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# News from member libraries

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## University of Birmingham

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Brendan Casey (previously Director of Information Services at City University) has recently taken up the new post of Director of Academic Services at University of Birmingham. Academic Services was created following the merger of the Academic Office and some elements of Information Services (Library Services and Learning Development). The purpose of the new structure is to provide integrated, academically-focussed support services for staff and students and to provide greater clarity and accountability in the leadership and management of all aspects of learning and research support.

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## The British Library

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### **BRITISH LIBRARY CHIEF EXECUTIVE RECEIVES HONOUR FROM HRH THE PRINCE OF WALES**

Lynne Brindley, Chief Executive of the British Library, was made a Dame of the British Empire in the New Year Honours. Lynne (pictured) received the insignia of her award from HRH The Prince of Wales in an investiture ceremony held at Buckingham Palace on 16 May 2008.

She receives the honour for services to education, having led the Library since July 2000.

Lynne said, 'I am delighted to receive this recognition. It is, of course, a great personal honour but it is also a tribute to my many talented colleagues at the British Library and in the library and information profession.

'It is particularly pleasing that the citation is for services for education: in a world that is ever more focused on information, expanding access to knowledge – in schools, universities, and through lifelong learning – is vital to all our futures.'

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## University of Buckingham

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The University of Buckingham is now an Associate member of JISC, and in consequence has access to JSTOR and Oxford Journals Archive, thus increasing our e-journal provision.

We have ordered the new SIRSIDynix Enterprise Portal Solution to replace our Library OPAC later this year, and will shortly start work on planning some electronic rooms for our different Schools of Study, so that e-journals, databases and other electronic resources are easily accessible in one place broken down by subjects.

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## Cambridge University

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### **LIVING AT THIS HOUR: JOHN MILTON AT 400**

'Living at this hour: John Milton 1608–2008', on display in the library's exhibition centre until 12 July, marks the quatercentenary of Milton's birth, and juxtaposes his own writings with material from later ages to chart his life and illustrate his continuing influence. Milton studied in Cambridge between 1625 and 1632, and the exhibition opens with documents from the University Archives tracing his academic progress.

### **REFURBISHMENT OF THE MEDICAL LIBRARY**

Users of the Medical Library will see some big changes in the summer of 2008 when the Library embarks on an extensive £1 million refurbishment project. It marks a major step towards achieving a core objective in the Library's strategic plan, namely its migration from a print-based collection to a service built principally around e-resources.

This will be the most substantial refurbishment of the Medical Library since it opened in 1980. The work, funded by the Clinical School and a grant from the Wolfson Foundation, through its CURL Library Programme, will involve structural alterations on both floors. On the upper floor a substantial amount of shelving will be cleared and replaced by an IT-based study area. On the lower floor small seminar rooms and an IT training suite will be created, while the reception area and staff workrooms will be remodelled. The removal of journal back-runs will begin after Easter 2008,

and construction work, starting in mid-June, will finish by October 2008.

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## King's College London

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### **CONNECTED CAMPUS@KING'S COLLEGE LONDON**

#### **Building a leading-edge IT infrastructure and electronic environment**

The provision of IT and information services at key Russell Group institution King's College London are about to enter into a phase of major transformation and innovative development.

Under the leadership of Karen Stanton, Chief Information Officer and College Librarian, the Information Services and Systems (ISS) department has launched the Connected Campus, an extensive programme that will align all of the College's technological and information initiatives with the objectives outlined in King's new 10-year Strategic Plan 2006-2016. The Connected Campus will play a key role in underpinning and contributing to the College's vision of enhancing quality and distinction in all areas of business activity, supported by world-class professional services and infrastructure.

A significant multi-million pound investment has been made by the College to achieve the vision of a state-of-the-art 'virtual campus' that connects people, information, services and knowledge; supporting mobility and enabling reliable 24/7 access and enhanced opportunities for collaboration. The portfolio of key activities includes: refurbishing the core IT infrastructure, providing seamless 'anytime anywhere' access to a diverse range of resources, applications and services and improving research, teaching and administrative processes using the latest web technologies.

