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# News from member libraries

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## Durham University Library

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### NEW SHOP AND RECEPTION AT PALACE GREEN LIBRARY



*Fig. 1 Durham University shop on Palace Green*

In February 2012 work on Palace Green Library's new reception area, shop and Dunelm Gallery was completed.

The new reception has been beautifully designed to complement the historic building and to offer visitors a warm welcome by our friendly staff. Visitors to Palace Green Library can also take home a memento of their visit from the shop, which offers a range of books, souvenirs and gifts, including local jewellery and glassware.

To ensure that conditions in the Dunelm Gallery are exactly right for the Lindisfarne Gospels, which will be displayed at Palace Green Library for 3 months in 2013, we shall be monitoring the new display space for four months before the first exhibition.

### **ONE DAY'S FINES REVENUE TO BE DONATED TO CHARITY**

Working in partnership with Durham University Charities Kommittee (DUCK) and Durham Students' Union (DSU), the library is planning to donate one day's fines revenue to charity. The charity fines day will be held on Friday 4 May, during the main Library 24/7 period. We are calling the day 'Fines Friday'.

During the week in which Fines Friday is held, students and staff will have the opportunity to choose which charities the money collected should be donated to, through polls conducted via the university's virtual learning environment, the library's poll box and the library's Facebook page.

As well as raising money for charitable causes, the charity fines day will help to ensure books are returned to the library during the university exam period, when there is the most pressure on resources. We also hope Fines Friday will generate positive feeling about library fines and strengthen the library's relationship with key student organisations.

### LIBRARY 24/7

Durham University Library has extended its popular 24/7 opening this year to help students prepare for the busy dissertation and exam period.



Fig. 2 Durham University Library opens 24/7

For the first time, the Main Library and Queen's Campus Library opened 24 hours a day, seven days a week during the Epiphany term. In 2011 student feedback informed us that library 24/7 would be valuable at other times of the academic year, not only in the Easter term. Library 24/7 was offered from 12 to 18 March, the last week of the Epiphany term, when many students have assignment, project and dissertation deadlines.

Student comments also called for a longer library 24/7 period in the Easter term. In response to customer suggestions, library 24/7 opening hours will be in operation for an extended five weeks from 21 April to 27 May 2012. The Main Library's new four-storey East Wing extension will be available throughout the second 24/7 period, offering 500 additional study spaces.

Find out more about library 24/7 at <<http://www.durham.ac.uk/library/247>>

### MAIN LIBRARY EAST WING EXTENSION



Fig. 3 University of Durham Library's new East Wing extension

Opened in April 2012, the Main Library's new East Wing extension offers a new space for study and research across four floors. The £11 million Main Library extension was the first completed part of the Gateway development project. The Gateway project is a development for the University and the City which has allowed an under-utilised and disjointed brown-field façade on a key University site to be redeveloped with an environmentally sustainable build of the highest standard.

Providing 500 additional study spaces, the East Wing is a 42% increase on the size of the existing Main Library building.

During 2011 the redevelopment of level 2 was completed, giving a preview of what to expect from the East Wing extension. The new East Wing study areas are specifically designed so that readers can use both print and electronic resources. Each study space has power and data connections, with full wireless network access. A new silent reading room ensures total peace and quiet for individual study and research. The East Wing offers six group study rooms and 21 individual study rooms, taking the total number of study rooms in the Main Library to 30.

## MAIN LIBRARY STOCK MOVES

Following the opening of the East Wing extension the entire book stock in the Main Library will be reorganised. This is primarily to create a logical, straightforward Dewey sequence of over 1.6 million print monographs, starting at 000 on level 4, down to 999 on level 1. The book moves will also accommodate the arrival of a large amount of material formerly held in remote stores. Although this will inevitably cause some disruption for staff and students using the library between June and September 2012, staff will attempt to keep this disruption to a minimum.

## JSTOR ACCESS FOR ALUMNI

Durham University has taken the decision to pay for access to JSTOR for Durham alumni and retired staff. This means that alumni can have access to full JSTOR content – over 1500 academic journals and additional scholarly content – even after finishing at Durham. This has been well received by alumni, with former students commenting, ‘unbelievably excited by this news!’ and ‘this will actually be incredibly helpful for the course I’m doing’.

