News from member libraries

Durham University Library

THE E-DEN OPENS AT THE MAIN LIBRARY

During the Michaelmas term, our new *e*-den computer suite opened at the Main Library. The e-den is located in the West Wing, replacing the old Level 2 computer room, and offers a range of computing facilities.

The room provides study spaces with networked PCs and laptop connection points for students to use their own computers in the library. The refurbished space provides a range of other equipment, including PCs with dual screens and scanners. There are three group study areas in the *e*-den, where PCs are connected to large screens and three PCs with assistive technology, with priority given to disabled customers. Other facilities include colour and black and white printers and a self-service printer credit machine.

The new *e*-den complements existing computing facilities in the Main Library, including WiFi throughout the Main Library building, the Level 3 West Wing PC room, our laptop loan service and self-service netbooks.

FOOD AND DRINK RULES TIGHTENED

Given the costly refurbishment of the entrance floor of the Main Library, the introduction of our new e-den and the imminent opening of a new wing in the building, we have adopted a stricter stance regarding the consumption of food and drink in the library. With the exception of cold bottle drinks, all food and drink are now banned. Last year the library relaxed the rules to trial eating and drinking on Level 2 of the Main Library. However, this trial resulted in an unacceptable level of litter, mess and food waste. Allowing food and drink in the library had a negative impact on other library users, as well as library staff, and at times the litter and food waste problem reached a point where it caused health and safety concerns.

NEW POSTGRADUATE STUDY ROOM AT QUEEN'S CAMPUS LIBRARY

In October 2011, a newly refurbished postgraduate study room opened at Queen's Campus Library, situated opposite the library entrance. This is a significant enhancement to library facilities at Queen's Campus as it provides a great meeting place both for the postgraduate community to come together and work on ideas, and to enable individual study. The space offers a bright and airy environment, with IT equipment to support group work, and plenty of power and data points too! Facilities include a study pod where a PC is connected to a large screen and the room has a range of seating options. The postgraduate study room is a dedicated study space for taught and research postgraduates, as well as for academic staff.

MATARIKI NETWORK LIBRARIES BENCHMARKING PROJECT

Durham University is a member of the Matariki Network of Universities, a partnership between a founding group of seven research-led institutions from around the world, which was set up to enable members to share ideas, experiences and expertise.

The Matariki Network libraries will be collaborating on a series of projects to develop a range of international performance measures that will give us a benchmark for reviewing and comparing library performance in areas of specific interest. The focus will be in three key areas: support for research, support for learning and teaching, and the role of the library as a place within the student experience. The emphasis of these projects is on sharing and learning from practice.

The first project – due to be completed by Easter 2012 – will consider the ways in which the different Matariki Network libraries support first-year students in their transition to university life.

MORE BOOKS CAMPAIGN RETURNS

On 14 November 2011 the library launched this year's 'More Books' campaign. In 2010 well over 300 titles were purchased as a result of More Books requests; the campaign gives all Durham students the opportunity to tell the library directly which resources they cannot get hold of so we can purchase more books and e-books to meet their needs directly. A full report of the campaign is included in this issue of Focus.

LIBRARY INDUCTION

This year we adopted something of a pirate theme as part of our induction programme for new and returning students. There was a 'treasure hunt' aimed at getting students familiar with various parts of the library; this was a move away from the formal library tours of previous years, which had been declining in popularity. Treasure (in the form of chocolates and pin badges) was available

to those who undertook the challenge. Staff could be seen donning pirate attire and a cardboard cut-out of Captain Jack Sparrow accompanied us to the freshers' fair to promote the library's induction efforts. The approach was well received, with one piece of feedback in relation to the question '*What do you treasure about the library?*' being particularly apt: '*The booty – books and journals, the quiet seas, quiet working space, and the gold, the kindness and helpfulness of its staff :-) Ahoy!*'

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Edge Hill University

THROUGH THE DOORS

The visit of literary icon Anne Fine, the renowned children's author, was made possible through a well-established partnership between Learning Services and Lancashire Libraries. The university hosted a talk by Anne Fine, the prize-winning writer and second Children's Laureate. As part of the university's 125-year celebrations Anne spoke of the importance of reading and literature.