'We aim to ensure that King's is in the forefront of technological development,' says Karen. 'The next few years will be a period of intense and challenging activity within

ISS as we set about delivering the Connected Campus framework.' A number of business critical projects already are underway and underpinning all of the work is the notion of delivering a relevant and customer-focused service that meets the complex and ever-changing needs of both staff and students. Key elements of the programme for 2007/8 include:

- introducing single-login to multiple resources and services, including personalised identity management
- delivering robust centrally managed data storage and back-up facilities
- improving desktop, server support and software delivery
- enhancing elearning support
- evaluating and acquiring key Web 2 resources and other social networking tools
- expanding IT and information skills training
- reviewing policies to improve access to information resources

Underpinning the entire programme will be a major e-communications project. A new integrated communications package, due for roll out between May and September 2008, will enable staff and students, regardless of hardware or operating system preferences, to communicate more effectively and efficiently with an integrated suite of Microsoft Exchange and Office resources.

The new tools will enable the effective management of appointments, email, voice mail, tasks and personal contact information. A key element of the new service is that it will embrace emerging mobile technologies and arising preferences for communication and information delivery: instant messaging, SMS, VoIP telephony and the use of Blackberries and other PDAs.

‘Another project team is working on building a standard global desktop for staff and students that will enable access to data and software applications from anywhere on the Internet,’ says Karen. ‘By autumn 2008 all the latest versions of commonly used software applications will be accessible via any computer irrespective of hardware or operating system; regardless of location. New or updated applications will be deployed quickly and efficiently, creating a more cost effective solution for IT support and software distribution across the College.’

Another exciting development is the establishment a Centre for e-Research within ISS to develop virtual research support services. ‘It will lead on building a research data management infrastructure at King’s, seeking to harness the potential of IT to enhance research and manage research output,’ says Karen.

In order to ensure that all staff and students can benefit from the significant changes that the Connected Campus will deliver, a training needs analysis will be initiated so that ISS can develop

an enhanced and integrated IT and information skills training portfolio.

For further information contact Gary Horrocks at [gary.horrocks@kcl.ac.uk](mailto:gary.horrocks@kcl.ac.uk)

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## Leeds Metropolitan University

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### **NEW JISC PROJECT – LEEDS MET PERSoNA**

In early December JISC (the Joint Information Systems Committee) notified us that a second bid for funding related to repository development had been successful. Our first JISC project began in March 2007, and concerns the setting up of an Institutional Repository. Wendy Luker is project manager for this project, and Nick Sheppard has been recruited as Repository Development Officer. The Institutional Repository project is now beginning to make real progress and it is planned that the necessary software will be up and running by Easter.

The new project is called PERSoNA, which stands for **Personal Engagement with Repositories through Social Networking Applications**. The team will be embedding social networking tools which allow chat, tagging and bookmarking (amongst other things) within the repository, and encouraging users to use these interfaces to comment on their use of our repositories and make recommendations amongst each other leading to the onward discovery of further resources.

### **STAFFING REVIEW**

Libraries and Learning Innovation implemented a new structure at the beginning of 2008. Jo Norry is supported by two Service Managers: Wendy Luker, Service Manager for Academic Support and E-Services, and Dilys Young, Service Manager for Service Development and I-Help. The service is based on four Professional Streams:

- Library Services and Operations (Professional Stream Leader: Katherine Everest)
  - Managing and developing services to students, staff, partners and visitors through the operation of the University’s Libraries and the Faculty of Innovation North’s integrated help and information service, i-Help; lending services; European services; marketing; disability support; learning spaces;
- Library Academic Support (Professional Stream Leader: Fiona Middleton) - Providing support for the academic programmes and research of the Faculties in each subject area

by exploiting the value of the library and information resources in learning, teaching, assessment and research; liaison and partnerships with Faculties; information literacy development; information access and collection development strategies;

- Technologies for Learning (Professional Stream Leader: Arthur Sargeant) - Supporting learning, teaching and research through the exploitation of e-learning systems, communication tools, electronic information services, and learning technologies including X-stream, portal, Library Online, library management system and the institutional repository; the Skills for Learning Team, website and key skills workshops;
- Learning Resources (Professional Stream Leader: **vacancy**) - Acquiring, developing and making available information resources in print, electronic and digital formats, including books, journals, media resources, bibliographic tools and databases to support the University's academic programme and research.

