
News from member libraries

University of Abertay Dundee

NEW LIBRARY MANAGEMENT SYSTEM

In the last issue of Focus we reported that Abertay had joined the Scottish Endeavor Consortium. The migration from Dynix to Voyager has now taken place and we went live with the system in August. The benefits of being in a consortium were apparent during the implementation phase of the project when we had the support and experience of the consortium team to draw on and we could compare notes and learn from other member libraries. We are operating all the core modules and are at last piloting 'self-issue' – a service which has been on hold for several years pending introduction of a new library management system.

IT UPDATE

Improvements on the IT side have given users more choice and flexibility in how they access library and other networked resources. Firstly, the new wireless network service was launched earlier in the year so students can now connect their laptops in the library. Secondly, the introduction of WebVPN allows students and staff to access files, documents, intranet etc. from home PCs or from a laptop when on the move without the need to install special software or change settings.

INFORMATION LITERACY WITH MENZIESHILL HIGH SCHOOL

We have been collaborating with a local high school to provide an information literacy programme for sixth form pupils. The programme includes library and information skills, IT skills and sessions from academic staff on writing for science and statistics. It also gives the pupils a taster of a university environment before they go on to join a university course.

ECDL FOR STUDENTS

Changes in the University calendar and modular scheme have provided space outside the main curriculum for students to develop their interests and skills. A range of activities are being offered and our IT Trainers are providing an 'ECDL Bootcamp'. Financed through individual learning accounts, the students can attend a series of

intensive training days and complete the ECDL tests in a couple of weeks. Many of the students have already expressed a preference to build on their existing IT skills and do the Advanced ECDL modules and this will be offered as well.

Shirley Millar
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University of Birmingham

FILM DISCOVERED OF UNIVERSITY'S FIRST GRADUATION CEREMONY

Rare footage –which dates back over 100 years– featuring the University of Birmingham's first graduation ceremony and its founder, Joseph Chamberlain, has been discovered and was shown on BBC's series *'The Lost World of Mitchell and Kenyon'* in January.

The second programme of the series featured moving pictures of the university's first graduation ceremony on Saturday 6 July 1901 at which the Chancellor, Joseph Chamberlain, presided. It also includes footage of the University's first women graduates, Caroline Edith Morgan (BSc), Gertrude Elsie May (MA), Margaret Mellard Hawkes (BA) and Anne Jane Marchant (BA).

The *University of Birmingham magazine*, the student magazine of the time, has a report about the degree procession and actually refers to the filming: 'The stewards heroically led the way right into the teeth of the cinematograph, in front of the fountain, along the Victoria Square, Paradise Street and Ratcliff Place.'

University of Birmingham archivist Philippa Bassett has been helping the BBC to identify the people in the film. Philippa says, 'I was able to find student record cards for three of the four women and also discovered that Miss May was the first woman to receive a Master's Degree from the University. I found some pictures of two of the graduating women from other sources along with detailed descriptions of academic dress at that time and a register of the graduates from this particular ceremony with all their signatures. I am delighted that such an insightful and fascinating record of this time at the beginning of the University's life has been unearthed.'

ELEARNING AND THE PHYSICAL ENVIRONMENT

The University of Birmingham has received JISC funding, under the JISC e-Learning Programme

(http://www.jisc.ac.uk/elearning_innovation.html) to report upon the ways in which learning technologies are influencing the design of physical learning spaces in further and higher education institutions.

Virtual learning environments, mobile technologies, wireless LANs and broadband are just some of the technologies that are influencing how the university designs, uses and manages learning spaces. Through this study we hope to bring together examples of the wide range of current practice being implemented in post-16 education, publish a set of practical guidelines on effective planning of learning spaces for managers and provide some possible 'institution of the future' scenarios. A key element of this study is to contact senior staff and review the strategic developments in this area.

MAKING AN IMPACT

Information Services is participating in the 'Measuring Impact Initiative' exploring the impact that higher education libraries make on learning, teaching, and research. Birmingham joins the second cohort of the project and has chosen to investigate research support, and in particular, examine the effect that the Open Archives Initiative (<http://www.openarchives.org>), and our own institutional repository (<http://www.eprints.bham.ac.uk>) will have on researchers, over the next few years.

ETHOS PROJECT

The University of Birmingham is pleased to announce its involvement in a new national e-theses project, called EThOS (Electronic Theses Online Service).

