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SCONUL

SCONUL is the membership organisation for all academic and national libraries in the UK and Ireland. Its members include libraries in higher education institutions (not only universities but also colleges, specialist schools and conservatoires in higher education); the British Library and the National Libraries of Ireland, Scotland and Wales; and libraries in national museums and other similar institutions. SCONUL is a registered charity.

SCONUL is a key strategic body providing a voice for our diverse membership which, collectively, is the primary provider of information services to the UK research and tertiary education communities. We bring specific expertise about our sector to influence national initiatives and policy development, advising both Government agencies and other bodies on policy and sectoral priorities. We work to ensure that the key contributions our sector can make are related and integrated with these broader agendas.

SCONUL provides advice, guidance on best practice and networking opportunities to support our members who are typically library directors: the information experts within the organisations they represent.

Our vision

SCONUL's vision is to provide focused leadership to UK and Irish academic and national libraries, enabling the sector to position itself at the forefront of international developments to support researchers, teachers and learners in tertiary education through the promotion of innovation and best practice.

Our values

SCONUL's organisational values focus on being:

- Expert
- Influential
- Inclusive
- Relevant

Our mission

SCONUL's mission is to promote excellence in library services in higher education and national libraries by

- influencing government, government agencies and other bodies to develop policies and practice that support our vision
- adopting an advocacy role (in relation, for example, to legislative and scholarly communication developments)
- supporting facilitative and collaborative working both

within the sector and with other partners (including an observatory and technology watch role).

Our objectives

SCONUL's four key objectives are to

- advocate on behalf of members, influencing policy makers and encouraging debate on information issues
- raise the profile of UK higher education and national libraries
- promote the development, implementation and sharing of good practice to improve service delivery to library users
- support members in planning for future service needs by identifying trends and issues for information services such as personalisation, collaboration, space-planning, management and skills

Governance and management

SCONUL is governed by its members (listed on pages 14-17 with new members in 2009 marked by an asterisk) whose Representatives meet twice a year, and between meetings by an elected Executive Board.

Executive Board at 31 December

Jane Core (Northumbria University) **Chair**

Fiona Parsons (University of Wolverhampton) **Vice-Chair**

Alun Jenkins (Cardiff University) **Treasurer**

Jeremy Atkinson (University of Glamorgan)

David Ball (Bournemouth University)

Emma Bull (Queen Mary, University of London)

Philip Cohen (Consortium of National and University Libraries) Co-opted

Helen Durndell (Scottish Confederation of University and Research Libraries) Co-opted

Liz Jolly (Teesside University)

John Lancaster (University of Huddersfield)

Maire Lanigan (City University)

Sara Marsh (Bradford University)

Philip Payne (Birkbeck, University of London)

Joanna Newman (The British Library) Co-opted



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Chair's introduction 2009

SCONUL's wide portfolio of activities is a judicious blend: on the one hand, highly strategic, forward-looking policy development; on the other hand, firmly practical and operational assistance to library directors and library users.

In the first category our vision for a shared service, across many or all UK higher education libraries, reached its culmination in a detailed business case for substantial investment by the Higher Education Funding Council for England. The business case outlined ways of reducing overall library expenditure by concentrating effort in creating, by stages, an all-purpose software suite. The suite would embrace the usual management of lending, acquisitions, and periodicals subscriptions, together with ground-breaking cooperative development of devices to manage digital resources and their associated licences. At the end of the year the business case was formally submitted to HEFCE.

Another strategic role for SCONUL has been the initiation of the 'Academic libraries of the future' programme. Through workshops and consultations with experts, the programme looks to 2050 when the word 'library' may be a misnomer, but when services of the kind currently provided by libraries will probably be needed, albeit in new forms. Many of SCONUL's traditional allies are partners in this complex and exciting project.

SCONUL members also value the practical side of our activities. Our working groups are concentrations of knowledge about health libraries, information literacy, statistics, surveys, performance measurement and improvement, the quality assurance régimes in higher education and how libraries fit within them, and the latest thinking in space planning for libraries and for learning. This knowledge is constantly being tapped, both by our own members, and also by outside policy-making and consultative bodies of all kinds.

