

## Durham University Library

Discover

# DISCOVER

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## DURHAM COLLECTIONS

At the start of the 2014–15 academic year, Durham University Library and Heritage Collections launched Discover, a new way of searching Durham collections powered by Ex Libris' Primo interface.

We decided to distinguish the new resource discover system from the library catalogue through the use of an alternative name, URL and design. We settled on the name Discover <http://discover.durham.ac.uk>. We implemented changes to the standard Primo design to ensure that the system tied in with Durham University branding guidelines.

In Spring 2015, we shall begin to raise awareness of the new system, which currently sits alongside the library catalogue, through a targeted publicity campaign. We also plan to offer a number of training sessions to show our students and staff how to get the best results from Discover and run focus groups to gather their feedback.

### New exhibitions at Palace Green Library

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From 30 January until 26 April 2015, two new exhibitions were on display at Palace Green Library:

#### **On seeing the author: portraits in libraries from antiquity to the present**

The 'Living poets' research project in Durham University's Classics and Ancient History department explores how people have imagined ancient authors over time. It also considers how readers and listeners imagine authors look, as a way of thinking about their works.

#### **Vietnam: a nation, not a war**



This exhibition mixes historic and contemporary objects from Vietnam with contemporary works by British artist Anthony Key to explore national identity, migration, cultural diversity, faith and belonging in Vietnam.

## News from member libraries

### Recommend a book

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Recommend a Book is a new scheme offered by the University Library, giving students the chance to request resources for purchase all year round. Similar to our annual More Books campaign, which has proven hugely popular in previous years, Recommend a Book gives students an easy and direct way to tell the library which resources they need.

Recommend a Book has been developed in order to allow students to suggest books they feel are needed throughout the year, rather than only during a designated time period. The process starts with students filling out an online form and submitting it. The form will then go through the relevant channels to be assessed. Students will be notified of the decision and can also ask to be notified when the book is available for borrowing from the library.

### Engaging with students at Queen's Campus Library

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Queen's Campus, Stockton, is Durham University's second campus. Queen's Campus Library provides resources for all subjects studied at Queen's, as well as study areas and IT facilities.

Queen's Campus Library has recently been working on developing new services and ways of engaging with students. During October 2014, we worked with Blackwell's to provide a bookshop for students to purchase key texts. We also attended the Queen's Freshers Fair, where we gave new students the opportunity to say hello to (a cardboard version of) the Queen, and take a #queenselfie.



More recently, we have developed a new study room, Room 205, by clearing one of the library's storage areas. We asked students, via a physical poll at the entrance to the library, how they would like the new space to be used; this enabled us to adapt this area to better meet student demand. Room 205 is available to all students during library opening hours as a relaxed group space, with mobile phone use permitted.

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## University of West London

Much has happened at UWL Library Services in 2014 with significant changes to come in 2015, as we close our Brentford campus library and temporary main library above Ealing Broadway station and move back to our main campus site in St Mary's Road, Ealing.

### Staff restructure

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The organisational reporting line for Library Services changed in September 2013 with the arrival of a newly created Pro-Vice Chancellors (Academic & Student Experience). Once a new Director was recruited, much time and management effort was spent on planning and delivering a major staff restructure and the associated recruitment. As part of the consultation process with Human Resources and the unions, an annualised hours framework was introduced at the same time for all staff on non-management grades. We have also experimented with a large number of 0.57 FTE (full-time equivalent) Customer Experience Assistant posts, which designed to be attractive to students and help contribute to UWL's impressive 95% graduate employment rate.

The c. 30 FTE library staff are now organised into three teams headed by a new management team:

- Tim Wales, Director of Library Services
- Beatrice Jamnezhad, Head of Academic Support
- Louise Penn, Head of Resources & Technology
- Julian Roland, Head of Customer Experience

### Creation of a nursing library at our Reading campus

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The creation of a nursing library at our Reading campus was absolutely vital to address the justified negative NSS (National Student Survey) scores and comments about the lack of library provision from our College of Nursing, Midwifery and Healthcare students at our Berkshire Institute for Health campus in Reading town centre.

A large room was converted into a proper library space over the summer vacation, with 200m of new shelving and 3M RFID technology (including a new R series kiosk, 9100 series detection system and 3M Command Center software for remote management), which served as a pilot for full RFID implementation at the new main library (see below).

The space is open Monday to Friday at present with two late evenings. Four staff will be based there when we are at full capacity. A modest launch celebration was held on 7 November 2014 (see Fig. 1).

### Book stock review

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Back in the main library, a major stock review exercise was undertaken in light of:

- the high percentage of unissued items in five years
- the comparatively low issue figures against SCONUL norms, and our benchmark group
- the absence of a review in recent memory
- the need to ensure optimum space use in the new library and 'value engineer'.



## News from member libraries



Figure 1: Nursing students celebrating their new UWL library in Reading

The Academic Support team reviewed the proposed withdrawal lists and a total of c. 73,000 items were removed from the library catalogue and offered to book resellers. This means that the number of stock items has halved since the temporary relocation of the main library in 2013, and there is now an opportunity in the next planning round for a major fundraising campaign to finance an up-to-date collection in future. Meanwhile, we have shamelessly copied other libraries' student book suggestion schemes with our own #LoveBooks campaign as a quick win for refreshing key student texts (see Fig. 2).