The purpose of EThOS is to deliver, over a period of 18 months, a fully operational, easily scalable and financially viable prototype UK e-theses online service. The service will enable end-users to access the full text of electronically stored theses via a single web interface, in secure format and free of charge. It will enable the University of Birmingham and other higher education institutions, in partnership with the British Library, to ensure a much higher level of national and international visibility for the UK postgraduate research output, as well as its preservation in perpetuity.

PROMOTING SHARED USE OF DIGITAL CONTENT ACROSS THE REGION

The University of Birmingham is a principal partner in a regional JISC funded project to promote the shared use of digital content.

The aim of the project is to enable local educational institutions to make more effective use of their existing digital assets by promoting shared, open and accessible use of digital content across the region. University College Worcester is the lead institution of a consortium involving several higher and further education institutions across the West Midlands.

Focusing on key areas, the project will provide and pilot a framework for managing cross-institutional authentication and authorisation of access rights to shared resources. It will also investigate the issues in the collaborative use of digital repositories.

The University of Birmingham will work with Kidderminster College, to design and implement a 'Shibboleth' (see <http://www.athensams.net/shibboleth/shibboleth-intro.html>) framework for application to University of Birmingham learning resources contained within WebCT Vista. The project will also be run in conjunction with the Technology Enhanced Enterprise Education project (TE3), based in the Learning Development Unit (LDU), to implement Shibboleth for the TE3 repository and assist with testing in other institutions.

The project will produce experience-based evidence to underpin a regional strategy for models of working with shared digital resources.

BEURO CONFERENCE 2004

The University of Birmingham hosted the BEuro Conference for European Users of Banner/Luminis in December.

Attendance at the conference came from both technical and functional users of the Banner Student Record and Luminis software, together with participants from SunGard SCT. Delegates came from institutions across Europe – UK, Ireland, Norway and France, including from the Russell Group.

The overall aim of the conference was to move institutions in the direction of creating the Unified Digital Campus; an environment in which systems, individuals, and communities interact

seamlessly for learning, teaching, administration, and achievement.

SMALL BUSINESSES GET ACCESS TO EUROPE

Information Services is a participant in an EU funded project to provide European information to small businesses in the West Midlands.

The Local Cooperation Project is being led by the Birmingham Chamber of Commerce and will create a Website *Signpost West Midlands* which, as its name implies, signposts European information services in the West Midlands region. These services include lobbying and representation on behalf of the business community, general European information, EU legislation, employee recruitment, business partner matching, technological innovation and export advice. Each partner will guide companies to the most relevant source of information if they are unable to deal with the query themselves.

NEW WIRELESS NETWORK

And finally the university is embarking on an exciting development in C&IT, which offers considerable potential for more flexible and efficient working, complementing the new campus network. These opportunities will benefit teaching, learning, research and administration by providing access to the campus network in areas that traditionally haven't had network links e.g. social space, lecture theatres and libraries. The wireless network infrastructure (authenticated wireless network), is currently being rolled out across campus providing wireless access zones in key locations.

Alongside the introduction of the wireless network, Information Services, on behalf of the university, are participating in a six month trial project to provide guest access on our wireless network. The Location Independent Networking (LIN) project will allow any member of staff/ students/visitors to visit any of the 35 participating institutions and access the host wireless network using their home login credentials. Up until now, this has not been an option, but the benefits of the project will mean less administration for the host institution and easier access for visitors. Further information is available via the JANET web pages at <http://www.ja.net/development/aa/lin/index.html>.

UNIVERSITY OF EXETER IN CORNWALL

The new campus at Tremough in Cornwall, shared with University College, Falmouth, opened its doors to students in September. Camborne School of Mines closed and staff and students transferred to the new campus. In addition, a number of new subjects are now offered for study in Cornwall: students can currently choose to study University of Exeter courses in biology, environmental science, geography, geology, mining engineering, renewable energy or English. More courses run by the School of Historical, Political and Sociological Studies and the School of Law are planned over the next few years for phase two of the development. The purpose-built learning resources centre contains: a merged collection of 80,000 items from both institutions; special collections including videos, maps and archive collections from Camborne School of Mines and the Institute of Cornish Studies; provision for group and quiet study; wireless technology; laptop connection points and a large open access IT suite, plus smaller training suite. Regular van services run between the different institutions' sites, providing an inter-site loan service. Collaboration between the libraries in Exeter and Tremough has been crucial, particularly when dealing with complex issues involving access to online resources. For example, ensuring that each student from the different institutions can access what they are entitled to, and enabling cross-campus access to subscribed resources for these users can be a full time task.

