
News from member libraries

Durham University

LIBRARY 24x7



This year the Bill Bryson Library and Queen's Campus Library have opened their doors 24 hours a day, seven days a week during the last week of the Epiphany term (9 – 18 March 2013) and in the run-up to the university's examination period (20 April – 27 May 2013).

After a successful Library 24x7 trial in March 2012, we decided to offer 24-hour opening in the week before Easter vacation again this year, when many students have assignment, project and dissertation deadlines. This year's main Library 24x7 period ran for five weeks, ensuring that library resources and quiet study areas are available whenever students need them as they prepare for their assessments.

Find full information about Library 24x7 at: www.durham.ac.uk/library/247

FRIENDS OF PALACE GREEN LIBRARY



The Friends of Palace Green Library was launched in 2012 and offers alumni a closer link with the library. Friends help to support the library in purchasing rare books and displaying archives and

special collections in a world-class venue. Friends also enjoy a range of benefits including a programme of lectures and visits and invitations to exhibition openings. To find out more about how to join the Friends, visit: www.durham.ac.uk/library/asc/friends/



A NEW BOOK SCANNER FOR THE BILL BRYSON LIBRARY

Thanks to a grant from the university's environmental department, Greenspace, the Bill Bryson Library now has a new book scanner! Located on Level 2, the scanner was introduced in March 2013 and is free for students to use. The book2net Spirit scanner is designed specifically for copying book chapters and journal articles.

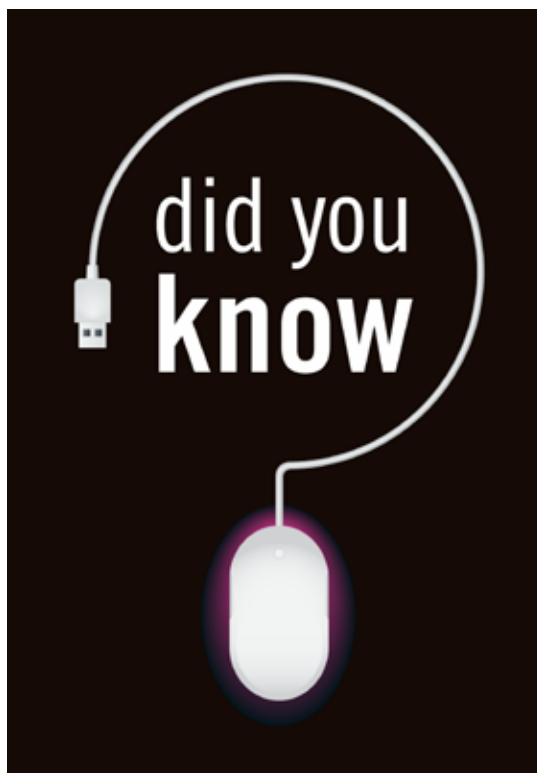
It's easy for students to create digital copies by scanning to a USB memory drive or sending scans to an email address. And because there's no need to print, it's environmentally friendly: the scanner uses significantly less energy than our photocopiers and uses no paper or toner.



MORE BOOKS

For the third year running, all taught students at the university were invited to make requests directly to the library for materials they wish us to buy. The campaign was launched in mid-Novem-

ber with a budget of £20,000, and ceased when the funds had been spent at the end of January. In total over 650 requests were made via the More Books web form in 2012–13. This resulted in the purchase of 466 items as a direct result of More Books requests, including 50 ebooks. Statistical breakdown showed that 68% of the requests came from taught students, with the remaining 32% from research students. Staff and other users were excluded from making More Books requests. We have again received very positive feedback from users, thanking us for the scheme and confirming how valuable they find it.



DID YOU KNOW? ONLINE RESOURCES TRAINING

The library has been trying out a new approach to information literacy training, driven by student feedback. Although we have a strong programme of traditional information skills sessions, with over 350 hours of teaching offered to over 6700 students in 2011–12 in direct liaison with academic departments, some students remain unaware of the full range of resources available. The library therefore launched a new programme of information skills sessions as part of this year's *Did you know?* promotional campaign, on which all students can book a place.