A promotional poster for the #LoveBooks campaign. It features a young woman with long brown hair, wearing a light blue jacket, sitting on a grassy field and looking at a book. A large pink heart with the text '#LoveBooks' is positioned to her right. Below the image, the text reads: 'Tell us what books you would love to see in your Library.' To the right of this text is a smaller pink heart. Further down, there is a section titled 'Get involved #LoveBooks' with social media icons for email, Twitter, and Facebook, and the University of West London logo at the bottom right. Small text at the bottom left provides details about the campaign's budget and rules.

Figure 2 – UWL #LoveBooks campaign poster



# News from member libraries

## Library Management System upgrade

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Another key project over the summer was to re-contract and outsource the hosting and management of our Capita Alto Library Management System (our core library system) with a simultaneous upgrade and addition of new functionality. The benefits include

- a much more stable system hosted in the Cloud with offsite backup and offline support
- a new tablet interface (Soprano) to enable roaming staff to offer support to students more quickly
- e-payments functionality for students (not yet implemented because of PCI compliance issues)
- new modules to streamline back office acquisition and cataloguing workflows and offer reporting information.

## LibGuides and website improvements

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The Academic Support Team took advantage of a new subscription to the web-based library support service LibGuides from Springshare, designed to replace old-fashioned printed/PDF helpsheets with more student-friendly web versions that are searchable and indexed via the Library's Summon search engine and linked to from our VLE (virtual learning environment, Blackboard). We also took the opportunity to fix the long-standing problem of there being two old library websites from our Thames Valley University days and one new UWL website indexed in Google, causing much confusion for students and staff alike!

## New Library for 2015

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The university's £50 million Future Campus project at the main site on St Mary's Road, Ealing, was well under way when the new Director of Library Services joined in January 2014: the main library had been decanted to a temporary location in August 2013 and a new Student Union and London College of Music Performance Centre had opened for the start of the academic year in October 2013. Plans and layouts for a refurbished / new library overlooking the atrium (Heart Space) at the centre of the redevelopment were in their final stages.

Working with the new Director of Property Services, the Nomad RDC consultancy was contracted to review the proposals and brief, including undertaking a rapid face-to-face and social media student consultation and engagement project on the new library in May before the students left for the summer 2014 vacation. This exercise produced some very detailed and interesting information both from a building design and service point of view (e.g. strong preference for a physical library desk even in these days of roaming and mobile support). As a result, Nomad were able to 'evolve the brief' further, their main design proposals being accepted at a steering group meeting in December.

We now await further scrutiny of cost implications for the changes required at this late stage before final sign-off and procurement begins in the spring. We are currently expecting to pack up and relocate from our Brentford and Ealing Broadway sites in July / August ready for 1 September, complete (we hope) with term-time 24/7 opening hours under the auspices of the university's new Total Facilities Management (TFM) contract with Bouygues.

Apart from the various enabling projects described above, we have just embarked on a major stock RFID retagging exercise prior to closing our sites in the summer in anticipation of the introduction of our first ever book sorter in the new library. This will free up our Customer Experience team's time to provide roving support in our new multi-level L-shaped space. Meanwhile the new Heart Space opened in January 2015 to rave reviews, taking us beyond



# News from member libraries

the traditional look and feel of a former technical college.



Figure 3 – UWL's new Heart Space with new Library on the right

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## Leeds Beckett University (formerly Leeds Metropolitan University)

### Name changes

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Leeds Metropolitan University became Leeds Beckett University on 22 September 2014 after the Privy Council gave permission for it to change its name in autumn 2013. In line with this, Libraries and Learning Innovation (LLI) took the opportunity to rename a number of systems, including the Blackboard VLE, now entitled MyBeckett.

### New systems and services for 2014–15

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A new resource list system (Rebus:list from PTFs Europe) was introduced for the start of the 2014–15 academic year, enabling students to access their recommended resources from their modules in the VLE. The library website ([library.leedsbeckett.ac.uk](http://library.leedsbeckett.ac.uk)) was also migrated from its in-house platform to LibGuides2 from Springshare, and LibAnswers was purchased to provide a new enquiry management and chat service.

### Customer service excellence accreditation

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Leeds Beckett University is the only university to have received joint Investors in People (Gold) / Customer Service Excellence (CSE) accreditation. As holders of CSE and Charter Mark from 2001–2014, LLI continues to share our experiences with staff across the university; as a service we were identified as an area of strength and contributed to some of the fourteen areas of 'compliance plus' scored by the university.

### Improvements at Sheila Silver Library

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A major project to refurbish our Sheila Silver (formerly City Campus) Library has been approved; this will see services and study space over five floors improved as students' feedback is taken on board and we work with stakeholders across the university. The project involves one floor at a time being reconfigured during each summer vacation and began in summer 2014. The new floors will provide an improved flexible layout with space for both group and individual work; new study furniture and PCs, central hubs housing printers and water coolers; desktop plug sockets for laptops and other devices; increased wireless capacity; environmentally friendly lighting and a bold colour scheme.

### Online access to archive and special collections

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Libraries and Learning Innovation has worked in partnership with our university's alumni and marketing teams to create an online archive (<http://archives.leedsmet.ac.uk>), which is maintained by our Archive and Special Collections as the gateway to our university's past. The initial set of material added to the website was the Beckett Park Library Collection, selected because of its popularity in terms of number of consultations and because it has the most advanced cataloguing system, using international archival standards of description. Material from the archive also featured in a display in our Headingley Library to mark the centenary of the outbreak of World War One, when the buildings of our predecessor institution, City of Leeds Training College, were converted to a military hospital, which was operational until 1927.

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