JISC FUNDING AWARD - PROJECT SWISH

The Library, in partnership with IT Services, has been awarded funding under the JISC Core Middleware Programme to become an early adopter of Shibboleth. Project SWISH (South West Implementation of Shibboleth) will implement a Shibboleth pilot service involving registered members of the university based in Exeter, within the Peninsula Medical School and the Peninsula Allied Health Collaboration, and at the Combined Universities in Cornwall campus in Cornwall. It will also investigate possible integration with the university portal, being developed by the university's XPort project, and its potential to interact with other campus services, including the VLE service and the library management system (produced by Innovative Interfaces). Project SWISH is of 12 months duration and is managed by Ian Tilsed, the library's computing development officer.

MOVE TO ATHENS DA

At the beginning of the 2004/2005 academic year we introduced Athens Devolved Authentication (AthensDA), in a further move to simplify access to electronic resources. Based on an existing set of user credentials (in our case IT Services accounts), it has permitted readers to login to our Electronic Library and remain logged into Athens resources until they logout or close their browser. The introduction required considerable planning and development, particularly in relation to authentication schemas and data flows between university departments, but the system has integrated well and is a success.

ELECTRONIC RESOURCE MANAGEMENT (ERM)

In the light of comments from our users regarding complexities in accessing electronic journals, at the end of February we installed a new product available from Innovative Interfaces Inc. (who supply our library system). As well as facilitating the complexities that lie behind e-journal management, library users will benefit significantly from ERM's launch. The main 'public' purpose is to translate details relating to our electronic journal subscriptions (as passed to us from EBSCO, our main agents) into functional information on our library catalogue (<http://lib.ex.ac.uk>). The result is that over 2,500 'new' online journal titles have been added automatically to our catalogue and that all our e-journal links now show subscription coverage data. In addition, the links have all been 'proxied' so that they will work for all our authorised users regardless of whether they are on or off campus. Work is already under way to remove the older (non-proxied) links to nearly 8,000 e-journals from the catalogue and ERM will also keep holdings information up-to-date as subscriptions change, titles cease and new ones emerge.

SPECIAL COLLECTIONS

The heritage collections of the university are now all managed centrally through the library's special collections. There have been three clear phases to the integration process:

- the physical upgrade to the special collections site, 2000-2003
- the merger into the library of the university's museum, the Bill Douglas Centre for the History of Cinema and Popular Culture, 2002
- the merger into the library of the fine art collection, 2004.

Unification of the collections and staff has delivered significant service and resource management benefits arising from skills sharing between

library, archive, and museum professionals. The hybrid team has proved an invaluable foundation for new ICT initiatives, including the implementation of CALM (collection management software for archive, museum, and local studies' collections), and further development of EVE, the Bill Douglas Centre's catalogue and exhibition site (www.billdouglas.org/eve). EVE already attracts 8,000 hits a month, which is more than the average level of visitors to its museum galleries, and it has been chosen as an exemplar project by (MLA) the Council for Museums, Libraries and Archives and the Arts and Humanities Research Board.

The merger process has been challenging, but the increased flexibility of staffing, space, and access have delivered real and measurable increases in collection use which are convincing for staff and users alike.



Sculpture by Witold Graejan from the university's fine art collection

On display in the University of Exeter Library

Information collated and edited by Caroline Gale
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University of Glamorgan

OPENING HOURS REVIEW

The opening hours of both Learning Resources Centres at Treforest and Glyntaff have remained more or less unchanged for a number of years. During the last decade the way that students and staff go about their studies and use learning resources has changed. A number of factors have come on the scene in the meantime that have had some effect on higher education. These include

an increase in part time and distance learning students, more mature students and those from backgrounds less accustomed to HE study, advent of tuition fees, changes in study patterns (group work, use of laptops, use of Blackboard, etc.), more emphasis on self service facilities, access to around 7,000 e-journals, more research in some areas . . . the list goes on.