## DURHAM UNIVERSITY LIBRARIANS TAKE ON A COAST-TO-COAST CYCLE CHALLENGE

At the end of June five librarians from Durham University Library aim to complete a coast-to-coast cycling challenge from Workington to Sunderland over the course of four days – all in the name of charity. Pete Maggs, Sebastian Palucha, Matthew Phillips, Ben Taylorson and Colin Theakston are taking on the 140 miles to raise funds for Cancer Research UK. With ability in the group ranging from ‘accomplished cyclist’ to ‘hmm...is this wise?’ it promises to be a challenging few days for some. However, the less experienced riders have been promised that successful completion of a day’s cycling will automatically lead to ‘curry and refreshing beverages’ of an evening. And it’s all for a good cause! If you would like to sponsor the cyclists you can do so at <http://www.justgiving.com/ColinTheakston01002>.

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## Leeds Metropolitan University

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### LIBRARIES AND LEARNING INNOVATION (LLI) CELEBRATES 10 YEARS OF CUSTOMER SERVICE EXCELLENCE!

Following recent re-accreditation of the Customer Service Excellence Standard, LLI is celebrating 10 years of awards for its customer service. Under its previous title of Learning Support Services, LLI was one of the earliest university libraries to achieve Charter Mark in 2001 and has continued to receive Customer Service Excellence Standard since 2009. In the most recent assessment (in which it was awarded seven “compliance pluses”, including one for its innovative use of customer journeys) the service was praised for its understanding of customer needs, high levels of customer satisfaction and culture of customer focus alongside well established performance review mechanisms and aspirational benchmarking.

### CORE SERVICE STANDARDS

Leeds Metropolitan has been working with colleagues from library services at Huddersfield, Liverpool John Moores, Sheffield Hallam and Staffordshire on a benchmarking project, designing a set of core service standards to support the provision of services to undergraduate students. The results are available on the CSE-STANDARD group on JISCMAIL – interested parties are encouraged to join and also share their performance measures such as service standards, alongside all aspects of the Customer Service Excellence Standard.

### ACADEMIC LIBRARIANS

Anne Martin, Academic Librarian, retired from the University earlier this year. Anne worked for the University for many years, first as a Tutor Librarian at the Library School on Park Row when the University was Leeds Polytechnic in the 1970s, explaining the mysteries of new technology such as microfilm and microfiche to new students, and recently as Academic Librarian for Sport. Erin Nephin ([e.nephin@leedsmet.ac.uk](mailto:e.nephin@leedsmet.ac.uk)) has now taken responsibility for subject liaison with the School of Sport and Jennie Wilson ([j.m.wilson@leedsmet.ac.uk](mailto:j.m.wilson@leedsmet.ac.uk)) has joined the team of Academic Librarians, looking after the School of Education and Childhood.

## EMBEDDING DIGITAL LITERACY AS A GRADUATE ATTRIBUTE

LLI has been involved in the drawing up of the University's definition of Digital Literacy and is working with staff in the Centre for Learning and Teaching to develop a skills matrix which provides examples for staff of the kinds of abilities students may attain to support their achievement of Digital Literacy as a Graduate Attribute. This work also incorporates the work of Academic Librarians involved in the Little Book of Information Skills which is now available in an online interactive version. Articulate, Captivate and MS Word were used to create guided tutorials based on the original Little Book of Information Skills, which used the SCONUL 7 pillars of Information Literacy to help students develop skills.

## EBOOK EXPANSION

The Library has been using the Coutts MyiLibrary platform to deliver patron driven ebook access to library users as they browse titles listed on the Library Catalogue. So far this has been aimed at health and social sciences resources, and over 200 ebooks have been added to the existing ebook collection. Coverage will now be expanded to include some art and humanities subject areas and Academic Librarians will be working with School staff to identify suitable titles for inclusion.

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## Open University (OU) Library Services

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### TWO NEW JISC-FUNDED PROJECTS

**STELLAR** (Semantic Technologies Enhancing the Lifecycle of Learning Resources) is an exciting 18-month project that Library Services has just started, to investigate the value represented by non-current OU study materials. With a growing collection of digitised and born-digital learning materials, the Open University has a rich heritage of content. Funded by JISC as part of their 'Enhancing the Sustainability of Digital Content' programme strand, the STELLAR project questions academics and other stakeholders involved in producing Open University learning modules to find out what they feel is the value of digital materials that are no longer being used as part of a current module. We would like to find out whether that value is pedagogic or based on the potential to re-use that content and potentially save money on creating new material. The results

of the survey will be used to inform our policies regarding which material should be preserved as a priority.