More than 150 pupils and staff from local high schools joined Edge Hill's trainee teachers to listen to Anne talk about her books and approach to writing. The audience had all read *Up on cloud nine* at their book groups.

Lancashire Libraries said 'It was extremely useful since it enabled us to promote children's literature and the public library to future teachers.' The trainee teachers now run a reading group and have ideas of other authors they would like to hear speak. They have also set up a Facebook page and a Twitter account to record their experiences.

LIBRARY MAKEOVER

The existing university library space was refurbished during July – September 2011.The origins of the project stem back to 2009 when feedback was gathered from students on their use of the library space. The refurbishment was intended to:

- rationalise the number of service points in the building and improve delivery of student support through the co-location of the following services into a single service point renamed ASK. This desk now covers:

  - support for students with specific learning difficulties (SpLD)
  - academic skills support
  - IT support
  - information/resource enquiries.

- respond to student demand by creating a clearly demarcated silent study room furnished with traditional desks and comfy chairs, with other spaces on the same floor also for quiet study
- address requests made by the Law Department staff and students to increase the visibility and discoverability of their subject collections and create an area for group work and study
- install extra shelving to meet the storage needs resulting from the continued growth of the collection.

The early student response to the refurbishment has been positive, and this has been reinforced by data currently filtering through from our annual student e-learning survey. This reveals high levels of satisfaction with the library and tells us that the silent and quiet study areas are the most sought-after spaces for students studying on campus when not in taught sessions.

Photo of ASK desk

NEW INTERNAL WIKI REACHES ACADEMICS

Learning Services have adopted the use of a Wiki to present and maintain information and guidance on their services in a customer-oriented way for the university's staff – and in particular, the academic staff. Learning Services is aligning itself with the university's move to the use of Wikis as internal information and communication tools. The development of the Wiki was to complement our newly constructed web pages (http://www. edgehill.ac.uk/ls) that provide a general and largely student-focused overview, and information on services available. Learning Services is a large converged service with many pockets of specialist provision and many links to the formal

structures in the university. The Learning Services Wiki provides the detail (flesh on the bones) of information, advice and support that is available to staff. Faculty liaison activity aims to promote and engage whilst the Wiki provides a reference point for information about the policies, processes and procedures all necessary for working in a large dynamic organisation.

Focus group work with academic staff has informed the overall development of the Wiki: the information it contains, the way it is presented and the overall theme that emerged: 'How Do I…?' The Wiki provides information about the management team, the service, the teaching and learning systems managed on behalf of the university, information and support around planning resources, support for students and copyright amongst other things. The 'How Do I…?' section covers help with media, classroom equipment, finding resources and support for research. There are links to the web pages and the library catalogue. As it is a Wiki it is quick and easy to update. Wiki usage is monitored using Google Analytics and is invaluable in planning ongoing development of the Wiki by identifying both 'hot' and 'dead' spots on the site and in tracking volume and patterns of use.

Blackboard 9.1 (aka Learning Edge)

Learning Services manage and support the institutional virtual learning environment (VLE) and have seen its adoption grow from 5% in 2005 to over 90% in 2011. Following a comprehensive VLE Review in 2010 and the implementation of Blackboard Learn 9.1, Learning Services have branded the new VLE as Learning Edge. Following a series of pilots earlier in the year, it was rolled out across the whole institution in September 2011 with a programme of tailored support for academic staff. Feedback via student focus groups, committee reports and 'hot off the press' data from our fourth EHU Student eLearning Survey has been extremely positive to date and usage statistics show exponential growth since September.

