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# News from member libraries

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## Durham University Library

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### THE LIBRARY SURVEY RESULTS ARE IN



At the start of the 2013–14 academic year we ran the LibQual+ Lite survey for the first time. We had a fantastic response – over 2,000 individuals including undergraduates, postgraduates and staff told us what they thought of the library’s collections, services and buildings.

Looking at the results, it is very encouraging to note that in none of the areas surveyed do our customers overall think that we deliver less than the minimum quality level they require. Our group study spaces, the willingness of library staff to help customers and give them individual attention and our customer care all score very highly.

But the results also clearly show where we can make improvements. We need to work at building our electronic and print collections and make them more easily accessible online and in the library, and we need to ensure we always deal robustly with customers’ problems when they arise.

We’re now working on analysing the results in detail to help us develop strategies, policies and plans closely aligned to the needs of our staff and students.

### LEVEL 4 REOPENS AT THE BILL BRYSON LIBRARY

The newly refurbished Level 4 has reopened and all the books (shelfmarks 001–339: computing, philosophy, psychology, theology and religion,

sociology, economics) that had been temporarily moved to mobile storage on Level 1 have been returned to their permanent places on Level 4. Study spaces have also been restored and users are now able to access all of Level 4's facilities. In keeping with the refurbishment schedule, the process of moving books (shelfmarks 400–779: languages, sciences, Meissen collection, arts [not music]) from Level 3 to the Level 1 mobile storage shelves has also been completed. To keep noise and disruption to a minimum during the exam period, refurbishment work to Level 3 has been paused and will resume at the beginning of July.

Until 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.

#### PRIMO



After a lengthy evaluation process, we have opted to purchase the unified search interface Primo from Ex Libris, and will be launching the interface to our users in mid-2014. It is hoped that library users will enjoy faster searches in a more intuitive interface, which will be seamlessly integrated with the library's Innovative Interfaces library management system.

University Librarian, Jon Purcell, said:

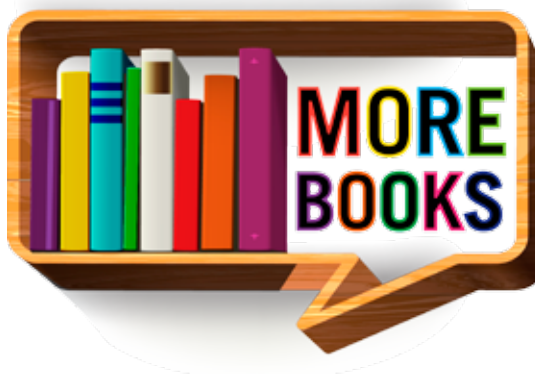
Because our collections span modern printed books, e-journals, archives, medieval manuscripts and ancient artefacts in our museums, users will benefit from being able to search for different types of materials through one system. In addition, we will have the flexibility to offer additional Primo views with specialist search and filtering facilities where needed. The use of Primo will also help us raise awareness of the breadth and quality of Durham University's unique Heritage Collections, as well as publicise other research collections in the north east of the UK that will be indexed by our system. Equipped with Primo, the library will provide valuable support for Durham University's regional, national, and international strategies.

#### ENGAGING WITH OUR STUDENTS

From 10–16 February 2014, the library got involved in DUCK (Durham University Charities Committee) week. We encouraged library users to pay their fines online or in person and the average daily fines taken throughout the week were donated to DUCK charities. We're pleased to say our library users helped to raise £563.54 for some amazing causes! During the week, we asked students to vote between four charities selected by DUCK to decide who the money donated would go to. Over a thousand votes were cast in our polls on DUO (Durham University Online) and in the Bill Bryson Library. The chosen charities were St Cuthbert's Hospice, the Against Malaria Foundation, Norcare and the LetterBox Club.

The Bill Bryson Library and Queen's Campus Library also hosted Nightline's 'Anonymous Student Project'. This confidential, non-advisory, non-judgemental, non-directive listening service is an organisation run by volunteer students, for students. With the aim of raising awareness of the complications of student life, their 'Anonymous Student Project' asked students to write an anonymous message on a postcard and post it in a box in one of the university libraries. The postcards were then displayed in the Bill Bryson Library for students to read. The messages ranged from serious confessions, to snippets of advice, to personal rants about the relationships of Harry Potter characters or Tesco Clubcard vouchers.

#### MORE BOOKS



For the fourth year running, we ran our popular More Books campaign during the latter stages of the Michaelmas term. All taught students at the university were invited to make requests directly to the library for materials they wanted us to buy. This is primarily aimed at addressing the age-old 'there are not enough books in the library' issue. It also provides a clear route for taught students to suggest books for purchase, moving away from being reliant on a sympathetic member of academic staff.

