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# News from member libraries

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## Durham University

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### **BILL BRYSON LIBRARY REFURBISHMENT 2013–2015**



From July 2013 to September 2015, a rolling programme of works will replace the ageing systems responsible for heating, lighting and ventilation in the central section of the Bill Bryson Library. The mechanical plant on the roof of the library was replaced in summer 2013 and Levels 4, 3 and 1 are being cleared in turn over the next two years to enable the replacement of pipes, ducting and cabling.

The scale of this work will require books, shelving and furniture to be moved from the areas being refurbished, which will be closed to library users. To ensure that circulating books remain accessible at all times, the less-used books in the Level 1 East Wing store have been transferred to a closed-access external store, and books from the level about to be refurbished will be moved into the Level 1 East Wing store, beginning with Level 4.

As part of the project, study areas in the pre-2012 parts of the building will also be refurbished to bring them in line with facilities in the newer East Wing. The refurbishment project will be completed in autumn 2015.

### **UNIFIED PRINTING AND PHOTOCOPYING SYSTEM**

In collaboration with Computing and Information Services, the library has introduced a new print service for the start of the academic year, complementing new print areas on Levels 2 and 3 at the Bill Bryson Library.

The service will replace student printing services and the library's photocopying service, making it easier for students to manage their own printing and copying through multi-functional devices (MFDs). Photocopying cards are being phased out as part of this change. Under the new system, students will pay for credits to be added to their campus card, which they will scan in order to send their document to print in the library.

#### **LINDISFARNE GOSPELS DURHAM**



From July to September 2013, Palace Green Library hosted the Lindisfarne Gospels Durham exhibition, attracting tens of thousands of visitors to Durham. Created by the community of St Cuthbert on Lindisfarne, the Gospels are one of the best examples of creativity and craftsmanship of the medieval era.

Also on show were Anglo Saxon artefacts such as ornate gold objects from the Staffordshire Hoard, intricately carved stone from Lindisfarne and silver from Hexham, alongside medieval manuscripts such as the St Cuthbert Gospel and the Durham Gospels.

Our learning team offered family activities every day of the school holidays in the Wolfson Gallery, including mini Lindisfarne lectures, craft activities, gardening and drama. Local schools helped to create a very special storytelling chair which formed the centrepiece of this free community gallery.

#### **INCREASE IN FILM HOLDINGS**

As a support department for all members of staff in the university, one of the most accessible collections we have is our audio-visual collection. In the light of positive feedback regarding the breadth of our DVD collection, we decided to increase it further. Earlier this summer we thought about adding around 300 titles to the collection, including titles of critical and popular acclaim from the

beginnings of cinema to the modern day. We aim to promote this to all staff, both to raise awareness of our substantial audio-visual collections generally, and to remind university staff who may associate the library only with academic textbooks that we have a wide-ranging collection of materials which they are fully entitled to borrow.

#### **DOCUMENT DELIVERY SERVICE CHARGES (DDS)**

As a result of price rises at the British Library, we have increased our document delivery prices from 1 August 2013. Standard requests for loans, copies (photocopies and scans) and renewals increased from £2.50 to £3.50 and international photocopies increased to £12.50.

The DDS charge made to users had been raised just once since 2000 (from £2 to £2.50), an increase of 25%. Over the same period, the British Library has increased its charges by 148% for books (from £4.67 to £11.60) and by 39.7% for journal articles (from £4.67 to £7.50). The British Library advised that from 1 August 2013 the cost of a book request would rise to £12.05. The cost of article requests would be variable, depending on whether the item is available digitally or has to be scanned manually. In the light of these increases and in order to maintain a sustainable DDS service, the library therefore increased the charge made for DDS requests.

#### **BUSINESS SCHOOL LIBRARY MOVE**

Durham University Business School Library, which had been temporarily located well outside the city at Ushaw College, was relocated back to Mill Hill Lane, Durham, in August. The new purpose-built library facilities were operational from September.

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## University of Liverpool Library

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The last year and a half has been a period of great change for the library and its staff. The retirement of two members of senior staff, David Backham in summer 2012 and Ian Jackson in December 2012, prompted a full-scale review of library services and activities. The Senior Management Team commissioned a group of four external reviewers working at comparable institutions to provide an external perspective. The reviewers met with staff at all levels before producing their reports in summer 2012. Following a lengthy discussion and consultation period the new structure was rolled out in spring of this year. The library staff now work in one of four sections: Academic Liaison and Special Collections & Archives; Collections, Content & Discovery; Customer Services; and Planning & Resources.

Further senior staff changes (as if the latter were not enough!) were the resignation of David Clay, Head of Academic Liaison, who left us in summer 2012 to work at the University of Salford and also of Maureen Watry, Head of Special Collections & Archives, who left at the end of April to work on a research project in the School of Architecture. In May we welcomed Andrew Barker from the University of East Anglia as Head of Academic Liaison; he also took over responsibility for Special Collections & Archives.

A bequest of over £1m from the late Janet Gnosspelius enabled us to create a dedicated Researcher Reading Room in the Sydney Jones Library. The eagerly anticipated opening was in January 2013, and feedback so far has been excellent. It already appears to have paid dividends in the form of a substantial improvement in our score in the Postgraduate Research Student Survey for 2013. We were also able to re-model the ground floor of the Abercromby Wing to incorporate a new combined Reception / Helpdesk, a book sorter and additional much needed social study space.