As a result we decided it was time to review the opening hours that currently operate and the kinds of services offered during those times. We were interested in weekdays, weekends and vacations. We have consulted students and staff in two ways. Firstly, a questionnaire survey (paper and e-versions) has been carried out which has resulted in 321 responses. Secondly, a focus group was held at Glyntaff with academic staff from the Law School and the School of Care Sciences. A third strand involved the collection of usage statistics over a seven-day period in February. This enabled us to determine usage (number of loans/returns, number of people visiting the LRCs, number of enquiries) across particular periods of the day. We're hoping this three-pronged approach will give us a rich picture allowing us to make any changes to the opening hours for the start of the next academic year.

MUCH CLOSER TO HOME

We have operated an off-campus store for many years on the Treforest industrial estate. This has acted as an overflow storage building for back issues of printed journals and books that are less in demand. Students and staff have been able to request that copies of journals/books be brought back to the LRC for loan/reading. This meant a daily van service to and from the store. Given the more widespread access to e-journals and the effectiveness of the interlibrary loan service, less use was being made of the facility. We have therefore now acquired an on-campus store which gives us a number of advantages – a more accessible facility within 100 yards of the Treforest LRC, a more manageable service and even some financial savings for the university. The downside, as some would see it, has been the need to edit fairly drastically the collections, as the new store was only able to accommodate 60% of the old store. With the cooperation of the Schools a fair number of volumes were withdrawn and the new store is being prepared for use again.

DIGITAL PHOTOCOPIERS . . . AND CHEAPER!

In response to feedback from customer satisfaction surveys and student suggestions we have reduced the cost of photocopying in the LRC. The

charge to students has been reduced from 6p to 5p for A4 b&w copies (12p to 10p for A3) and from 70p to 50p for A4 colour (£1.40 to £1 for A3). Acetate copying will remain at 20p but will include the acetate.

The lower costs are part of a new deal agreed with our suppliers to provide modern digital photocopying machines. The supplier (NRG) will continue to provide a fully managed service on our behalf, including maintenance, paper supplies and cash handling. New charging facilities have also been installed adjacent to each machine. The digital copiers have the capability of inter-operating with smart card software in the future and are likely to be more reliable than the previously more mechanised models.

STUDENT INDUCTION: NEXT STEPS

Despite the induction efforts of the information librarians we actually only see about 62% of all new students. Being concerned about the other 38% of students who miss out, we are constantly looking for ways in which we can increase the number of students we see at induction.

This year we tried a new and bold advertising campaign in addition to the normal liaison we have with academic schools. Posters were placed around the campus and inside the LRC building and were generally well received. We also had links on the freshers website and on the LRC's web pages advertising our sessions. Towards the end of induction week we offered sessions open to any student who had missed out earlier in the week.

We do not have final figures for those attending LRC induction sessions in 2004/05 but the indication so far is that they will not differ greatly from last year. We are therefore planning some new developments for this coming academic year.

The LRC induction video which we use in face to face induction sessions is being completely updated this year and we hope to be able to make it available online via our web pages. In addition we are developing three short detailed video clips on:

- How to use the OPAC
- How to access our electronic resources
- How to use our self-service facilities.

These short clips will also be integrated onto our web site. One big plus is that the induction material will be available 24x7 and students who

miss the face to face sessions will have access to the same information. Students starting their courses at non-traditional times of the year who sometimes miss out on a LRC induction will also be able to view the online version. The detailed clips, we hope, will be of use at 'point of need' later in a student's course and once the material is online it can be revisited any number of times. With the technology currently available to us the online material will be viewable on campus. Quality off-campus will also be reasonable with broadband but quality may not be as good with dial-up connections. Further developments will be needed to ensure that all off-campus access to the online video material is at a reasonable quality. These represent small steps in the right direction in terms of increasing the proportion of students who get to know how the Learning Resources Centre can help them.

NEW LRC STAFF

Since the last issue of *SCONUL Focus* we have welcomed more new staff. They are:

Tony Evans, Media Support Manager (Delivery)
Emma Rye, Assistant Librarian
Peter Axinowe, LRC Attendant
Alison Metcalfe, Learning Resources Assistant
Mark Griffiths, Media Support Officer

During the last few months we also said goodbye to Sara-Marie Wilkins, Paul Aitken and Karl Kiddie.