The campaign was launched mid-November with a budget of £20,000, and ceased when the funds were spent at the end of December. In total over 460 requests were made, resulting in over 350 purchases. We have, as ever, received very positive feedback from users, thanking us for the scheme and confirming how valuable they find it. We communicated well with users who made a request and clear explanations were given when we made the decision not to purchase materials. Additionally, a significant number of purchases were made as a result of More Books requests that did not come from the More Books fund, where liaison librarians opted instead to purchase from departmental funds.

#### **SUBJECT SUPPORT POINT**

On Tuesdays and Thursdays from 10:00 to 16:00 throughout the Epiphany and Easter terms, academic liaison librarians offered subject support at the Bill Bryson Library to all students who wished to drop in. Each librarian was available for one and a half hours in a consultation room near the main help and information desk. It was promoted as a really great opportunity to speak to the person who knows all the best resources for students' courses, and it marked the first time in recent memory that liaison librarians were formally timetabled in to a regular drop-in enquiries point.

#### **ANDROIDS AND ENAMELS AT PALACE GREEN LIBRARY**



From November 2013 – April 2014, *ROBOT* was on display at Palace Green Library. This exciting exhibition of robots, cyborgs and androids

presented some of the metal stars of the big screen alongside books and classic sci-fi comics.

To complement the exhibition, the library also brought *Robots Live* to the north east of England for the first time during February half term. This popular live robotic combat show was formed in the wake of TV's *Robot wars* and attracted hundreds of visitors to Durham.

Palace Green Library's exhibitions programme is regularly changing and from May to August our galleries will present *The seven treasures: Japanese enamels from the V&A*. Cloisonné enamelware from the Victoria and Albert Museum will be on display with loans from collections in the north east and objects from Durham University's Heritage Collections to present a complete picture of one of Japan's most exquisite art forms.

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## University of York library

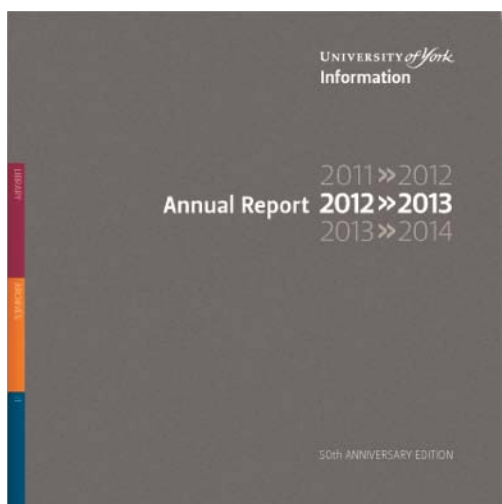
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### BORTHWICK INSTITUTE FOR ARCHIVES WEBSITE

We launched a new website for the Borthwick Institute for Archives at the beginning of March. The new site includes:

- a new and improved navigational structure to make things easier to find for our users
- reviewed, updated and restructured content
- new sections on Exhibitions, Looking after the archives, Donating or depositing material, History of the Borthwick and Digitisation Services.

### ANNUAL REPORT



We have recently published our 2012–13 annual report, available at [Information Annual Report for the University of York 2012/2013](#)

The 2012–13 academic year was particularly significant for Information, and the report highlights our most notable achievements.

### SKILLS RESEARCH INTERN – NEW SKILLS CURRICULUM IN DEVELOPMENT

Higher education institutions around the world have been under increasing pressure in recent years to produce graduates who possess certain competences, or, as they have started to be called, graduate attributes. While Australian universities are at the forefront of research in this field, UK institutions seem only recently to have started to address the graduate attributes agenda. While a lot of work is currently done in various areas of student skills development, such as information literacy, academic literacy or employability, commitment to creating a cohesive graduate attributes implementation strategy seems to be less explicit, or, in many cases, absent.

To shed some light on the higher education initiatives being implemented regarding the approach to skills development, a collaborative project across the Information Directorate, Careers and the Academic Support Office commenced in autumn 2013. A student intern undertook several pieces of work as part of this research, including a literature review of skills development across a number of areas, which revealed a continuum (illustrating the fact that approaches to skills development are moving from a bolt-on approach to an embedded model). The intern also examined case studies on how an embedded model of graduate attributes had been implemented in higher education institutions.

The results of this research have been fed into the work of a university working group developing our new teaching and learning strategy for the next five years.

### MAKING RESOURCE LISTS WORK

We have begun a project, Making Resource Lists Work, to implement our Resource List Policy and to raise awareness of the main points of the policy in every academic department across the university. The policy aims to

- make all resource lists available online using EARL (our electronic reading list software) – paper reading lists will not be checked by the library from the next academic year;
- ensure resource lists are well structured in order to aid and encourage student engagement, e.g. lists should be of an appropriate length and use priority categories, for example, essential / core reading, further / background reading, key texts etc.
- improve the use of digital material where possible, for example, e-books, e-journals and our electronic texts service.