In addition we have said farewell to two long serving members of staff. Betty Downing and Penny Gamble retired after over 50 years' service between them. **Debbie Morris** has moved within Libraries and Learning Innovation to take on the role of Library Systems Developer, replacing Betty Downing. Debbie previously held posts of Journals and E-Resources Manager, Principal Information Officer and Senior Information Officer at Leeds Met. **David Baron** has been appointed to the post of Bibliographic Services Manager, taking over from Penny Gamble. David has previous experience with the British Library at Boston Spa, where amongst a number of roles he was Director of the ISSN UK Centre.

#### **CHARTER MARK SUCCESS**

The Library has been successful in its latest re-assessment of the Charter Mark Award, reaching full compliance with every one of the 63 criteria. This is a rare achievement amongst service organisations, and represents the culmination of a seven year journey since the Charter Mark was first achieved, initially with areas for development. The assessor particularly commended innovation in services, and imaginative use of resources where reprioritisation allows new and different things to be introduced every year. He was also impressed by the speed with which full compliance was reached which often takes organisations much longer. The Charter Mark is the Government's 'gold standard' for customer service excel-

lence, and we are one of the few University library services in the country to hold the award. Staff and students celebrated with a specially commissioned cake (pictured).



#### **BODY FOUND IN LIBRARY!**

As part of the university's spring Festival of Partnerships for Students, Headingley Library hosted a murder mystery event in association with the Harrogate International Festival and led by crime writer Ann Cleeves. Two members of library staff demonstrated hidden acting skills as they played the parts of suspects in the murder of a young library assistant while an audience of students and staff honed their detective skills in guessing 'whodunnit'. The body was ably played by a 'Resucianne' doll supplied by the university's health centre.

Helen Loughran

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## **University of Plymouth**

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#### **CAMPUS RELOCATION**

Summer 2008 will see the last phase of a four-year programme of campus (and library) relocations, when the Faculty of Education moves from Exmouth to Plymouth. Additional library space at Plymouth has been provided by means of a building extension (opened in 2004 to enable the relocation of two other campuses) and a second store. In September 2007 the university took a five-year lease on a warehouse to provide an off-campus library store, in addition to our existing

on-campus store. Lesser-used materials were transferred to these stores from July 2007 – March 2008, in preparation for the relocation of stock. The new store has 1,600 linear metres of shelving and contains book stock. The existing store has 3,500 linear metres and mostly contains journal backruns. All newer and heavily used material remains in the main library where we have also been able to create space for additional study places through the stores project and the move towards e-only journal subscriptions.

#### **ERM IMPLEMENTATION**

After purchasing our Electronic Resources Management system (Verde from Ex Libris) last summer we have been busy implementing and going live with the service. We have been working on improving our management of e-resources of all kinds over the last 12-18 months and so had done a lot of the preparation that implementation needed. That being the case, we have been in full production with the system since November, started using the Workflows in January and are now expanding how we use Verde to manage the “free” e-resources we offer to our users. We have also started to use Verde to manage things like annual support and maintenance contracts for our other library systems.

#### **METALIB SURVEY**

We launched Metalib at the start of the academic year to a lot of positive feedback and some concerns. In January we conducted an online survey to find out what the users thought of the system after the first term of usage. We offered an iPod Nano in a prize draw and over a two week period got 4,000 respondents – a very high rate compared to other library surveys. Overall findings are being presented to the Library Consultative Committee in May and our subject librarians are now working through the results from Faculties and Schools to develop specific action plans for user groups.

Fiona Greig

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## **University of Reading**

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#### **SPECIAL COLLECTIONS SERVICE REGROUPED WITH MUSEUMS SERVICE**

In late 2007 the University of Reading decided to form a new unit called University Library and Collections Services (ULCS) with University Librarian, Julia Munro at its head. This unit

comprises two ‘sub-units’; the University Library (again led by Mrs Munro) and University Museums and Special Collections Services (UMASCS), led by Kate Arnold-Forster.