Nor do we forget the users of our libraries. Some 30,000 students and researchers know of SCONUL only through our well-regarded 'SCONUL Access' card, which facilitates the use of our member libraries by people far from home.

This wide range of activity is facilitated by interlocking tripartite structure. Like the three principal European Union institutions, or the three branches of the United States government, the SCONUL trio of Executive Board, Working Groups and secretariat provides a flexible mechanism to harness expert and administrative skills and a measured and imaginative governance.

Our report for 2008 mentioned the world economic crisis. The year 2009 has brought no relief, and indeed the signs for the future are bleak. One strategy for mitigating financial difficulties, is to resort to sharing and collaboration, where SCONUL has an excellent track record and looks forward to a great future.



Overview of the year

SCONUL has four key objectives. Progress against those objectives in 2009 is listed below:

Objective 1: To advocate on behalf of members, influencing policy makers and encouraging debate on information issues

Influencing the UK government

The UK government vigorously reviewed its laws relating to digital information. Because such laws have an immediate effect on students, researchers and libraries, SCONUL took an active part in the review. We contributed reasoned responses to four major consultations: *Copyright, the future: developing a copyright agenda for the 21st century* (4 February), *Digital Britain: the interim report* (12 March), *Copyright in a digital world: what role for a digital rights agency* (26 March), and *Strategic priorities for copyright* (26 March). Legislative change is a personal interest of the Minister for Higher Education, David Lammy, MP, whose portfolio also includes intellectual property. SCONUL's Secretary was one of four members of the Libraries and Archives Copyright Alliance who met Mr Lammy at the House of Commons in July, to emphasise the importance of a legislative framework which recognises the major role of

libraries and higher education in the digital economy. For the same purpose the Secretary represented Baroness Warwick of Universities UK at an intellectual property workshop in February established by Mr Lammy. The following month he was asked to take part in the (UK) Intellectual Property Office's fact-finding meeting on the relationship between the Copyright Tribunal and the copyright-royalty collecting societies. In unofficial meetings in February and June the Secretary was an invited expert at briefing meetings for the Shadow Ministers for Culture and for Education. In July SCONUL joined a pressure group called 'Copyright for Research', which was founded by the British Library, and was inaugurated at the Wellcome Institute for the History of Medicine.

At the end of the year the UK's Digital Economy Bill was published. SCONUL liaised with the British Library and with Universities UK about amendments we regarded as desirable in order to avoid undue burdens on our institutions in the management of hard-wired and wi-fi networks. For the Libraries and Archives Copyright Alliance, SCONUL drafted a briefing for peers.

Advocating for members in the European institutions: copyright and VAT

Most laws governing the use of information emanate from the European institutions, and SCONUL continued its active support of the European Bureau of Library and Information and Documentation Associations which puts our professional views to the Commission and the European Parliament. EBLIDA and its allies succeeded in the spring in persuading the Parliament to abandon a measure declaring the European copyright régime entirely satisfactory and immune from reform. The SCONUL Secretary continued his work for the European Commission as part of the activities of its High Level Group on Digital Libraries.

For many years SCONUL has been engaged in joint lobbying towards a more rational VAT régime for digital publications, which until 2009 had been subject (unlike their printed counterparts) to the standard rate of VAT throughout the European Union. This year SCONUL continued the campaign and it was satisfying to see partial success when the European Council's Economic and Financial Affairs group agreed to allow a reduction in VAT to 5%



for audiobooks and e-books. We now have the task of persuading the British and Irish governments to implement the change.

Objective 2: To raise the profile of higher education and national libraries: high level collaborations

The political advocacy described above served also to raise the profile of our constituent libraries. Our collaborations with other organisations have emphasised the importance of libraries as follows:

The Higher Education Funding Council for England (HEFCE) – successfully bidding for funds towards collaborative management by libraries of major software applications and business processes

The Leadership Foundation for Higher Education – demonstrating, through joint governance of the Future Leaders programme, that the leadership of directors of library and information services is critical to success of higher education institutions

Universities UK – showing deep understanding of, and advising on, the legislative framework affecting information handling in higher education institutions

In addition, SCONUL's communications consultancy Linstock Communications secured, or helped to secure, press coverage of our member libraries on [X] occasions in 2009. SCONUL's Secretary was an invited speaker at four international conferences: in Brussels (April), Vienna (May), Toulouse (July), and Madrid (November).

