
News from member libraries

Leeds Metropolitan University

'LITTLE BOOK OF INFORMATION SKILLS'

The library has launched a new title in its 'Little books' series: 'The little book of information skills'. This is an innovative way of presenting information and engaging students in this crucial area, which is one of the university's assessment, learning and teaching priorities this year. The 'Little book' is aimed at first-year undergraduate students, and helps to address the university's priority of enhancing the first-year experience. It follows the seven steps a fictional student takes to find information in the library, based on an assignment brief of a presentation on global warming. The book gives examples of how the student conducts her research by following the steps of SCONUL's 'Seven pillars of information literacy'. The format of the book is especially accessible and portable and it contains hints and tips as well as a step-by-step approach to good practice in information skills.

If you would like a sample copy please contact Chris Kay (c.kay@leedsmet.ac.uk).

TIMES HIGHER EDUCATION STUDENT EXPERIENCE SURVEY

The university is celebrating the success of the library in the Times Higher Education student experience survey, where students placed us in joint second position in the category 'Good library and library opening hours'. The scoring places us on a par with the universities of Cambridge, Hertfordshire and Loughborough and just one place behind Oxford! This is a significant achievement for the university and provides important national recognition for all colleagues in the library team.

CUSTOMER SERVICE EXCELLENCE AWARD

Libraries and Learning Innovation has achieved the government's Customer Service Excellence Award (the replacement for Charter Mark, which the service has held since 2004). The assessor highlighted a number of key strengths:

- Very good understanding of the needs of customers, including 'hard to reach' customers, including well-developed services for

students with disabilities and international students

- Good levels of customer satisfaction, with the service ranking highly in comparison to those at other universities
- Good leadership corporately and from senior staff for the delivery of 'student centred' services
- Comprehensive systems in place for monitoring and reviewing performance regarding service delivery outcomes and the timeliness of delivery.

STAFFING NEWS

Dilys Young, service manager: service development and i-Help, left Leeds Met on 15 March to take up the post of assistant director: academic services at Northumbria University. Dilys has been at Leeds Met for almost five years, initially as campus library manager at Civic Quarter and latterly as service manager: service development and i-Help. In that time she has overseen the development of self-services using RFID, full-year 24-hour opening and the i-Help project.

EXTENDED 24x7 SERVICES

The university has signed up to the NorMAN out-of-hours IT support service, which means that students will be able to receive help and advice by telephone or e-mail when the library is open on a self-service basis. As we are now in our second full year of 24x7 opening hours, this significantly extends the support we offer.

Helen Loughran
h.loughran@leedsmet.ac.uk

Liverpool John Moores University

CONVERGENCE – LAUNCH OF NEW DEPARTMENT

Liverpool John Moores University is now implementing its 'student experience review' (SERIG). One of the recommendations of this review was to develop a whole new student support service model, which includes the full convergence of library and information services (LIS) and of student services, to form a new department to be known as 'library and student support'. The LIS and student services management teams are currently planning for these huge changes. The model is based around the concept of all student-facing services being managed and delivered by a single university support department, with no need for the student to have an understanding of either the structural organisation underlying the service delivery or the way in which the

university defines his or her need. The model presents one point of enquiry for people entering the university's learning resource centres (LRCs), staffed by dedicated customer services staff. The new department will consist of all library and IT support services as well as student support services, such as enrolment and assignment hand-in processes, as well as being an appointment and referral point for welfare, financial advice, careers and counselling.

The new library and student support department will be operational by September 2009 and is using the opportunity of recent LRC refurbishment works to make some major changes to the way in which student support services are delivered at LJMU. (For more information see the project blog at <http://aldhamrobarts.blogspot.com/>.)

An extensive programme of staff training and development is under way, addressing the changes that will affect all staff, including 'getting to know you' events, where both LIS and student services have been brought together to find out about each other's departments, and 'managing yourself through change' events. Specific skills training and social events will follow these introductory sessions.

RFID

RFID technology is being introduced at LJMU in order to support the university's key objective of enhancing the student experience by introducing more self-service facilities. The aim of the RFID technology is to enhance the student experience in accessing material in the LRCs 24x7, by providing efficient, quick, easy-to-use self-service issue and return of stock.