STELLAR will also apply linked data techniques to a set of content selected by the project and test the impact that this transformation has on the sustainability of that material. This work will help to link the legacy course materials through to other linked datasets such as OpenLearn ([www.open.ac.uk/openlearn](http://www.open.ac.uk/openlearn)) and Study at the OU ([www.open.ac.uk/study/](http://www.open.ac.uk/study/)) that were created as part of the Lucero project and are available at [data.open.ac.uk](http://data.open.ac.uk).

The STELLAR project runs until July 2013. More information on the project can be found on the project blog at [www.open.ac.uk/blogs/stellar/](http://www.open.ac.uk/blogs/stellar/).

**MACON** (Mobilising Academic Content Online) is addressing challenges involved in delivering quality academic content to mobile devices in a seamless and user-friendly manner.

Initial user testing indicates that users are happy with a simple mobile search interface, but would like the option to use some limiters, so we are providing an 'advanced search' option as well. Once users have conducted a search they can read the full text of an article or e-book on their mobile phone, and we hope to add the option to save a reference so that they can access it from a desktop computer later. As access and authentication are major barriers to users wishing to read academic content via their mobile devices, we have been exploring options to improve ease of access to licensed resources, but have found that there is no viable solution for the Open University at this time.

You can find out more about the details and progress of the project visiting the project blog at <http://www.open.ac.uk/blogs/macon>.

### M-LIBRARIES CONFERENCE – REGISTRATION NOW OPEN

Registration for the fourth m-libraries International Conference is now open via the website <http://m-libraries.org/>. The conference will be held on the Open University campus in Milton Keynes on 24 and 25 September 2012; the main theme is 'From margin to mainstream: mobile technologies transforming lives and libraries'.

The conference has several exciting keynote and invited speakers, including Ellyssa Kroski

(New York Law Institute), Char Booth (Claremont Colleges, USA), Thomas Cochrane (AUT's [Auckland University of Technology] Centre for Learning and Teaching, New Zealand) and Steve Vosloo, Programme Specialist in Mobile Learning at UNESCO. You can see the growing list of speakers at <http://m-libraries.org/>.

Mobile technology has transformed so many aspects of our lives: how we work, how we communicate, how we study and how we play. Since the first successful m-libraries conference in 2007, libraries around the world have made huge advances in harnessing the technology to improve and enhance their services. The fourth conference will bring together researchers, technical developers, managers and library practitioners to review achievements to date and to consider the creative challenges and opportunities ahead.

Nicky Whitsed  
Director, Library Services  
The Open University



*Refurbishments at York*

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## University of York

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### **YORK JOINS THE RUSSELL GROUP**

The University of York will be a member of the Russell Group from 1 August 2012. The Vice-Chancellor, Professor Brian Cantor, said: 'It is an honour and a privilege to accept this invitation from the Russell Group. We have been invited to become a member of a group of highly prestigious universities as a consequence of the great progress we have made since our founding in the 1960s. We are not yet fifty years old but our research has a worldwide reputation for excellence and the quality of our teaching and student experience is acknowledged throughout the UK and beyond. York is a truly international university but we are also deeply committed to the great city of which we are a part.'

The University of York Library joined Research Libraries UK in 2011.

### **LIBRARY REFURBISHMENT PROJECT COMPLETED**

We are delighted to announce the completion of the two-year University Library refurbishment in February 2012. This has included a major remodelling of the JB Morrell Library and the addition of a new building to the library complex, the Harry Fairhurst Building. The library now offers a suite of learning environments under one

roof; the research and specialist collection spaces in the Borthwick Institute for Archives and the Raymond Burton Humanities Research Library link through to the JB Morrell Library focused on core teaching and research collections and diverse study space, then to the more interactive learning, information and technology supported spaces in the Harry Fairhurst building. The building has been designed to support 24/7 operation, including the installation of a book sorter. We shall pilot 24/7 in summer 2012 before moving to 24/7 for 362 days of the year in September 2012.

### **ALMA**

We are participating in Ex Libris Alma European Early Adopter (EA) Programme. We were the first European library to sign up in 2011 and are currently working out an implementation schedule with Ex Libris. Our primary reason for participation in the EA programme is to implement a modern library system that will support our review of all content-related activities: the selection-to-shelf processes; search, discovery and delivery services; and staff capability and capacity. Ex Libris has been our primary library system supplier since 2002 and we have a strong working relationship with them, making an upgrade to Alma the logical step to take. The advantages of Alma include: bringing together the

functionality of several products; development from the ground up to meet the functionality and workflows needed for the future; a cloud solution reducing the IT support required locally; use of web-based, open interfaces to facilitate integration with other systems and the development of adapters and plug-ins to meet our unique needs; sharing data via the community zone (such as catalogue records); extensive built-in analytics and reports, including visualisations to support strategic planning.

