23,602	26,323	26,877
utilities	120,503	105,259	113,998
total	315,406	323,161	325,837
<i>salaries</i>	1,374,100	1,367,094	1,347,472
total expenditure	3,218,117	3,127,116	3,036,830

Appendix three - Senior staff, 31 July 2005

University Librarian and Director of Information Services & Systems

Mary Morley, BA *Nottingham*, DipLib *London*, MCLIP

Academic Services Manager (SS&H)

Ruth Stubbings, BA *Leicester*, MA *De Montfort*, DipLib *CNA*,
MCLIP, HEA

Service Development Manager

Graham Walton, BSc *Loughborough*, MA *CNA*, MBA *Open*,
PhD *Northumbria*, MCLIP

Support Services Manager

Jeff Brown, BA, MA *London*, DipLib

Academic Services Manager (Science)

Peter Lund, BSc *Edinburgh*, MSc *Sunderland*,
DipLib *Strathclyde*, MCLIP

Library Systems Manager

Gary Brewerton, BSc *CNA*

Library Systems Developer

Jon Knight, BSc, PhD *Loughborough*

Academic Librarians

Louise Fletcher, BA *Liverpool John Moores*
Virginia Franklin, BA *Hull*, MA *Sheffield*, MCLIP
Elizabeth Gadd, BA *York*, MSc *Loughborough*, HEA
Tracy Marshall, BA, MA *Loughborough*
Stephanie McKeating, BSc *Wales*, MSc *Sheffield*, MCLIP
Frank Parry, BA *York*, MA *Derby*, DipLib *London*, MCLIP
Laurie Salemohamed, BA *Open*
Barbara Whetnall, BA *CNA*

Library Systems Analyst/Programmer

Jason Cooper, BSc *Loughborough*

Support Services Librarians

Joanna Barwick, BA *Bath*, MA *Brighton*
Stephen Corn, BA *CNA*
Carol Seagrove, BA, MA *Loughborough*

University Archivist

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

Circulation Manager

Matthew Cunningham, LLB *Leicester*

Facilities Manager

Marion Shields

Accounts Clerk Joyce Bartlett

Evening/Weekend Supervisors

Wylva Davies, BA *Southampton*, CertLib, *Loughborough*,
MCLIP
Karen Ingall, BLS *Loughborough*
Elizabeth Mills
Linda Thornber

Library IT Support Officers

Susan Manuel, BA, MSc *Loughborough*
Jenni Stewart

PA to the University Librarian

Kelly Friend

Senior Library Assistants

Katherine Appleton, BA *Nottingham*, MSc *Aberystwyth*
Jane Bramley, BA *Warwick*
Elaine Collis, BA *CNA*
Christine Hallam, BLS *Loughborough*
Lucy Harrison
Steven Lake, BA *Loughborough*
Sharon Reid, BA *Birmingham*, MA, PGCE *Loughborough*
Marian Smith, BA *East Anglia*, MA, PGCE *Loughborough*
Mary Stafford, BSc *Loughborough*

Appendix four – Professional activities

Presentations

Brewerton, G.

'LORLS: an open source approach to reading/resource list management', Resource/reading list software - the reality, JIBS User Group, Oxford, September 2004.

Franklin, V

'Log on, plug in, get lost: eLiteracy is more than plugging in a keyword or two into your 'favorite' engine. Some ideas for establishing eLiteracies in the eJungle', eLit2005: eLiteracy and eLearning, 4th International Conference on eLiteracy, Glasgow, June 2005.

Salemohamed, L

'Special Collections in Loughborough University Library', Arts & Humanities Research Board seminar for PhD students, Nottingham, May 2005.

Stubblings, R

'Plagiarism: how can libraries help?', Whose responsibility is plagiarism? Adopting holistic approaches: UCRG Yorkshire and Humberside seminar, Sheffield, November 2004.

'Making the most of your journals through library portals / gateways', UK Serials Group annual conference, Edinburgh, April 2005.

Stubblings, R, D. Boden and J. Secker

'Lessons learnt from LILAC 2005', Umbrella conference, Manchester, June 2005.

Publications

Franklin, V. and R. Stubblings

'Critical analysis of the INFORMS project at Loughborough University', *JeLit*, 1(1), 2004, <http://www.jelit.org/archive/00000008/01/franklin.pdf>

McKeating, S

'Reference sources', in R.MacLeod and J.Corlett (eds.), *Information sources in engineering*, 4th ed., München: K.G.Saur, 2005.

Stubblings, R. and V. Franklin

'An update on INFORMS', *Assignment*, 22(10), 2004, pp. 27–29.

Walton, G. et al.

'Supporting learning in practice in the EBL curriculum: pre-registration students' access to learning resources in the placement setting', *Nursing education in practice*, 5, 2005, pp. 198–208.

External appointments

Jeff Brown

Member of the NEYAL Books Purchasing Group

Elizabeth Gadd

Editor, *Library and information research*

Peter Lund

Member of the LAILLAR Operational Group

Mary Morley

Member of the EMUA Libraries Task Group

Member of the LAILLAR Board

Member of the NEYAL Steering Committee

Chair of the SCONUL Advisory Committee on Communications & Marketing

Laurie Salemhamed

Member of the Standing Committee on Official Publications

Marion Shields

Member of East Midlands Academic Libraries Improving Disability Support

(EMALIDS)

Member of the EMUA Disaster Prevention and Control Implementation Group

Ruth Stubbings

Member of the JIBS Executive Committee

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*