As this work was nearing completion we were informed that we were the recipients of a further £1.4m from the estate and, although we felt incredibly fortunate, it did send us into a bit of a panic as we were required to make plans to spend the bequest while we were still in the throes of the Library Review! We are now in the process of drawing up proposals for the next stage of development work, which will concentrate on the Grove Wing (the original Sydney Jones Library building). The installation of mobile shelving on the ground floor will allow us to release more space on the upper floors for quiet and silent study.

The terms of the Gnosspelius bequest meant that the money had to be spent on the Sydney Jones, the library for the humanities and social sciences. This focused our minds on the need to acquire funding to improve the facilities at the science and engineering library, the Harold Cohen. We were successful in obtaining funding to create a refreshments / social study on the ground floor, and next session we hope to obtain university capital funding to improve the ground floor and entrance. We also plan to create more group study space and improve the visibility of the staff offices.

Despite all the above, we have still found time to introduce changes to improve services to users and increase staff efficiency. We have recently upgraded the LMS with the purchase of Innovative Sierra. We have also begun to implement a series of three user-driven initiatives; the strategy behind these initiatives is known as 'Resources for courses'.

The most significant of these three initiatives is our adoption of Talis Aspire reading list software. Badged as 'Reading Lists @ Liverpool', we have implemented the software quickly; it was up and running, ready for start of the new academic year. The next stage is the roll out of what Talis refer to as the 'success stage'. Early indications suggest that the university community will embrace the

possibilities that 'Reading Lists @ Liverpool' will provide for improved access to library resources at point of need.

The purchase of Talis Aspire was only part of a wider strategy to engage more fully with users and to ensure that we are providing resources at point of need. Although ensuring a quick and easy route through to reading lists is perhaps the key to providing the resources that our students want, it is by no means the only answer. In parallel we promoted our books recommendation page better via a More books initiative, which was launched in October 2013. The aim of this strand of 'Resources for courses' is to make it clearer to all our users that they can help shape our collections to meet their own needs. By raising the visibility of our books recommendation pages and by being much more proactive in the way we work with students to promote this service, we aim to be better positioned to provide a response to the criticism of every library in every survey - not enough books for student needs.

The third strand of the initial roll out of 'Resources for courses' is a move to providing e-books via the demand-driven acquisition model. We'll be using EBL for this service and our aim is, as with each part of 'Resources for courses', to ensure that we provide the right books in the right numbers at point of need, with an ultimate increase in user satisfaction.

All these initiatives will be driven in partnership with the Guild of Students. We meet regularly with the Guild to discuss our ideas and to ensure that any new initiatives have been road-tested with our student body and are fit for purpose. The plan is that 'Resources for courses' will be marketed on promotional material as being a joint library / Guild initiative. In addition, by engaging with the Guild and talking to their student reps during their training day, we shall have champions in every school and faculty who are aware of what we are trying to achieve and who can help us get our message out to staff and students.

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## Edinburgh Napier University

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### INFORMATION SERVICES

#### *BYOD: Bring your own device*

Having acknowledged a change in our customers' behaviour over the past few years the university has launched a digital futures project to consider all aspects of the digital spectrum and how it may affect us in the future. One facet of this project looked at the students' need to bring their own devices into the university and their expectation of a certain degree of knowledge or support from staff when things go wrong or won't work.

We purchased seven devices of differing types and costs: Apple iPad 2, Kindle Fire, Surface, Nook Reader, Nexus 7 and MacBook, and each team had a standard laptop for general use within the team. We had no specific criteria for purchasing the devices other than that each has its own unique features.

Staff from Information Services were invited to attend familiarisation sessions to learn about the devices and to get some 'hands on' experience. In each session the presentation began with an explanation of the need to know about various devices and software available on the market. It then gave a brief overview of the three main platforms in the marketplace: Apple, Windows and Android. This proved to be an invaluable source of information as many of our staff didn't understand the difference and admitted to not understanding the terminology when looking to purchase an item for home.

Another mystery solved was the introduction to our wifi facility, Eduroam. It was a revelation to many staff that this facility is extended to students from other institutions who are also using Eduroam. We have a lot of visiting students who just want a space to study and we have received a few queries about this service in the past.

Each device was described and features were highlighted; also described were the software available and the restrictions by providers - i.e. Apple, Google, Amazon. Purchasing a new device is very complicated because of the various providers and software involved. This part of the session encouraged a lot of discussion from staff, who have varying levels of knowledge from personal experience.

At the end of the session staff were asked to take devices home or work with them when they had some spare time in the office. A list of tasks, based on some of the queries we receive from students at the helpdesk, was issued: how to switch it on / off, what software is available, connecting to Eduroam, load university apps, view university websites / email, troubleshoot connection issues, etc. Staff were also asked to feedback anything they particularly like about the device or problems they found. We acknowledged that some staff were concerned about using it for personal use, but we are able to take all devices back to factory settings on return if necessary.

Overall the project is about familiarisation with the devices and what they can be used for, a way for us to build a profile of each device we have and to create a list of FAQs that would be useful to our customers and staff. Colleagues in another area are hoping to take this a step further and create a 'sand-box' of devices in one of our IT suites for staff or students to 'try before they buy' or use as a familiarisation exercise.

This is an ongoing project and new devices will be purchased as software and applications change. This will contribute to our overall technologically enhanced learning agenda and recognise that students are leading the way with new devices.

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