Key drivers for the move to Learning Edge were integration with university and other third party systems such as Mobile Learn, TurnItIn and Campus Pack (for ePortfolios, blogs and Wikis) and enhancing the student experience of teaching and learning support. Running parallel to the development of the VLE is the introduction of eShare, a teaching a learning repository for the university. eShare enables Edge Hill staff easily to upload, download, manage and share documents, presentations, videos, images and more for use within Learning Edge or as stand-alone items. See http://www.eshare.edgehill.ac.uk/

Learning Services are currently supporting a pilot of the online conferencing technology, Wimba Classroom. This makes it possible for lecturers to teach and learners to learn online in a virtual space. Through the use of live two-way audio, video and text-based messaging it is now possible to extend the classroom and bring face-to-face communication online. Is this the future of a more all-round online learning experience? Learning Services seek to find out through work with the faculties.

More information on Learning Edge, the VLE Review and the implementation of Blackboard 9.1 can be found on the Learning Edge blog at http://blogs.edgehill.ac.uk/learningedge/

Discover more

Edge Hill has chosen Ebsco Discovery Service (EDS) as its new search interface to aggregate a significant number of our subscription services in addition to our library catalogue. It has been branded under the name Discover More http://www.edgehill.ac.uk/ls/resources/general/

Helen Bell
Learning Support Adviser
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Edge Hill University

Leeds Metropolitan University

JISC Funding Proposals

Repository Developer Nick Sheppard has recently assisted with the evaluation of funding proposals for projects around Open Educational Resources (OER) in response to a JISC Call for Projects. Each bid was independently marked by three panel members before comments and marks were collated and disseminated back to the panel who then convened for a detailed discussion. As well as providing a valuable insight into the marking process, the experience reinforced awareness of development and innovation across the sector that will also be relevant to OER initiatives at Leeds Metropolitan University

Skills for Learning Developments

LLI's Skills for Learning team which offers tutorials and workshops in a wide range of study skills has added a new title to their popular series of Little Books. The Little Book of Punctuation provides a handy guide on how to punctuate

and how to use punctuation to improve writing. Rather than simply presenting a long list of rules, it takes a fresh approach to punctuation by linking it directly to sentence structure. Reading through The Little Book of Punctuation will enable staff and students to punctuate with confidence, style and power. The team have also added another Podcast to their popular series: "Student Confidence" discusses strategies for maximising confidence whilst at university.

The website has also been relaunched (http://www.skillsforlearning.leedsmet.ac.uk) with an updated design for the homepage. A page for international students has been added with links to the resources which will be most useful to them. New content or updated material has been added in several areas including: 'Dissertations based on a product' and 'English as an international language' and the material on Harvard referencing has been updated with some new quizzes.

New Staff Development Tool

Acting upon a staff suggestion about professional portfolios, Libraries and Learning Innovation recently launched a staff development module on the University's VLE with the aim of inspiring and encouraging staff to engage with, and evaluate, their staff development. Staff will be able to keep a record of their training and professional development, which could then be used as evidence towards professional qualifications and their performance development review. The module provides a central repository for training resources such as hand-outs, PowerPoint presentations, videos, images etc, so that staff can share materials and catch up with training they have missed. An additional aim of the module is that staff will become familiar with the VLE as student users, which should deepen staff understanding of it, and improve the support offered at the Help and Information Points.

Discover More in The Library

Following a thorough selection process which included staff and student focus groups, Libraries and Learning Innovation chose EBSCO Discover as their Resource Discovery Tool which was 'soft' launched for the start of the 2011-12 academic year. This enabled the system to be customised and developed, with more resources being added weekly whilst providing users with access to its main benefits and asking for further feedback via a Wallwisher wall.