#### **CAUSE PAPERS**

A partnership between the Borthwick Institute, York Digital Library and the Humanities Research Institute at Sheffield has enabled some of the most important Church Court records in Europe to become available for research online, thus obviating the need to make a journey to York. The completion of a JISC rapid digitisation project, itself following a three-year project to create a database of the records funded by the Andrew Mellon Foundation, has opened up the Cause Papers at the Borthwick Institute to an international readership of scholars and amateurs alike. The Cause Papers are the evidence files of proceedings in the Church Courts at York, which had jurisdiction across the whole of northern England from the Middle Ages to the middle of the 19th century. They cover key areas of historical investigation, including marriage, male and female sexuality, concepts of honour and personal status across many levels of society, the agrarian revolution, the central problem of worship and heresy across the turbulent years of the Reformation and the working out of the Protestant settlement over subsequent centuries and much more. The Cause Papers can be accessed by visiting <http://www.hrionline.ac.uk/causepapers/> or <http://cherry.shef.ac.uk/causepapers/index.jsp>.

#### **MELLON**

The Andrew Mellon Foundation has granted the Borthwick Institute and the History Department at the University of York \$50,000 to investigate how to digitise the York archbishops' registers. These registers are the earliest Metropolitan registers in the UK, and are the key records documenting the government of the archdiocese of York. The project will focus on the registers from Archbishop Walter de Grey in 1225 to Archbishop John Williams in 1649, and will proceed from an invitation-only international colloquium which aims to gain a better understanding of the information we need to collect to make the metadata

effective and relevant, to a pilot project to test the practicality of the colloquium-led decisions.

#### **AYCKBOURN ARCHIVE**

The university announced the purchase of Sir Alan Ayckbourn's Archive last summer, with the support of the V&A Purchase Grants Fund, the Friends of the National Libraries, the Heritage Lottery Fund and the Samuel Storey Family Charitable Trust. The archive has been transported from Scarborough to York, and is available for research at the Borthwick Institute. The project to make the archive available, however, is not a standard archive project. The funders have enabled the appointment of a Comedy Outreach Officer, who, working in partnership with the Borthwick, the Department of Theatre, Film and Television (TFTV) and the Widening Participation unit at York, is running curriculum enrichment sessions for young people based on the Ayckbourn Archive. Schools will visit the Borthwick to see the archive in situ and learn how it is curated and made available, then use the magnificent new facilities at TFTV to work on extracts from Sir Alan's plays, using original scripts and supporting documentation. The first enrichment day was held in early April, and was followed by regular sessions through to the end of the school year; sessions will start again in September.

#### **DIGITAL LIBRARY DEVELOPMENTS**

York Digital Library (YODL) (<http://dlib.york.ac.uk>), which started as a project in 2007, has been in full service for over a year and continues to add content and maintain collections of material for internal and external access. YODL contains a range of image collections, covering history of art, archaeology and archival material from the Borthwick Institute for Archives. Deep zoom technology allows close examination of detail, something we have also put to good use in the Cause Papers image database, which went live at the end of November 2011 (<http://dlibcausepapers.york.ac.uk>) with over 160 000 images. We are in the process of implementing page-turning technology for Cause Papers and other Digital Library content, which will be available by summer 2012. We are also working with York Sound Archives on support for audio content in the Digital Library, for initial release later in 2012.

Other Digital Library projects include IRIS (<http://iris-database.org>), a York Department of Education ESRC-funded project in partnership with Georgetown University. The York Digital

Library is managing the technical development and we have successfully launched the website complete with submission workflow, accepting submissions of research instruments for second-language research from around the globe.

The art world in Britain 1660 to 1735 website (<http://artworld.york.ac.uk>) publishes primary sources and research tools for the study of the arts in Britain between the restoration of Charles II and the opening of Hogarth's St Martin's Lane Academy. The art world project has enabled us to explore the possibilities of linked data through a small JISC project called OpenART (<http://dlib.york.ac.uk/data/>), which has successfully exposed almost 40 000 linked data objects.

Finally, we are working on a multimedia portal for history of art research, to include an exhibitions area that will display image content drawn from the Digital Library.

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