A new Task Force of the Executive Board on International relations began a sustained development of collaborations with overseas partners.

Objective 3: Promoting and sharing good practice in service delivery

Mention has been made above of the major investigation, funded by HEFCE, towards shared development across higher education libraries of large software applications and business processes. Under the same HEFCE funding programme the UK Research Reserve began operations to guarantee the long-term preservation of research material in libraries, thus allowing reduced duplication of holdings. SCONUL's role in this collaboration became more important, not only in our representation on the selection panel for participating libraries,

but more crucially in leading negotiations as to which libraries would hold particular items of rare research material. Otherwise SCONUL's most important collaborative alliance was with the Joint Information Systems Committee (JISC) of the UK higher education funding councils. We contributed at JISC's strategic partners consultation in February, and signed a Memorandum of Understanding with JISC to formalise an Associate Partnership. Activities with JISC are described in the next section.

SCONUL promised funding of £5000 to a project planned by the M25 Consortium of Academic Libraries. The project aims to develop practical, technical and administrative arrangements to enable library users in higher education to consult the digital scholarly resources of any other higher education library that they may visit. Legal and technical barriers currently inhibit the consultation of digital materials. At the end of the year the project awaited a decision from its principal funder, HEFCE.

Our member libraries continued to contribute data to the 'Designing Libraries' public-access website, of which SCONUL is a supporting



partner. This website provides detailed factual information to help anyone involved in planning new library buildings or refurbishments of existing libraries.

By far our most important contribution to shared service delivery for the benefit of library users was the 'SCONUL Access' card. Our library card is reciprocally recognised by all our member institutions, and 28,000 students and researchers took advantage of it in 2009 to use another library, borrowing a total of 350,000 books over the year. In recognition of its importance to researchers, 'SCONUL Access' again received a financial grant from the Research Information Network for which we are grateful.

Objective 4: Helping plan for future service needs

On a very broad scale the 'Libraries of the Future' survey aims to predict the most effective development of higher education and national libraries for the foreseeable future. For this important and wide-ranging project SCONUL has joined forces with the British Library, JISC, the Research Information Network and Research Libraries

UK, the detailed work being carried out by consultants.

Another combination of partners, SCONUL, the British Library and the Universities and Colleges Information Systems Association (UCISA), again advised the Leadership Foundation for Higher Education in relation to its highly-regarded programme for directors, and aspiring directors, of information technology and library services, which achieves its fourth cohort. The Leadership Foundation's programme successfully builds a reserve of potential directors for the highest positions in two closely-related professions.

Part of planning for the future is establishing the current situation accurately. The year saw a dramatic change in the economic outlook for our members, and we collaborated with JISC and with our colleagues in UCISA in a survey, conducted by Ipsos/MORI, of directors of library, computing, and information services. A report was published in May. In order to provide even more detail of a critical situation we helped to organise a further study in the autumn in collaboration with the Research Information Network, whose report, due early in 2010, was

expected to show the effect of economic stringency on libraries in higher education.

Supplementing this economic information, the 'Top concerns' survey of our members, funded by SCONUL and conducted by Priority Research Ltd, indicated the operational priorities of our library directors, and was published in June. We continued to publish, and develop, our detailed annual statistical survey of UK higher education libraries which remains the key factual basis for future planning in our constituency.