Sessions were offered to all taught students on four separate topics: using Google Scholar, and introduction to e-journals and databases, newspapers and news resources, and image databases. Although take-up levels were mixed, feedback was largely positive and we have decided to run

the same sessions again next term to provide another opportunity for students to gain information skills outside of their module curricula.



LINDISFARNE GOSPELS

In the summer of 2013 one of the world's greatest books, the Lindisfarne Gospels, will be on show in a unique exhibition in Durham University's Palace Green Library.

Tickets have now gone on sale for this exhibition, which runs from 1 July to 30 September. The exhibition is a must-see contemporary interpretation of the North's most enduring story, the tale of our famous saint Cuthbert, and a chance to see some of Britain's most significant medieval manuscripts alongside stunning Anglo-Saxon treasures.

The Lindisfarne Gospels Durham exhibition is part of a partnership between Durham University, Durham Cathedral, Durham County Council and the British Library. For more information, visit: <http://www.lindisfarnegospels.com/>

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University of Huddersfield

CUSTOMER SERVICE EXCELLENCE

Having received the Customer Service Excellence award a number of years ago, Library Services has recently had its latest CSE re-validation assessment (2 April 2013). This resulted in the total number of compliance pluses increasing to nine – the latest being in the area of individual and team commitment to customer focus. These results pave the way for the next three-year cycle of assessment in 2014, which will include the computing areas of the service.

SIMPLIFY PROJECT

In summer 2012 we moved to a single Dewey sequence so that items would be easier for users to find. This represented a major shift away from our previous subject floor approach. It was also in line with our decision to concentrate subject librarian support across two floors rather than four. Additionally, print journals were placed into one title-alphabetical sequence, with other collections such as audio-visual, abstracts and theses being brought together in one place.

ARCHIVES – HERITAGE LOTTERY FUND BID

The university holds internationally significant archives and special collections, particularly of contemporary British music and sport, but also of politics, women's history and the arts. We have high aspirations to make them more widely accessible and to safeguard them for the future, thus creating a better legacy of collections information and knowledge. The Heritage Lottery Fund has supported a development project (running from September 2012 to May 2103) to develop and refine our plans to transform the service, in particular the accommodation and facilities for users and collections, informational infrastructure and programming. We shall make an application to the Heritage Lottery Fund in summer 2013 for stage 2 of the project.

THE INFORMED RESEARCHER

In conjunction with the university's Research and Enterprise Office, the library has used *The informed researcher* lens of Vitae's Researcher Development Framework as a basis to create our own information literacy framework for researchers, suited to local needs. The framework is supported by a series of workshops that run throughout the academic year in a structured sequence, supported by a range of online learning materials; see <http://hud.libguides.com/InformedResearcher>. Workshops cover areas within each of the domains of the Researcher Development Framework to help develop identified behaviour and attributes. These included referencing and data management, search skills, research ethics, publishing and more.

One workshop also launched our '9 research things' <http://9researchthings2012.wordpress.com> which aims to improve the use of social media by our researchers. The project is ongoing and will be evaluated at the end of the workshops.

CENTRE FOR INNOVATION IN INFORMATION SERVICES (CIIS)

We have set up a new research centre that draws together the individual strands of excellence in

research within in our service. It is intended to support practitioner research undertaken by staff across Computing and Library Services through the creation of a research community. One of our first projects, to be run in collaboration with colleagues from other institutions, will be a new conference, i2c2 (Innovation, Inspiration and Creativity Conference: Using Positive Disruption to improve libraries), in March 2014. You can view the progress of the project at: <http://i2c2conference.org/>

Leeds Metropolitan University

CUSTOMER SERVICE EXCELLENCE ACCREDITATION

At the annual re-accreditation of our Customer Service Excellence standard in February 2013 our assessor recommended that we again be awarded Full Compliance, having held the standard and its predecessor, Charter Mark, since 2001. He noted that we have been able to maintain our excellent standard during these years whilst the service has transformed, especially in terms of the role technology plays. We were also commended for the work we have done on sharing our knowledge and expertise on excellent service with university services and faculties, which is contributing to our university's progress towards the standard as an institution.