This restructuring includes the move of the Library’s former Special Collections of archives and rare books into UMASCS management. Those staff formerly based in the Library’s Special Collections have therefore moved into UMASCS. However strong links and working relationships will remain between the Library and UMASCS with various Library staff continuing to support and contribute to, to a greater or lesser degree, many UMASCS operations and functions. Over time it is anticipated that the new working relationships between the University Library and UMASCS will be worked out, tested, and gradually settle down.

Acquisitions Managers: retired and acquired Pat Hanby, our former Acquisitions Manager, retired at the end of March 2008 after over 40 years service and not a single day’s sick leave. In this role she was always an approachable, humorous and helpful colleague, and one with an encyclopaedic knowledge of our Library’s collections, customs and former colleagues! We will miss Pat’s experience, interest in people and wide-ranging enthusiasm for so many things (especially children’s books, cricket and *The Archers*).

Our new Acquisitions Manager is Kate Devaney. As Acquisitions Team Leader – and Pat’s deputy – for the last ten years, Kate has already acquired many specialist skills, and much specialist knowledge essential to her new position.



*Pat Hanby retired from the University of Reading Library recently after over 40 years service. At a retirement party attended by many current and former colleagues, she was presented with a specially printed and bound book in the style of her favourite children’s literature.*

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## Roehampton University

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### ARCHIVES AND SPECIAL COLLECTIONS LAUNCH

Having enjoyed the cyber café launch party in September 2007, we thought we'd have another one in January, when we launched Archives and Special Collections. The launch put the Vice Chancellor's seal of approval on a remarkable transformation of both the collections and the space it is held in.

### SPACE

Two years ago, the Library had but one archive collection and a special collection of historic children's books. Other collections were scattered across the University and beyond. As part of the expansion of the LRC building, the University agreed to the creation of a humidity and temperature controlled store (£95,000), plus the conversion of part of the top floor of the building into a secure reading room. So for the first time ever, we have premises for our collections which meet proper conservation standards.

### COLLECTIONS

The archive now has six major collections:

**Froebel Archive of Childhood Studies**, transferred from Froebel College, which is we think the best collection of Froebel material in the UK and possibly Europe. It is widely used by educationalists interested in Froebel's work. We were honoured to have its founder Joachim Liebschner at the launch and he gave a talk on the collection and materials. As an adjunct we also have the **National Froebel Foundation Archive** containing records of meetings and students qualifications.

**Ann Hutchinson Guest Collection**. This is Laban notation choreography and other materials from Anne's work with many famous ballet and dance stars during her long career and is a wonderful resource for our (Research Assessment Exercise) 5\* rated Dance researchers.

**Jewish Resources Collection**. A teaching collection of books and objects on and about the Jewish faith. This has been built up with the active support and donations from five local Jewish communities. Indeed, we were gifted a torah on the day of the launch, so I had the interesting experience of learning how to roll the scrolls to find the passage appropriate for the day.

**Children's Literature Collection**. This is a collection of works on children's literature as an academic subject including some 3000 monographs and over 30 specialist journals. In addition there are some 900 historical children's books. We add new books each year, usually those winning prizes.

**Richmal Crompton Collection**. *William* needs no introduction, but in addition we have Richmal's personal library, a complete collection of all her less well known novels for adult readers and many personal papers including original drafts of some of the books and annotated scripts from the radio adaptations of the William stories. Papers and documents have already been loaned to the Seven Stories in Newcastle for their current exhibition on mischief in children's books. The cataloguers are working hard on this collection with much already on.

All of the collections are accessible via our Talis system at <http://194.80.240.57/TalisPrism/>.

More information is on our web site at [http://studentzone.roehampton.ac.uk/library/specialcollectionsandarchives/speccollanding.html](http://studentzone.roehampton.ac.uk/library/specialcollectionsandarchives/speccolllanding.html) or contact Kornelia Cepok our Archivist ([k.cepok@roehampton.ac.uk](mailto:k.cepok@roehampton.ac.uk)).

### COLOUR IN THE LRC

Our LRC is, being honest, a bit drab with most floors having institutional white walls and grey carpet. Following on from the very popular coloured seating in wired (our cyber café) and its courtyard we have been adding more colour to see what reaction we get. (Incidentally, our entry gate figures have gone up massively thanks to wired, so cyber cafés are good for your SCONUL stats!)