Steve Morgan
Deputy Head, Learning Resources Centre
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Glasgow Caledonian University

NEW LEARNING CENTRE

Glasgow Caledonian University's new learning centre will open in September 2005. The university has an international reputation for designing learning space thanks to the success of the Learningcafe designed four years ago. Learning Services at Glasgow Caledonian are predicting major interest in the new building and are planning how to respond to this, including some early feedback on its use in the winter 2005 edition of *SCONUL Focus*. The building enhances the Learningcafe model of group learning space, as well as developing space for a variety of other needs including silent individual study. Over ten student services including the library service will operate in the main feature of the building, a 2500 square metre,

nine metres high services mall. To prepare for this all services were part of the Student Access to Services project, reviewing services to make them more student focussed and considering the best way to deploy people and technology. More information from Jan Howden (J.howden@gcal.ac.uk). Also see <http://student.gcal.ac.uk>, www.learningservices.gcal.ac.uk, www.realcaledonian.ac.uk, <http://campus.gcal.ac.uk>

INFORMATION LITERACY SKILLS PROJECT – THE LINK BETWEEN SECONDARY AND TERTIARY EDUCATION

Following on from the Drumchapel project (see issue 33), Dr John Crawford, library research officer at Glasgow Caledonian University is focusing on the link between secondary and tertiary education in relation to information literacy skills.

The project, an innovative pilot aims to develop curriculum based IL frameworks with secondary and tertiary partners which, at the end of the project, can be rolled out to other participants. It will aim to produce secondary school leavers with a skill set/transferable knowledge which higher education can recognise and develop or which can be applied to the world of work directly.

For further information about this project contact:
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University of Leeds

LEEDS READ

World Book Day saw the culmination of activity for the library's 'Leeds Read' event. Based on the BBC's Big Read, students and staff were asked to firstly nominate their favourite read, and then to vote for the Leeds top read from a shortlist of 30 titles. In first place came Harper Lee's *To kill a mockingbird*, hotly pursued by what was regarded as the rank outsider in the shape of *The very hungry caterpillar* by Eric Carle. As part of Leeds Read, an event 'Between the Lines' was held by our Head of Special Collections, Chris Shepperd. Drawing upon the collection of original manuscripts held by Leeds, works were featured by such authors as Elizabeth Gaskell, William Thackeray, Arthur Ransome, Evelyn Waugh, Barbara Taylor-Bradford, and Kevin Crossley-Holland.

RESEARCH TRAINING OFFICER

The library has appointed a research training officer for 12 months to investigate training and support for research postgraduates and postdoctoral research staff. Angela Newton, previously faculty team librarian (science and engineering team), is undertaking this role which is part of university-wide work looking at improving the generic transferable skills of researchers, as recommended by the Roberts Review (SET for Success) in 2002.

THE EVIE PROJECT

EVIE is a two year project funded as part of the JISC Virtual Research Environments programme. It is made up of a partnership of the University of Leeds Library, the British Library, Virtual Knowledge Park, and Bodington.org. The project will address the challenges of researchers by testing the integration and deployment of key existing online components within a portal framework.

Currently EVIE is undertaking user requirements analysis. This has targeted three user communities (geography, medicine, White Rose Grid) for one-to-one interviews and focus groups. The next phase of this work package is to conduct a cross-campus questionnaire based on our emergent requirements model.

The project is keen to avoid adding complexity - initial results suggest that the researcher does not want to enter the same data twice, and the tools should be intuitive so that training requirements are minimal.

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Leeds Metropolitan University

STAFFING NEWS

Following Philip Payne's departure for Birkbeck College, Jo Norry has been appointed Head of Learning Support Services. In turn Wendy Luker (formerly Deputy at Civic Quarter) has been promoted to the Campus Library Manager post at Headingley Campus. Wendy also leads our academic liaison in her role as Academic Support Manager.

CHARTER MARK REACCREDITATION

Learning Support Services has been awarded the Charter Mark for the second time. The Government award is the national standard that recog-

nises excellence in customer service (as perceived by the customer) and to meet it, LSS showed that:

- it listens to its customers
- it learns which aspects of the service are most important to them
- it delivers a service that is tailored to their needs
- ...and is continuously improving

The assessor's report gave the details of our achievement against the individual elements of the criteria. Areas of best practice were identified as our commitment to supporting users with disabilities; development of appropriate and flexible consultation methods for different groups of users; benchmarking and the use of technology to improve services.

KEY SKILLS INITIATIVE

The library successfully launched a programme of workshops at the start of the academic year to support student transition to higher education, improve retention and raise achievement. Students can attend drop in sessions on IT, numeracy, academic literacy and information literacy as well as topics such as avoiding plagiarism and day long workshops on IT for absolute beginners. A pilot has also been taking place with the health faculty to specifically support their students' literacy skills.