Principal policy statements of 2009

- | | |
|-------------|---|
| 4 February | Response to the UK Government consultation paper <i>© the future: developing a copyright agenda for the 21st century</i> |
| 12 March | Response to the UK Government consultation paper <i>Digital Britain: the interim report</i> |
| 20 March | Response to the UK Government consultation paper <i>Copyright in a digital world: what role for a digital rights agency</i> |
| 26 March | Response to the UK Government consultation paper <i>Strategic priorities for copyright</i> |
| 6 April | The Frankfurt Group's letter (SCONUL a signatory) to the European Commissioner for Taxation and Customs Union asking for more favourable VAT rates for digital publications |
| 31 July | Response to the National Archives consultation <i>Archives for the 21st century</i> |
| 16 December | Response to the European Commission Reflection Paper on <i>Creative content in a European single digital market</i> |



Access to libraries

The SCONUL Access Steering Group oversees our scheme which permits researchers, distance learners, and students on placement to borrow from a library other than their own. The second year of SCONUL Access saw the development of a strong, unified scheme, as an important building block for research and learning. Day-to-day operation is managed by contracted administrators, assisted by a designated member of staff in each participating library. The year was one of growing confidence. Modest changes were made to improve the scheme's web-pages.

Total membership of the scheme at the end of the year stood at 176 libraries. A total of 27,980 academic staff, researchers and students used SCONUL Access, and they benefited over the year from 356,319 loans from libraries other than their own. This was an increase of 5% over the previous year.

A successful meeting was held at Newcastle University in June for SCONUL Access contacts in member libraries.

SCONUL Access Steering Group

Helen Workman (Oxford Brookes University) *Chair*
Susan Baker (scheme administrator)
Josephine Burt (Open University)
Sally Curry (Research Information Network)
Maria Hiscoe (scheme administrator)
Caroline Lloyd (London School of Hygiene and Tropical Medicine)
Cath Morgan (University of Sussex)
Paul Riley (University of Wales Institute, Cardiff)
Roddie Shepherd (Anglia Ruskin University)
Cathy Walsh (University of East London)
SCONUL Secretary

The main event was the reincarnation of the National Library for



Health Strategy

(the SCONUL/CILIP/RLUK Health Strategy Group)

Health as part of the National Institute for Health and Clinical Excellence (NICE) following the Darzi report. The National Library for Health is now part of NHS Evidence with a different remit from the previous Library. The excellent report on NHS Libraries by Professor Peter Hill, a former member of the Group, had outlined a positive strategy for developing librarians and their services but it did not reach publication by the Department of Health as an official document. The Darzi report on the health service overtook the Hill report and eclipsed its proposals for the development of librarians. Fortunately by the end of the year the group held a meeting with the most senior people in NHS Evidence, and a productive strategic liaison was re-established. By the end of the year agreement was reached by all partners for the Group to become formally a tripartite group of SCONUL, Research Libraries UK, and the Chartered Institute of Library and Information Professionals.

SCONUL/CILIP/RLUK Health Strategy Group

Bruce Madge (CILIP) *Chair*
Betsy Anagnostelis (University Health and Medical Librarians Group)
Paul Ayris (Chair of NHS/HE Forum content group)
Brian Clifford (University of Leeds)
Christine Fowler (University of Southampton)
Sir Muir Gray (National Health Service)
Elizabeth Newbold (The British Library)
Lucy Reid (Consortium of Independent Health Information Libraries in London)
David Stewart (NHS Health Libraries Group)
Maurice Wakeham (CILIP Health Libraries Group)
Guy Daines (CILIP) and Toby Bainton (SCONUL): joint secretaries



Information Literacy

The Group was actively involved in the consultation exercise in response to the draft Researcher Development Framework, compiled by Vitae, the organisation for doctoral researchers and research staff. Working with the Research Information Network, and representatives from a number of stakeholder groups including the British Library, the UK Council for Graduate Education, and the Digital Curation Centre, members have responded in detail to the Framework.

Active in marketing and promoting the role of information literacy, the Group presented its work to a variety of audiences: a fringe event was run at the Vitae conference which focused on 'Information in the research

lifecycle: maximising know-how and impact'; a presentation was delivered at the Higher Education Academy's Information and Computer Sciences subject centre annual conference on 'developing students as researchers: collaboration in curriculum design'; and an overview on 'Defining the roadmap for research support' was delivered at the Librarians' Information Literacy Annual Conference (LILAC), 2009.

Presentations were given at international conferences in Spain and Canada, both promoting the work of SCONUL and the role of information literacy. A discussion paper on the role of UNESCO and its promotion of information literacy was written and made available on the website.