MOBILE RESOURCES FOR STAFF AND STUDENTS

We have developed a mobile version of many of our online library services, which will enable a better user experience for students and staff who use android smartphones, iPhones, iPads and tablet PCs. The new mobile site acts as a hub of services and is a combination of aspects of our website, VLE and other library related content accessible from mobile platforms, including the Blackboard Mobile app. Rather than trying to replicate all library services for mobile access in the initial stages, the content of the site has been analysed according to what is needed most from our students, based on an online student survey. The site will be under constant review to ensure we are using the latest accessible technology and to respond to feedback on its look and content.

IMPROVEMENTS AT CITY CAMPUS LIBRARY

The study environment in our City Campus Library is undergoing a series of improvements, responding to feedback from student surveys. Silent study is now available on each floor, offering an alternative to group study. The first-floor study area has been reconfigured to provide more IT enabled study spaces, making it easier for

students to use laptops as well as to access library PCs; and additional plug points have been added to the ground floor. A new print area has been developed on the first floor and two new student meeting rooms with state-of-the art presentation equipment added. The way in which the new areas are being used has been reviewed during the first semester of 2012–13 to inform further developments of the building during summer 2013 and beyond.

SOCIAL MEDIA – PINTEREST

We are continuing to develop our activities using social media. As well as engaging with our Twitter followers in conversations to celebrate National Libraries Day and World Book Day, we have created Pinterest boards for events such as Climate Week and International Women's Day. This format enables us to showcase library resources as well as raising awareness, promoting university-wide initiatives and supporting those with more visual learning styles.

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Liverpool John Moores University

The re-opening of the City Library in William Brown Street, Liverpool, was celebrated in spring 2013 with a literary festival *In Other Words*. All the cultural institutions in the city were invited to contribute events to the programme and the City Council organisers must have been delighted with the response, resulting in three weeks of over 200 events celebrating the spoken and written word. This culminated in 'Light Night' when many museums and galleries stay open until midnight, also the library's re-opening date when thousands of visitors came to marvel at the transformation of the very traditional building into a wonderful modern facility for the city. Our contribution to the festival was to host two public events *Musical Memories of Liverpool* themed round our popular music archives. We displayed the John Lennon Time Capsule and artefacts from collections including the *England's Dreaming* punk archive and the *Eric's Club* archive. Visitors were invited to write down or record their personal memories of concerts, gigs, and bands in Liverpool which will be stored alongside the John Lennon Time Capsule, to be opened in 2048.

At the same time, the Liverpool International Photography Festival, Look13, opened in galleries round the city. We have been working with



Professor Mark Durden and Ken Grant from Newport University on some of the photographs in the Keith Medley Archive held at LJMU. Keith Medley was a local press and commercial photographer who left over 30,000 glass plate negatives of his work, donated to the university by family members. Mark and Ken selected some of the portraits taken by Medley in his Wallasey studio, mainly for passports, which are unusual in that he took two images on each plate. These resulted in a set of very striking images which were printed up for the exhibition *Double Take* in the Walker Art Gallery from May to September. We produced a book containing all the images and a very interesting essay by Mark Durden which has generated interest from the photography magazines and is being well reviewed.



Professor Mark Durden and Jon Medley at the opening of the Double Take exhibition

These two events were a new venture for us, aiming to fulfil a strand of the university's strategic framework relating to civic engagement. They have been very rewarding and we hope to have two more public events in the autumn, again themed around our archives.

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London Business School

OLD MARYLEBONE TOWN HALL

On 26 November 2012 the School signed the lease for Old Marylebone Town Hall, a striking Grade II listed building (designed by Sir Edwin Cooper and opened in 1920) on the Marylebone Road, ten minutes' walk from the main School campus. The acquisition is an opportunity to accommodate future expansion for the School and will include a 200-seat- and several 100-seat-lecture theatres with associated seminar rooms, study, social and dining facilities. A major fundraising effort is under way so that the Marylebone Centre (as it will be called) can open in autumn 2016. The library has already been actively planning for its new location in the annexe of this exciting (and challenging!) space.