Almost 1000 students took advantage of both the faculty and university-wide workshops during the autumn term. Their evaluation comments were very positive with 98% recommending the session to others and confidence levels rising from 25% to 84%. For more information please contact Marie Scopes m.scopes@leedsmet.ac.uk.

OPENING HOURS

Our new 24 hour opening which operates continuously from Monday 08.30 – Friday 19.00 during semesters has been well received by students. Busiest times overnight have been before 03.00, with some students staying throughout the night. Even more popular have been the extended opening hours on Saturdays and Sundays when we are now open until 23.00.

For the first time library services were available throughout the Christmas vacation as the Headingley Library opened its doors from Christmas Day until after the New Year holiday period. Over 1500 students used the library during the ten day period and over 800 books were borrowed through our self service facilities. Opening at this

time enables our many international students to keep in touch with family and friends - this was particularly important in light of the Asian tsunami.

Following a successful pilot in 2004 both the Civic Quarter and Headingley libraries will be opening throughout the Easter vacation (with the exception of Easter Sunday) with self service provided on the Bank Holidays. A publicity campaign has been launched to promote this, focussing on 'no need to panic about your dissertation deadline – the library is open over Easter'.

LIBRARY REFURBISHMENT

A significant investment has led to a refurbishment of part of Harrogate Library which supports our further education students. New furniture, extended IT facilities and complete new shelving for stock have provided a more inviting, modern study environment for students and staff. Study furniture is lighter in colour, more functional and welcoming for individual and group work. Extended IT facilities provide a quieter IT workspace. Lower shelving in part of the library opens up the space, welcoming the user to make full use of the facilities, including free drinking water and an area of comfortable seating.

PRIZE WINNERS

We reported in the last edition of SCONUL Focus that our disability support officers, Aly Peacock and Sue Smith, had been nominated for the university's prestigious Chancellor's Award. The library was very pleased to hear that they gained first prize, including a cheque for £1000 to further development their role supporting dyslexic and disabled students. For further information please contact a.peacock@leedsmet.ac.uk or s.a.smith@leedsmet.ac.uk

IMPROVING FRONT LINE SERVICES

The library's self service issue and return machines are now an integrated part of our front line service, supporting our extended opening hours. To enable users to become familiar with these facilities many of our information services assistants now work in front of the counter in a 'happy to help' capacity which also allows directional and other routine queries to be quickly dealt with. Contact Dilys Young for further information d.a.young@leedsmet.ac.uk

Helen Finlay
LSS Planning & Marketing Manager
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Napier University

NUINLINK: A GATEWAY TO ELECTRONIC RESOURCES AT NAPIER UNIVERSITY

As part of ongoing developments in the integration of the library's e-resource collections, Napier University Learning Information Services have recently implemented the Ex Libris product, the MetaLib library portal.

Rebranded as *NUINlink*, this powerful new search tool provides a single interface to a range of electronic resources including databases, e-journals, e-books, library catalogues and internet gateways.

The portal includes subject-based collections of resources and an A-Z list of the library's e-journals (around 7000 titles), combined with the ability to cross-search databases within the *NUINlink* interface. Other features allow library members to create lists of favourite resources, to save and export search results using the personalised features and to link from search results to the electronic full-text and other services, using the associated product SFX.

Sara Brown
Electronic Resources Advisor

The National Library of Scotland

IAN HAMILTON FINLAY

The National Library of Scotland have launched an exhibition of work of the artist and poet Ian Hamilton Finlay and his collaborators. The exhibition deals with his smaller paper works and features his collaborative relationships with Michael Harvey, the letter designer who was responsible for the inscriptions for Edinburgh's Playfair Project, Gary Hincks, an artist and designer who specialises in illustrating the Earth's dynamic systems, the photographer David Paterson, Robin Murdoch, a printer's representative, and the commercial artist and typographer Tom Bee. The exhibition runs until June.

Elizabeth Soutar Bookbinding competition
The Elizabeth Soutar Bookbinding competition which is organised annually by the NLS has been won by Stuart Brockman from England for his striking cover design for his entry 'Anacreon'. The prize is awarded to the book binder who displays creative use of the skills applied in a craft binding with particular emphasis given to the cover design. The student prize went to Anna Linssen from the Netherlands.