Contact continued with the Higher Education Academy as the Group investigated how it can promote the opportunity to achieve National Teaching Fellow awards. Relatively few information professionals submit applications for this award and the Group is keen to publicise both the potential of the role within the profession, and the work of our existing fellows to the wider academic community.

An initial exploratory meeting was held with the CILIP Group for Information Literacy with a view to identifying common themes and in particular where resources could be shared to accrue benefits for both groups.

Working Group on Information Literacy

Alison Mackenzie (Edge Hill University) *Chair*
Cathie Jackson (Cardiff University) *Secretary*
Janice Bell (Birmingham City University)
Moiria Bent (Newcastle University)
Ellen Breen (Dublin City University)
Cathryn Gallacher (University of Bristol)
Peter Godwin (University of Bedfordshire)
Ruth Stubbings (Loughborough University)
Sheila Webber (University of Sheffield)
Wendy White (University of Southampton)
John Wolstenholme (Thames Valley University)



Performance improvement

The Group continued to oversee the production of the SCONUL *Annual statistics* and associated publications. It looked particularly at a revision of the e-measures questions and set up a pilot group of libraries to trial new questions and definitions. It has become apparent that libraries would welcome more support in the form of templates and guidance when dealing with the challenges and complexities of e-measures.

Continued support was given to the Publisher Deals project (run by Evidence Base at Birmingham City University), which provides tools to evaluate complex offers from publishers before purchase. The Group also gave strong support to a JISC project on usage statistics for e-resources – statistics which are essential to determining value for money.

Achievements in summary

- The SCONUL *Annual statistics* for 2007/8 were produced in hard copy and made available on the web. The survey achieved an 86% response rate covering 95% of UK higher education institutions
 - *SCONUL library statistics: trends 1997-98 to 2007-08* was prepared by LISU in August 2009
 - Several worthwhile changes were made to the on-line graphical presentation and reporting facility for statistics on the website
 - One-day workshops on the SCONUL statistics and how they can be used were run twice, in London and in Loughborough
 - A new set of e-measures questions for the SCONUL
- annual library statistics was devised and 19 libraries trialled these during the year (2009-10) prior to their introduction in the SCONUL questionnaire for 2010-11
- The Group supported a further cohort of 21 libraries using LibQUAL+ methodology to benchmark user satisfaction
 - The results of a survey on assessment and performance measurement in UK and Irish libraries were published. The report, *Library performance measurement in the UK and Ireland* was launched at the 'Northumbria' Conference in Florence in August 2009. It was published by the (US and Canada) Association of Research Libraries and is based on their library assessment methodology.

Working Group on Performance Improvement

Mary Davies (Kings College London) *Chair*
Rupert Wood (University of Reading) *Secretary*
Simon Bevan (Cranfield University)
Angela Conyers (Evidence Base)
Susan Copeland (Robert Gordon University)
Claire Creaser (LISU)
Ann Davies (Open University)
Louise Jones (University of Leicester)
Elizabeth Malone (Kingston University)



Quality assurance

The Group's regular dialogue with the Quality Assurance Agency continued to be central to its advocacy and information role. It developed the Agency's awareness of the role of the library and other central services in support of learning, teaching and research and, in particular, e-learning. For its part, the QAA provided information to the Group in changes to Enhancement-Led Institutional Review in Scotland, Institutional Review in Wales and Institutional Audit in England and Northern Ireland, especially in the growing involvement of students and the greater focus on the student experience. The Group encouraged the Agency to accept the value of more SCONUL guidelines relating to ELIR and Institutional Review, to

be worked on by members of the Group in liaison with the Scottish Confederation of University and Research Libraries and the Wales Higher Education Libraries Forum. The Group also persuaded the Agency of the future value of an aide-mémoire to their auditors and reviewers to advise them on approaches to the quality assurance of library, IT and other central services.

One member of the Group developed a Foundation Degree course in librarianship and information studies and worked with the Chartered Institute of Library and Information Professionals as a professional accreditation body, reporting back on the experience and assisting CILIP's awareness of foundation

degrees as appropriate academic programmes to accredit.