Introduction of RFID technology will be achieved in two phases. Phase 1 is the implementation of RFID at the Aldham Robarts LRC. This is being put in place for September 2009 and coincides with major refurbishment work in the LRC. An automatic book-sorter is being installed along with new self-check machines. Stock management and integration of the online payment system is also being planned. Phase 2 is the implementation of RFID at Avril Robarts LRC and I. M. Marsh LRC, and this is being planned for September 2010.

LEARNING 2.0 @LJMU

A recent initiative within LIS at LJMU has been the development of a staff-development programme called 'Learning 2.0 @LJMU' (for more on

this see my article on this in this issue of SCONUL Focus). The programme has been designed for LIS staff to meet some learning technology and Web 2.0 skills gaps, and includes familiarisation with technology-enhanced learning initiatives within the university. The main objectives of the programme are to:

- enhance the support available for learners within the LRCs
- encourage innovative ways of working amongst LIS staff.

'Learning 2.0 @LJMU' is a hands-on, interactive learning programme that provides an opportunity to explore Web 2.0 tools and the impact these tools are having on teaching and learning. The programme was developed collaboratively amongst LIS staff and the LDU and commenced in January 2009, with all 140 LIS staff taking part.

Delivered within the Blackboard VLE, 'Learning 2.0 @LJMU' introduces staff to all aspects of Web 2.0 technologies and asks participants to reflect upon how platforms such as blogs, wikis, social networking and so on can be applied within their environment. The programme makes use of e-portfolios and staff were divided into 'learning groups' and were required to complete and submit an e-portfolio at the end of the programme to demonstrate their progress, knowledge and understanding. The first rollout of the programme ran from January to April 2009.

FETCHIT AND THE GOOGLE EFFECT

During the summer of 2008, LIS launched the new gateway to electronic resources, the 'electronic library'. In addition to a new interface replacing the old list of electronic journals and databases, the newly rebranded FindIt, FetchIt and FindRef services, our link resolver and federated search tools, were implemented.

Work was also undertaken on the FetchIt database so that it interacts with Google Scholar and is able to provide LJMU students with easier access to subscribed electronic journals. As a result of all of this work, there has been a marked increase (more than 50% in some cases) in the number of full-text requests being made through the FetchIt and FindRef services (see Figure 1).

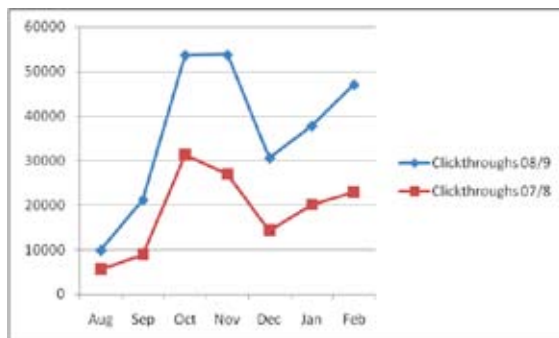


Figure 1. Numbers of articles linked to via FetchIt/FindRef

E-THESES

Following a decision to subscribe to the electronic theses online service (EThOS), an e-theses project team was set up in summer 2008 to examine the adoption of the electronic submission of theses at LJMU. The team is comprised of relevant members of learning and information services, the postgraduate registrar and the intellectual property and commercialisation manager.

The university has a digital repository called 'digital collections' which utilises the DigiTool software from Ex-Libris (see <http://www.ljmu.ac.uk/lea/digitalcollections>). Self-deposit has been set up within the repository and DigiTool has now been configured to enable harvesting of e-thesis metadata in UKETD_DC format by the EThOS service. This information has been shared with the DigiTool community and with EThOS.

A pilot project is now under way but the collection does not appear within the repository at the time of writing. The project team are now working on developing a website which will address the submission and deposit of e-theses, including all relevant agreements and policies. A report on the pilot project will be submitted to the university's research degrees committee in June 2009 and it is then planned to submit the changes to the university's regulations ready for adoption of mandatory deposit of e-theses in September 2009.

Leo Appleton

E-mail: l.appleton1@ljmu.ac.uk

Newcastle University

The end of 2008 was overshadowed for everyone in the library by the death of Tom Graham, who had been University Librarian and Keeper of the Pybus Collection since 1997. Tom had been afflicted for most of the year with stomach cancer, and although he bore his long course of treatment

with great courage and strength, he died on 30 November after a short final illness.

However, under Tom's leadership, and through the efforts of an excellent team of staff, a great deal was achieved during that period.