HEALTH AWARD

The library has been successful in achieving a bronze award in Scotland's Health at Work programme and now hopes to commit to working towards the silver award. A portfolio has to be built based on criteria that includes establishment of a health promotion group among staff, promotion of physical activity, provision of a smoke free environment and help to stop smoking, and raising awareness of health issues.

WORLD RENOWNED LITERARY ARCHIVE SECURED FOR SCOTLAND

The most important literary archive to have become publicly available in the last 100 years is on its way to Scotland thanks to a multi-million grant from the Heritage Lottery Fund (HLF).

The HLF has agreed to give £17.7 million towards the purchase of the John Murray Archive which will allow the National Library of Scotland (NLS) to complete the sale.

The John Murray Archive contains private letters, manuscripts and other correspondence from Jane Austen, Lord Byron, Sir Walter Scott, Benjamin Disraeli, Herman Melville, Charles Darwin, David Livingstone, Thomas Carlyle, Sir Arthur Conan Doyle and Edith Wharton, among others. It has been independently valued at £45 million but has been offered for sale to NLS at a reduced price of £31.2 million in order to keep the collection in the United Kingdom.

The National Librarian Martyn Wade said HLF's decision was wonderful news for Scotland and for the library. 'It is fantastic to secure such a unique and important collection for Scotland. There is still a lot to do, not least to achieve our own fundraising target of £6.5 million, but the HLF grant means that our funding package is now in place. It will allow us to go forward to complete the purchase.'

'We will now sit down with all interested parties and draw up a timetable for bringing the Archive to Scotland and ensure it is available for everyone to use and enjoy. It is entirely fitting that the Archive will be housed in Edinburgh, the first UNESCO World City of Literature and there is no doubt that it will enhance Scotland's cultural reputation both at home and overseas. This is a great day for the National Library and for Scotland as a whole. It is also important that this archive has been saved for the United Kingdom.'

The John Murray Archive contains more than 150,000 items. It is a literary treasure trove as well as being a who's who of great authors and thinkers. It contains many literary and historical gems along with political, scientific, engineering, travel and exploration material providing a rich source of information on British life and society over three centuries.

Helen Loughlin
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University of Newcastle upon Tyne

After 16 months of intermittent construction work to coincide with student vacations, the £1.5M redevelopment of the Walton Medical Library finally came to a happy conclusion when Sir Liam Donaldson (Chief Medical Officer) performed the official opening ceremony in February 2005. Sir Liam was particularly impressed with the way in which the library had adapted to changing teaching and learning methods. He was particularly impressed with the provision of over 80 student pcs, 16 group study rooms, a student café, access to electronic journals for NHS staff and a generally welcoming learning environment. The newly extended library also allows staff from Special Collections to display exhibits from the Pybus history of medicine collection and a unique collection of historic bleeding bowls.

Considerable efforts have been made in recent years to increase the total number of issue transactions via the 3M self issue terminals. The library has recently completed an interesting and effective collaborative venture with 3M using 6 Sigma project methodology to examine ways of increasing the total percentage of self issue transactions. After a period of analysis changes were implemented which produced a rise in self issue to 68% of total issues. This in turn has identified a 'break point' in terms of the effectiveness of these changes and given some pointers for the further enhancement of self issue which the library will be pursuing. This project is being written up for a future edition of SCONUL Focus.

Earlier in the year the library underwent our latest and fourth CharterMark revalidation which was successful and we still hold the record of being the first UK University to gain the CharterMark and to be validated four times in a row! The most recent process indicated that revalidation is becoming increasingly difficult each time with different criteria being developed and increasing

difficulties in proving full compliance with the assessment criteria. Despite these caveats, the library still gains benefits from possessing the Chartermark both in terms as a focus for continuous improvement and for our customer care programmes.

On the staffing front, Dr Melanie Wood has been appointed to the post of Special Collections Librarian...

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Roehampton University

SITE MERGER

Roehampton University (RU) now has a single Learning Resources Centre (LRC). The move of Whitelands College to new listed premises at Christmas led to a merger of the LRC from that site with the larger collection at the Roehampton Lane (RL) LRC. Fortunately for us, this was a two stage process. Last summer (seems a long time ago now!) we got the RL LRC ready. New offices for some in the old gym (which had been the stack area until November 2003) opened up space for the new stock. New desks were ready for the transferred staff.