SCoRe WEBSITE HAS CEASED

The SCoRe project website, which has maintained a distributed archive of company annual reports, ceased as of 21 March 2013. The SCoRe project was funded by the UK higher education funding bodies' Research support Libraries Programme and ran from October 2000 to July 2002. One of its legacies was a website containing a national UK catalogue of printed company reports covering the collections of the British Library, Guildhall Library, London Business School, Manchester Business School, Strathclyde University and the University of Warwick. In the ten years since SCoRe ended, annual report collecting activity in SCoRe libraries has declined as demands for space and online access to reports have increased.

PRINT ANNUAL REPORTS COLLECTION UNAVAILABLE

The London Business School Library's collection of 32,000 printed annual reports covering 11,000 companies in the UK, Europe, North America and the Asia-Pacific is no longer available, pending digitisation. The rare UK items are being transferred to the British Library and any remaining items will be retained by our publishing partner for a brief period before disposal. This project will

save us c. 450 linear metres of shelf space as we plan for our new building.

In the 2013–14 academic session, visitors to our campus will be able to access the digitised versions of our reports as part of a much larger, global digital annual reports archive. We shall also be exploring alternative options (such as permanent loan to another library or digitisation) for our microfiche annual reports collection of over 41,000 reports.

SUMMON LAUNCH

We have rolled out our new discovery service, Serials Solutions' Summon, to our students, staff and faculty. It offers a simple Google-style interface to search the full text (or the indexed data) of e-journals, newspapers and magazine articles, books / e-books, country reports, citations, case studies, business plans, reports, conference proceedings, working papers, theses and more.

In the future we hope to take advantage of Summon widgets for custom searches for specific user / interest groups and include content from our soon-to-be digitised annual reports collection and other business-related subscriptions. We have also taken the opportunity to migrate to 360Link from Serials Solutions resolver system at the same time and offer an improved e-journal A–Z finder function.

NEW LIBRARY APP

Our new branded Library App (using the Sirsi-Dynix Bookmyne+ module with our Symphony Library Management System) is now available from the iTunes Store with a Windows phone version to follow in the summer. Users can check the library catalogue and their library account, renew items and save book lists to their mobile device. This also has the distinction of being the first official School app.

COMING SOON

We hope to release details of our new 'holographic' librarian kiosk for out-of-hours support, code-named HOLLI, in a future SCONUL Focus.

Ann Folkmans & Tim Wales

Middlesex University

It has been several restructures since we last submitted an update to SCONUL *Focus*, so the following may be of interest to colleagues – with apologies for some self-plagiarism of an update

that appeared in the M25 Consortium e-bulletin in January 2013.

YOU CAN ASK US ANYTHING

Over summer 2012, the university went through a major restructure in support of the new strategic plan. This involved a planned shift in expenditure from administrative to academic staff, an increase in the number of schools from four to six and the centralisation of almost all administration that had previously been based in schools. This change included the creation of a single student helpdesk which consolidated and replaced previous face-to-face enquiry points spread over the campus including school student offices, a student services counter and the library helpdesk.

The new service, UniHelp, operates seven days a week during term-time: 8.30 a.m. to 9.30 p.m. Monday to Friday and 11 a.m. to 6 p.m. Saturday and Sunday. The physical UniHelp desk is based in the Sheppard Library, and is supplemented by an email, telephone and web form enquiry service managed by us through an offshore partner. UniHelp covers all general student enquiries and has an online booking system for making appointments for specialists. It also handles the receipt of print-based coursework, although the volume of this should diminish over time as the university phases in e-submission.