The Group embarked on the development of a register of members of SCONUL and its partner organisations, the Universities and Colleges Information Systems Association and the Standing Conference for Heads of Media Services, who have experience of and are interested in external QA activity and would be willing to advise and assist others from all three organisations. The collaborative basis of the Group (which has members from UCISA and SCHOMS) is proving to be a strength.

Working Group on Quality Assurance

Carole Pickaver (University of Kent) *Chair*
Toni Kelly (SCHoMS, University of Birmingham)
Paul Jeorrett (Glyndŵr University)
Ann Mathie (University of Gloucestershire)



Scholarly Communications

(the Joint SCONUL/RLUK Scholarly Communications Group)

The Group continued to harness efforts by libraries to improve the availability of the results of research, however they are communicated. Many research grant-awarding bodies are now making it a condition of their grants that the results of the research they support must be deposited in an open access repository. The Group turned its attention to levels of compliance with such conditions, and how the grant-awarding bodies are ensuring that the requirement for open access publication is being met. Meanwhile two members of the Group met an official of the University and College Union to explore the Union avenue for explaining to researchers about the value of their copyrights, and the advantages of open access

publication. A major event was the publication by JISC early in the year of the 'Houghton report' (*Economic implications of alternative scholarly publishing models: exploring the costs and benefits* www.jisc.ac.uk/publications/reports/2009/economicpublishing-modelsfinalreport.aspx) which concluded that cost savings could be realised by a wholesale move to open access publishing, and that real benefits would also accrue in terms of return on investment for UK research. The appearance of the Houghton report suggested various strands for future work, much of it medium to long term.

Joint SCONUL/RLUK Scholarly Communications Group

Christopher Pressler (University of Nottingham) *Chair*
Paul Ayris (University College London)
John Cox (National University of Ireland, Galway)
Frederick Friend (Consultant) co-opted
Robin Green (University of Warwick)
Tricia Heffernan (Open University)
Michael Jubb (Research Information Network)
Tony Kidd (University of Glasgow)
David Prosser (SPARC Europe) co-opted
Debby Shorley (Imperial College London)
Phil Sykes (University of Liverpool)
Hazel Woodward (Cranfield University)
SCONUL Secretary



Space planning

The Group actively progressed the briefings on library design matters, the majority of which were completed for posting on the SCONUL website where they will offer a further direct source of information and guidance to members. To date the briefings cover topics including: making the business case for a design project, selecting and using furniture, planning for social learning, stock moves, space norms and effective signage.

The year saw the consolidation of the merger of the SCONUL buildings database and the Designing Libraries site. Hits on the site have continued to grow, confirming the potential for this initiative to become the source for building and space enquiries and information. Our Chair worked hard to advocate the value of the resource and was active, with the support of Group members, in

scoping and seeking to secure the longer term future of the project. The Group continued to prioritise our efforts to encourage additions and up-dates to the Designing Libraries site. <http://www.designinglibraries.org.uk/>.

Our annual Seminar, held in London in November, was themed around the design of staff spaces in libraries. This was an area highlighted by the Group following the last Design Award process. While many libraries have delivered high quality spaces for learners, rather fewer have given the same focus to staff areas. This can be fundamental not only to staff welfare but also, critically, to the way libraries want to deliver services and support to their learning community. The event attracted some 70 delegates with speakers from professional and academic design backgrounds.

Working Group on Space Planning

Sheila Cannell (Edinburgh University) *Chair*
Oliver Pritchard (University of Sunderland) *Secretary*
Pat Christie (University of the Arts)
Lorraine Noel (University of Huddersfield)
Helen Cocker (LSE)
Graham Walton (Loughborough University)
Jill Beard (University of Bournemouth)
Elizabeth Traynor (Queen's University, Belfast)
Liz Waller (University of York)
Phil Range (UCISA rep) (Manchester Metropolitan University)