And then (of course!) the builders over ran their deadline. At one point blood pressure nearly boiled over when there was talk of a site move in week 2 of the autumn term. In the end, wiser counsels prevailed and Whitelands (WL) LRC closed on 10 December in theory at 17.00 but a last issue was pictured at about 17.15! We then had a good Christmas party to celebrate.

As the RL LRC was ready, the actual move was very swift. The removers Olympic had all the stock over and on the shelves in four days. We then closed to all customers for the four days before Christmas. On the 20 December we had a 'tidy the library day' for all staff (and I mean all) so Sue Clegg, Director of Information Services, all the office staff and teams who don't normally touch paper were sent off to different bits of the LRC to merge collections and fine tidy. Great fun to do, a real eye opener to library work for many other staff, and nice mulled wine and mince pies too.

Even then the builders were not quite finished, so instead of moving kit into our new PC suite

at WL on 4 January, we only just got all the kit in by the start of the second semester on 7 February. Other fun things included plasterers covering up speaker sockets in the new big lecture theatre and the lectern conduit - specified as 125mm - turning out to be 25mm. So not all the wires would fit! That this did not cause major problems was down to the former WL staff, who - redeployed in the new PC suite - were at least able to act as familiar faces recognising and supporting the bewildered academic staff and students. The few complaints were often accompanied by praise for the Information Services staff for helping sort things out.

STAFF MERGER

Of course the big knock on effect of the merger was to disband the WL team of assistants and subject enquiry staff. Months of planning of who was to join which team started in autumn 2003, with an agreed plan by November 2003.

Implementation was delayed by a restructuring in summer 2004 and then of course the building delays. Not surprisingly, by December 2004 a number of staff had left and new staff not in the original plan had joined. A major success was, with two exceptions, being able to negotiate all staff into the areas they wanted to work in. Even the two staff who didn't get what they wanted played fair to help colleagues. A feat of negotiation I could not have achieved without the support of all staff, but in particular Faye Jackson, Customer Services Manager.

Christmas thus became not only a very short time to re-jig the LRC, but also a period of very rapid training for ex-WL staff into the ways of RL ...and a good opportunity to actually look hard at some of the ways things have always been done.

NEW DISABLED-ACCESSIBLE PC SUITE

Part of the changes to the RL LRC has been the provision, at long last, of a wheelchair accessible, 24x7 accessible (well, when the swipe is in) PC suite. We have made the upstairs bit, which is small rooms, silent work only, which has pleased the postgraduate students.

SELF ISSUE

As of Easter, we are self issuing and self returning using Plescon's system. So far, so good, with good use even without much prompting. The touch screens and video clip on how to put in your card seem to help. Several students have commented to me how they like getting a receipt for return of items, so they know they really were checked in.

ACOUSTIGUIDE TOUR

Acoustiguide manufacture audio tours for museums and increasingly now libraries. Min Allen (academic liaison team coordinator) led a very successful project group who have made this happen for us. A major coup was getting the Vice-Chancellor to record the introductory section and we have the photos of him doing it. As a keen supporter of anything to make life easier for students, he was keen to be involved. This has proved very useful in promoting the system. If the VC likes it, it must be good.

PEOPLE NEWS

Information Services senior management team was restructured last summer, with a smaller group of heads of services replacing the larger senior managers group. The structure is now

- Director of Information Services - Sue Clegg
- Assistant Directors - Paul Scarsbrook (LRC, Careers) and John Hill (technical areas)
- Heads of Service - Adam Edwards (Learning and Liaison Services - the library bit!), David Shacklady (Employment and Careers), Naz Khan (Computer and Communication Services), John King (Information Systems Support Services which includes MIS, Web and software training) and Peter Merton (Media Services - including TV Roehampton).

In Learning and Liaison Services I am supported by Pat Simons, Faye Jackson and a yet to be appointed academic liaison manager.

Pat Simons was appointed in the autumn as bibliographic and technical library services manager. She heads up a restructured department combining the old Bib Services with e-resources and the library system. Following poor responses to the Library Systems post when advertised, we are innovating with a trainee position to grow one of our own. Interviews will be happening shortly as a lot of staff have been interested. Pat is supported by Frances Wiggins (Specialist Services Coordinator Funds and Acquisitions) and Anne Caulfield (SSCO Cataloguing). The systems post is the third coordinator for the team.

Faye Jackson is now customer services manager, managing the front line teams covering Circulation and Stock, Enquiries and Lecture room equipment/PC suites.

J. Adam Edwards
Head of Learning and Liaison Services