The student helpdesk project, led and managed by Learning Resources, involved almost every department in the university. It was launched in September 2012, less than eight months after the university executive decision to go ahead to implementation. It extended student support hours by 177% with no increase in staffing costs and dealt with well over 100,000 enquiries in the first term. We are now planning to be the first UK university to implement a new bespoke helpdesk software package to underpin the service. This is near completion and will be in place by this summer.

LR BECOMES LSS

In November 2012, the disability, student welfare and counselling, and international student liaison teams (previously part of student services in the registry) and the dyslexia service (which had for many years been part of the Centre for Learning and Teaching Enhancement) moved into 'Learning Resources'. We took this opportunity to rename ourselves 'Library and Student Support' (LSS). The re-introduction of the 'L-word' back into the service name was widely welcomed as the days when learning resource centre had a

funky modern ring about it for students have long gone.

Most recently, the Learner Development Unit (academic writing and language, numeracy support and peer-assisted learning through Student Learning Assistants) has moved into LSS, enabling us to further integrate the teams responsible for embedding learning literacies into the curriculum.

AND THEN THERE WAS ONE

In parallel with the summer restructure last year, the university moved all teaching from its Trent Park campus, and the Trent Park library was closed. Or – to give it its official name – the ‘Bevan LRC’; a poignant moment for me, as you may imagine, although I claim no personal connection with the illustrious family of the same name that at one time occupied the mansion at Trent Park.

Planning is now well under way for the closure of the Archway campus in summer 2013. This campus is jointly owned by Middlesex and UCL, and the Archway Healthcare Library has been managed by Middlesex on behalf of both university and NHS partners. By the start of the 2013–14 academic year, Middlesex, previously known for having a swathe of campuses dotted over North London, will have a single London campus at Hendon, supplemented by small bases at a couple of hospitals for placement students. However, this is balanced by planned expansion overseas with a new campus in Malta coming on stream later this year.

Colleagues familiar with the multi-campus Middlesex of yore, with the shiny new Sheppard Library built on its Hendon campus, might be surprised to find that this subject-based library is now, through a Tardis-like metamorphosis, transformed into the university library. To ensure that students have enough study space across campus we have created a library-branded collaborative learning space in another building and we now loan 120 laptops through cabinets linked to the library management system. Like many other libraries we have also moved to 24x7 opening through term time.

FURTHER READING

We launched the Reading List project last autumn as, essentially, a cultural change – let’s approach the reading list from the perspective of the consumer and not the producer – independent of technology (<http://www.timeshighereducation.co.uk/419086.article>). The acquisition of Talis Aspire earlier this year enabled us to marry the

new approach to constructing reading lists with a web-based delivery mechanism for students. We are approaching the half-way point of a two-year project to add all module lists to Talis, which will become the official university source for reading lists (replacing printed lists in handbooks which rapidly became out of date).

We have also been fortunate in having received additional resources this year to buy more books, both print and electronic. Once again we are thankful for the SCONUL statistics that provided the valuable benchmarking data that enabled us build a case for reviewing university spend on information resources.

Nick Bevan

Pro Vice-Chancellor

Director of Library and Student Support

April 2013

Reading University

LIBRARY COLLECTIONS AND STUDY SPACE IMPROVEMENTS

We are drawing together our ambitious five-year Collections Project to review all stock, keep well-used material on open shelves, store research material in a new off-site store and repurpose library space for student study. However, the situation continues to develop. The University of Reading has now significantly increased its investment in both library information resources and the physical environment. A project to rewire the University Library floor by floor in vacations is expected to expand to include considerable refurbishment. Watch our website for further news!

STAFF DEVELOPMENTS

Kerry Webb takes up the post of Liaison Team Manager (Arts & Humanities) / Course Support Co-ordinator from July 2013. She replaces Christopher Cipkin who moved to the University of Birmingham Library in January. Also that month, Rachael Scott was appointed to our new post of Electronic Acquisitions Co-ordinator. She is co-ordinating our pilot patron-driven acquisition project.

Management of the University of Reading’s Institutional Repository (known as CentAUR) moves to Library’s Collections in August 2013, and remains under our existing Repository Manager, Alison Sutton.

Rachel Redrup

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