Member institutions

at 31 December 2009

* *new member in 2009*

University of Aberdeen
University of Abertay, Dundee
Aberystwyth University
Anglia Ruskin University
Arts University College at Bournemouth
University of the Arts London
Aston University
Bangor University
University of Bath
Bath Spa University
University of Bedfordshire
Birkbeck, University of London
University of Birmingham
Birmingham City University
University College Birmingham
Bishop Grosseteste University College Lincoln
University of Bolton
Bournemouth University
University of Bradford
University of Brighton
University of Bristol
BFI National Library *
The British Library

Brunel University
University of Buckingham
Buckinghamshire New University
University of Cambridge
Canterbury Christ Church University
Cardiff University
University of Central Lancashire
The Central School of Speech and Drama
University of Chester
University of Chichester
City University
Conservatoire for Dance and Drama
University College, Cork
Courtauld Institute of Art

Chris Banks
Ivor Lloyd

Nicky Kershaw
Julia Waite
Pat Christie
Nick Smith
David Learmont
Howard Nicholson
Alison Baud
Tim Stone
Philip Payne
Elizabeth Warner-Davies
Judith Andrews
Stephanie Holliday
Emma Sansby
Karen Senior
David Ball
Sara Marsh
Terry Hanson
Cathryn Gallacher
David Sharp
Lynne Brindley
Joanna Newman
Ann Cummings
Louise Hammond
Ursula Crow
Anne Jarvis
Peter Ryan
Alun Jenkins
Kevin Ellard
Antony Loveland

Scott Robertson
Máire Lanigan
Samantha King
John FitzGerald
Antony Hopkins

Coventry University
Cranfield University
University for the Creative Arts
University of Cumbria
De Montfort University
University of Derby
Dublin Institute of Technology
University College Dublin
Dublin City University
University of Dundee
Durham University
University of East Anglia
University of East London
Edge Hill University
University of Edinburgh
Edinburgh College of Art
University of Essex
University of Exeter
University College Falmouth
National University of Ireland, Galway
University of Glamorgan
Glasgow University
Glasgow Caledonian University
Glasgow School of Art
University of Gloucestershire
Glyndŵr University
Goldsmiths College
University of Greenwich
Harper Adams University College
Heriot-Watt University
University of Hertfordshire
Heythrop College
University of Huddersfield
University of Hull
Imperial College, London
Institute of Cancer Research
Institute of Education, University of London
University of Keele
University of Kent
King's College, London
Kingston University
University of Lancaster
University of Leeds
Leeds College of Music
Leeds Metropolitan University
University of Leicester
University of Limerick
University of Lincoln
University of Liverpool
Liverpool Hope University
Liverpool John Moores University
University College London
London Business School
University of London Research Library Services
London Metropolitan University

Caroline Rock
Hazel Woodward
Vanessa Crane
Margaret Weaver
Kathryn Arnold
Richard Finch
Philip Cohen
John Brooks Howard
Paul Sheehan
Richard Parsons
Jon Purcell
Jonathan Colam
Andrew McDonald
Alison Mackenzie
Sheila Cannell
Wilson Smith
Robert Butler
Michele Shoebridge
Anne George
John Cox
Jeremy Atkinson
Helen Durndell
Jeff Murray
Catherine Nicholson
Ann Mathie
Paul Jeorrett
Mary Nixon
Ann Murphy
Kathryn Greaves
Gill McDonald
Di Martin
Chris Pedley
John Lancaster
Richard Heseltine
Deborah Shorley
Barry Jenkins
Stephen Pickles
Paul Reynolds
Carole Pickaver
Mary Davies
Graham Bulpitt
Clare Powne
Margaret Coutts
Jay Glasby
Jo Norry
Christine Fyfe
Gobnait O'Riordan
Ian Snowley
Phil Sykes
Linda Taylor
Maxine Melling
Elizabeth Chapman