### EXTERNAL STORE

The library has purchased an external store facility in Nether Poppleton, North Yorkshire. We are currently in the process of moving items there that have been in deep store; once the move is complete users will be able to request items from the store as part of our retrieval service.

### YORK ART GALLERY STOCK

A collection of approximately 5,000 items, previously held at York City Art Gallery, has been kindly donated to us by York Museums Trust. Library staff are currently adding the collection to our stock, with completion expected by spring 2015.

The subjects covered by the collection range from woodcuttings to Warhol, sculpture to sign-painting, and from Hogarth to Hepworth. They will undoubtedly enhance the breadth and quality of the art-related stock available at York.

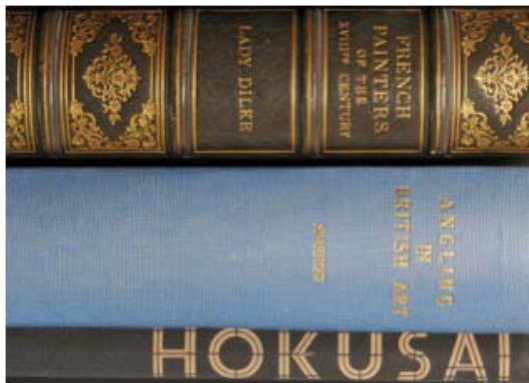


Fig. 1 Items donated by York City Art Gallery

#### **MOREBOOKS**

In February we ran the MoreBooks scheme for the third time; this gives our students the opportunity to tell us what books to buy, whether it's a title the library doesn't have or an additional copy of a book they are finding it hard to get hold of.

MoreBooks has been very well received by our students, and approximately £90,000 was spent on over 2,000 items throughout February. As one user noted, the scheme is a 'great chance to plug resource gaps based on student need'.

#### **LIBRARY SURVEY 2013**

We received a total of 2,452 responses to the library survey 2013 – our highest to date – and are pleased to report that the results show an improvement in the perception of the university's library services over the past year.

Results for all questions on the survey improved compared with 2012, with a 1.4% increase on average, reflecting a continued improvement since our library refurbishment and the positive impact of service improvements, including flexible loans and 24x7 opening.

Our Academic Liaison team are also formulating action plans based on the survey results to focus on areas that were identified for improvement.  
<image of Library survey winners near here>



Fig. 2 Library Survey 2013 prize winners with the Director of Information Stephen Town

#### **KEY TEXTS REVIEW PROJECT**

We have begun the process of reviewing our key texts collection. Managing the collection is time-consuming for staff, and feedback and usage statistics indicate that the collection may not be delivering the right outcome for students.

We hope the review will allow us to make positive changes, ensuring that access to high-demand student reading is provided in a timely manner by means of a streamlined process, thus improving the confidence of academic staff in the collection and saving staff time.

#### **WORLD BOOK DAY**

We held a series of events and activities to celebrate World Book Day on 6 March. Sarah Griffin, the University of York's Special Collections Librarian, presented a sold-out talk on 600 years of printing history as reflected in material held in Special Collections at the university and at the Minster Library; we also held a book swap. These events were accompanied by an online quiz, promoted through our website, Facebook and Twitter.

This was our second year celebrating World Book Day, which has proven to be a positive event, allowing us to engage with both the university and the broader York community.



Fig. 3 World Book Day event

#### **LEAN HE CONFERENCE**

Jackie Knowles, Head of Customer Services, and Sue Elphinstone, our Content Description Librarian, presented a workshop at the Lean in Higher Education Conference on how we successfully used the Lean approach in our development of flexible loans. This is reported on in full elsewhere in this issue of *Focus*.

#### **DIGITISATION OF THE RETREAT ARCHIVE**

Funding has been secured from the Wellcome Trust for the digitisation of the Retreat Archive, held in the Borthwick Institute for Archives. The Retreat is a centre for mental health care provision founded in 1796 by William Tuke, a Quaker and tea merchant from York. It became famous for its gentle and enlightened approach to the treatment of those with mental illness.



*Fig. 5 The Retreat, York*

#### **HISTORY OF ART PORTAL – THREE GRACES EXHIBITION**

The digital team have created a virtual exhibition to complement the Three Graces project, a joint venture between the University of York's history of art department and the Victoria & Albert Museum. The exhibition site demonstrates research in progress and, by virtue of the digital form in which it has been published, the intention is to develop and add to this resource over time.

The exhibition can be explored at:

Three Graces: Victorian women, visual art and exchange