Tom's obituary appears in this issue of *SCONUL Focus*.

SERVICE ENVIRONMENTS AND LEARNING SPACES

During the summer, the entrance and reception areas of the Robinson Library were completely remodelled and refurbished. A much more open and welcoming environment has been created, with self-services brought more to the fore while retaining prominent, but smaller, staffed service points. Alongside the service area, a new social learning space called the OpenSpace has been introduced, building on the success of YourSpace and the Learning Lounge, which were set up in other parts of the building in 2008 with the support of funding from the Wolfson Foundation. The library's range of new learning spaces has been extremely popular with students, and has excited a lot of interest from elsewhere in the university. They are now being used as models of good practice in planning for new facilities for students outside the library, as part of a programme of strategic development of the university's estate.

ANOTHER WOLFSON FOUNDATION SUCCESS

A bid to the third round of the RLUK (Research Libraries UK)/Wolfson libraries fund was approved in December 2008, with £124,000 awarded for the development of the library's special collections and archives stores. Along with matching funding from the library's endowments, the Wolfson award will enable us to construct a new store in the Robinson Library, fully compliant with British Standard BS5454:2000, and to make significant improvements to environmental controls in the existing store room. The construction work is due to take place during summer 2009.

UK RESEARCH RESERVE

Having applied successfully to join Phase 1 of UKRR in its final stages, a project team worked in double-quick time to plan the removal and recycling of around 750 linear metres of journal backruns. Journal titles were selected for the project almost exclusively on the basis that they had been replaced by secure electronic backfiles in the STEM subjects (Science, Technology, Engineering and Mathematics). This enabled the team to work quickly and to secure approval readily from academic stakeholders. The space vacated

in the Robinson Library enabled a major shift and rationalisation of stock during the summer vacation – during the exercise, almost every book in the library was moved to a new location!

SCHOOLS LIAISON PROJECT

At the beginning of 2008, a new post of education officer was created to lead the development of links and a programme of activities with local schools. Sara Bird, a qualified and practising teacher, was appointed, and she has developed a number of successful initiatives with colleagues in special collections and archives and the academic liaison team. The number of school visits to the library has increased enormously, with over 1,400 school students coming to us during the last year. Sara has also worked closely with teachers in local schools and has developed a range of project-based resources from the library's archives and special collections, including the highly successful 'Archives Alive' website, which uses historical material relating to cholera epidemics in the region.

INVESTORS IN PEOPLE (IIP)

Last year began with the award of a fifth Charter Mark for the library, and ended with a reaccreditation of our IIP standard. Having worked extensively on a new learning and development strategy during the year, the library's learning and development group successfully led the reapplication process. The assessor reported that the library had fully complied with all the IIP criteria, and commended the library particularly on the clarity of its mission and purpose, and on the strong commitment of the staff to providing high-quality services to its customers.

Wayne Connolly

E-mail: wayne.connolly@newcastle.ac.uk

University of Reading

COLLECTIONS PROJECT 2009-2013

We have recently begun an ambitious five-year Collections Project, re-profiling Library collections to better meet our users' current and future needs, and address space shortages. It includes the acquisition of an off-campus store and the ultimate closure of our Bulmershe Library site, besides revision of much of our existing stock. Our plans are outlined on our website at: www.reading.ac.uk/library/collections-project

Pictured is Claire Cannings, Cataloguing and Liaison Support Assistant at Bulmershe Library,



with the first volumes identified as destined for our yet-to-be-built off-campus store.

BLACKBOARD QUESTION POOL

In August 2008 we made available a pool of 160 library/information skills questions on our university's virtual learning environment, Blackboard, which academic staff can use or adapt in their own courses. The Blackboard Question Pool project was supported by a grant from the University of Reading's Teaching and Learning Development Fund. This enabled key staff to spend time on the project by buying extra support staff time to cover their information desk duties.

NEW SPECIAL COLLECTIONS WEBPAGES

Our celebrated Special Collections Services now have excellent new webpages. Find them from the University Library's pages or directly at www.reading.ac.uk/special-collections

Rachel Redrup

Email: r.m.j.redrup@reading.ac.uk

Roehampton University

SILENT STUDY AREA

March 2009 sees the completion of the refurbishment of part of the Library 3rd floor as a silent study area. The space has been given a complete repaint, a new green carpet and most importantly, given our location on the approach to Heathrow and the proximity of the student bar, secondary glazing. We have also bought new curved carrels to answer the critique that we don't give silent

workers enough individual work space. Around the side of the larger outer space are some small bookable rooms with PCs. The whole area has been prominently labelled with red warning signs to make it very clear that the area is designated for silent study only.