Julie Howell

London School of Economics	Maureen Wade
London School of Hygiene and Tropical Medicine	Caroline Lloyd
London South Bank University	Robert Hall
Loughborough University	Ruth Jenkins
University of Manchester	Jan Wilkinson
Manchester Metropolitan University	Gill Barry
National University of Ireland, Maynooth	Cathal McCauley
Middlesex University	Nick Bevan
Napier University	Chris Pinder
National Art Library	John Meriton
National Library of Ireland	Aongus Ó hAonghusa
National Library of Scotland	Martyn Wade
National Library of Wales	Andrew Green
Newcastle University	Wayne Connolly
Newman University College	Christine Porter
University of Northampton	Hilary Johnson
Northumbria University	Jane Core
Norwich University College of the Arts	Kitty Guiver
University of Nottingham	Christopher Pressler
Nottingham Trent University	Sue McKnight
Open University	Nicky Whitsed
University of Oxford	Sarah Thomas
Oxford Brookes University	Helen Workman
University College Plymouth St Mark and St John's	Wendy Evans
University of Plymouth	Penny Holland
University of Portsmouth	Roisin Gwyer
Queen Margaret University	Fraser Muir
Queen Mary, University of London	Emma Bull
Queen's University, Belfast	Elizabeth Traynor
Ravensbourne College of Design & Communication	Rachel Todd
University of Reading	Julia Munro
Robert Gordon University	Michelle Anderson
Roehampton University	Sue Clegg
Rose Bruford College	Frank Trew
Royal Agricultural College	Peter Brooks
Royal College of Art	Peter Hassell
Royal College of Music	Pamela Thompson
Royal College of Surgeons in Ireland	Kate Kelly
Royal Holloway, University of London	John Tuck
Royal Northern College of Music	Anna Wright
Royal Scottish Academy of Music and Drama	Caroline Cochrane
Royal Veterinary College	Simon Jackson
University of St Andrews	Jeremy Upton
St George's, University of London	Bethan Adams
St Mary's University College Belfast	Felicity Jones
St Mary's University College, Twickenham	Martin Scarrott
University of Salford	Julie Berry
School of Oriental and African Studies	John Robinson
School of Pharmacy, University of London	Michelle Wake
Scottish Agricultural College	Elizabeth Buchan
University of Sheffield	Martin Lewis
Sheffield Hallam University	Edward Oyston
University of Southampton	Mark Brown
Southampton Solent University	Elizabeth Selby
Staffordshire University	David Parkes
University of Stirling	Mark Toole

University of Strathclyde
University Campus Suffolk
University of Sunderland
University of Surrey
University of Sussex
Swansea Metropolitan University
Swansea University
Tate
University of Teesside
Thames Valley University
Leeds Trinity University College
Trinity College Carmarthen
Trinity College, Dublin
Trinity College of Music*
UHI Millennium Institute
University of Ulster
University of Wales Institute, Cardiff
University of Wales, Lampeter
University of Wales, Newport
University of Warwick
The Wellcome Library
University of the West of England, Bristol
University of the West of Scotland
University of Westminster
University of Winchester
University of Wolverhampton
University of Worcester
Writtle College
University of York
York St John University

Michael Roberts
Steven Phillips
Kirsten Black
Jane Savidge
Kitty Inglis
Anne Harvey
Christopher West
Jane Bramwell
Liz Jolly
John Wolstenholme
Edward Brush
Sally Wilkinson
Robin Adams
Claire Kidwell
Gillian Anderson
Elaine Urquhart
Paul Riley
Andrew Prescott
Lesley May
Anne Bell

Cathy Rex
Gordon Hunt
Suzanne Enright
David Farley
Fiona Parsons
Anne Hannaford
Rachel Hewings
Stephen Town
Tony Chalcraft



List of acronyms

ARL	Association of Research Libraries (USA/Canada)
CILIP	Chartered Institute of Library and Information Professionals
DCC	Digital Curation Centre
EBLIDA	European Bureau of Library, Information and Documentation Associations
HEA	Higher Education Academy
HEFCE	Higher Education Funding Council for England
JISC	Joint Information Systems Committee (of the UK higher education funding councils)
LISU	A research and information centre based at Loughborough University
MLA	Museums Libraries and Archives Council
NHS	National Health Service
NLH	National Library for Health
QAA	Quality Assurance Agency
RIN	Research Information Network
RLUK	Research Libraries UK
SCHoMS	Standing Conference of Head of Media Services
SPARC	Scholarly Publishing and Academic Resources Coalition
UCISA	Universities and Colleges Information Systems Association
UUK	Universities UK



S C O N U L