So on the 4th floor you will now find new sofas and pink, blue and green bean bags in the quiet study area. We have also installed lots of extra laptop power sockets.



In the journals area there are comfy red arm chairs as an alternative to the more upright chairs and carrels. We also have new furniture in the silent work area on the 3rd floor. We will be monitoring use and also how well the colours stand up to regular use with a view to what we purchase for the new library.



The stairs have walls and floors with different colours to help people know which floor they are on. Big polished metal floor numbers are coming soon. For readers viewing in black and white, the first floor (pictured) is bright blue!

This colour coding is being reflected in coloured signs and notices on the book floors.

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## University of York

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### NEW DIRECTOR

Stephen Town joined us in September 2007 as the new Director of Library and Archives. Elizabeth Heaps has now moved on to the role of Pro-Vice Chancellor for Estates in the University. Much of Elizabeth's work in the immediate future will be directed towards the University's expansion onto the new Heslington East campus which has received planning permission and is now in development.

### STRATEGY REVIEW

The Library and Archives strategy for 2005-2009 has been reviewed, at the midpoint of the strategy period. A set of key strategic themes have been identified:

- content of choice in context
- virtual space
- real space
- staff capability and capacity
- resourcing
- understanding and educating our customers and users
- quality and continuous improvement
- collaboration and partnership.

These themes are being developed as programme of work, defined in a detailed road-map and implementation plan.

### INFORMATION NEEDS FOR THE WORLD-CLASS UNIVERSITY

The Library and Archives has been participating in a University initiative to define strategic information needs for the future, in line with University aspirations to build on its world-class status. A substantial review and information-gathering process has taken place, and a university-wide consultation on the proposals is now underway.

### DEVELOPING THE DIGITAL LIBRARY

The Library has been successful in bidding to the JISC (Joint Information Systems Committee) Repositories and Preservation Programme for a project to develop a digital library repository. The project is called SAFIR (Sound Archives Film Image Repository) and will run for 11 months, having commenced on 1 May 2007. This will form the first phase of a much larger virtual library initiative at York. Julie Allinson has been appointed as the Digital Library Manager, and is now building up a team of staff to support the initiative. We have recently chosen the FEDORA digital repository system as our preferred tool to build the infrastructure for the digital library.

The Library is also involved in a digitisation project to contribute materials to the ArtStor Collection. We are digitising a large number of slides from the Corpus Vitrearum Medii Aevi (CVMA) collection of medieval stained glass images which are held at our King's Manor Library site.

York also successfully bid with its White Rose partners (Leeds and Sheffield) to a different strand in the same JISC programme for the IncReASe (Increasing Repository Content through Automation and Services) project. The project is investigating and piloting an automated approach to gathering, indexing and presenting digital research publications in White Rose Research Online, our shared repository of research papers.

### DEVELOPMENT OF NEW COLLECTIONS AND FACILITIES

The Library is developing new collections and facilities to support two new departments at the University: Law and Theatre; Film and Television. New collections are being purchased, and a flexible study space will be provided for Law in the JB Morrell Library to support the problem-based learning focus of the undergraduate course.

### ONLINE INFORMATION LITERACY TUTORIALS

We have developed an initial set of three online information literacy tutorials, focusing on using the Library Catalogue, understanding and using journals, and evaluating websites. The tutorials are based on the Library's Information Literacy Generic Learning Outcomes which were developed in conjunction with a number of Academic departments in the University. The tutorials are available from the Library website at <http://www.york.ac.uk/library/elibrary/tutorials.htm>, and are also available through our VLE.

**IMPROVED OPENING HOURS**

The Library is now open from 08.30, on a self-service basis (Monday-Friday, not including the summer vacation). Feedback from users so far has been positive, and numbers using the library from 08.30 are growing.

**LIBRARY USER SURVEY 2008**

We will be conducting our biannual Library User Survey in May 2008. This year, we will be using the LibQual+ survey methodology. One of the benefits of LibQual+ is the ability to obtain comparable assessment information from peer institutions; this will enable us to benchmark our results against those of other university libraries, in order to identify how we are performing in relation to the sector as a whole.

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