Carrels are from Space Oasis.

PINK COUNTER AND COLOURED SHIRTS

Last summer, to free space for more self issue machines, we got a new pink counter, known as Enquiry Central – The Pink Desk. This is designed to be very visible from the library entrance. Our Learning Advisors, pictured, are modelling the uniform polo shirts worn by front line staff. The shirts are clearly marked with the University logo and the words ‘Library Staff’ across the back. . This is proving to be successful in making staff visible to customers particularly when roving on the floors.



The pink counter is from Space Oasis and the shirts are supplied by hotline.co.uk

If you would like more information about any of these items do please contact Michela Wilkins, Head of Library and IT Facilities and Business Services, m.wilkins@roehampton.ac.uk

Adam Edwards
Deputy Librarian
Roehampton University
Adam.Edwards@roehampton.ac.uk

Royal Holloway, University of London

Library Services has a new management team in place as of the 19 January 2009:

John Tuck took up the post of Director of Library Services in August 2008. Previously he had been Head of British Collections at the British Library (2002-2008) and Deputy to the Director of University Library Services and to Bodley’s Librarian in the University of Oxford (1998-2002). For twenty years before that he occupied a number of posts at the John Rylands University Library, University of Manchester, from SCONUL trainee to joint Deputy Librarian.

Coral Black joins the team as Associate Director (Planning and Administration) from Senate House Library, University of London where she was Head of Public Services. Prior to this Coral worked in a number of roles at Liverpool John Moores, University of Central Lancashire and Edge Hill University.

The new Associate Director (Academic Support), Matthew Brooke, was previously the Library Services Manager at Royal Holloway, and has led several large improvement projects to Library Services including the refurbishment of part of Founder’s Library, and the introduction of self-service in the Founder’s and Bedford Libraries. Matthew also worked very closely on the recent social learning space in the Bedford Library. Previously, Matthew managed the Founder’s library, and had been a liaison librarian for several departments including English, Music and History.

Finally, Tim Wales joins us as Associate Director (E-Strategy) from the Open University Library where he was the Learning & Teaching Librarian Team Leader for the Faculty of Maths, Computing & Technology and, previously, the Open University Business School. Tim’s career has also seen him work in the City as a researcher for an investment bank and at various University of London libraries, having started out in the information profession as a trade journalist in Lowestoft.

The first challenge of the new team and all library staff at Royal Holloway has been the completion of tlc@bedford, a new social learning space now entering its second term. For further details see the article in this issue and the [tlc@bedford](http://uk.youtube.com/watch?v=klouRhI_VpA) YouTube video at: http://uk.youtube.com/watch?v=klouRhI_VpA



Royal Holloway Library's new management team (left to right) Coral Black; Matthew Brooke; Tim Wales and John Tuck

Tim Wales
Tim.Wales@rhul.ac.uk

University of Sussex

At the end of September 2008, Dorothy Sheridan retired from her post as Head of Special Collections and Research Services after nearly 35 years with the University having received an honorary professorship in acknowledgement of her contribution to the university. We are delighted to announce that Jane Harvell, formerly Research Liaison Manager at Sussex has been appointed to the post and took up her new role at the start of 2009. Joanna Ball, currently sub-librarian at Trinity College Cambridge will be joining us in early May as Research Liaison Manager.

Elsewhere in the Library we have launched a number of new initiatives on the technical front. Our Twitter account (<http://twitter.com/sussex-library>) has already attracted a number of 'followers' from as far away as New Zealand. Our new Facebook page (<http://www.facebook.com/home.php?#/pages/Brighton-United-Kingdom/University-of-Sussex-Library/43322833281?ref=mf>) is also gaining a respectable following, which we hope to further improve as we set to marketing it. Finally, we recently launched Aquabrowser as our 'beta-catalogue' (<http://beta.library.sussex.ac.uk/ABL/>): aimed to run in parallel with the main library catalogue, it is proving extremely popular with our users and we are adding more functionality for trial on an on-going basis.

Sally Faith
S.M.Faith@sussex.ac.uk