Odds and Quads
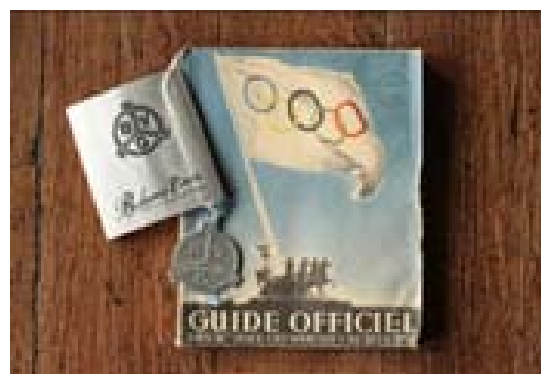
The University's 1936 Berlin Olympic archive material, part of the Carnegie Historical Collection held in The Library's Archive and Special Collections, was highlighted by the Times Higher as part of their *Odds and Quads* feature. Photos and a timeline from the Archive were also used by the University's Faculty of Business and Law's 85th anniversary celebrations.

QR Codes

The Library has begun to use QR codes to help students access information quickly and easily on their phones. A Quick Response (QR) code is a two dimensional code that can be scanned by smartphone cameras to automatically pull up text, photos, videos, music and URLs. The codes can be found on the Customer Comments poster, encouraging online comments, and on spinners housing the Library guides to encourage downloading rather than printing out.

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Liverpool John Moores University

In the two years since the formation of Library and Student Support (L&SS) at LJMU (converged library, IT, student administration service), the service has continued to evolve. Some of our projects, which have either been completed or are nearing completion, are described below.

Change management

In order to complete our move into our new service model as part of L&SS, a set of values and behaviours specific to the new service was required. These behaviours were developed in collaboration with all L&SS stakeholders and linked back into the university's behavioural values. The L&SS values are underpinned by our commitment to delivering excellent services and being responsive to our partners in everything that we do. Establishing L&SS values and behav-

iours has really helped us to move forward with our new model and allowed us to work as a team on subsequent developments; see http://www.ljmu.ac.uk/lea/115588.htm

Customer services developments and the 'single desk' approach

From the outset the new L&SS service was always intended to have a unique customer service model in which research and learner support (i.e. library and IT) staff and student administration staff came together in the ground floor student zones of the learning resource centres (LRCs) to deliver a seamless service to our students. Establishing this model and further developing our customer service commitments and our L&SS values and behaviours has allowed for us to move forward with some further significant initiatives, which have either recently been completed or are on course for completion by September 2012:

- the development of a set of core duties for all staff working in customer services during our core daytime hours
- hybrid weekend and evening L&SS teams
- the development of a single desk at each LRC, from which all LRC services will be delivered

IT, computing and Facebook!

As an outcome of the National Student Survey and LibQUAL feedback, L&SS has invested in additional networked PCs and loanable laptops and has also spearheaded an institution-wide initiative to standardise access to and support with IT and computing facilities across the whole university. This project has led to open access PCs across all the LRCs and the faculty suites being branded as Student IT Zones, in which students can expect a consistent and standard level of access and support.

Following on from this initiative the LRCs have recently trialled a PC booking and availability system that will be implemented across all the LRCs' networked computers during 2012.

A further computing initiative during 2011 was the hugely successful 'Facebook' campaign, which we ran in the LRCs. In collaboration with the Liverpool Student Union and the LJMU Corporate Communications Team, a targeted campaign ran during our busy assessment periods, during which students were encouraged to use their LRCs respectfully and not become part of the 'unsocial network'. This was in response to a great deal of feedback in which students complained

about not being able to get access to PCs for study purposes. In their view, too many students were using the PCs for recreational activities such as accessing social networks. Rather than the university imposing a ban on the use of such platforms, L&SS and our partners set about raising awareness, reiterating the message on the corporate student web pages and in the Liverpool Student Union. The joint campaign has been very successful, with a consequent huge decline in complaints in this area.

Learning resource centres

Further developments to our LRC facilities and services include the development of new quiet study areas, group rooms and a silent study room at our Avril Robarts LRC, as well as new quiet study areas in the Aldham Robarts LRC.

We have also implemented an online room and laptop booking system, which is proving popular with our students.

Collection development

A number of projects and initiatives designed to enhance both the print and online collections are running in 2011–12. We invested in our first collection of patron-driven acquisition of e-books; early results indicate that, as we had hoped, students are finding and using e-books in the library catalogue for both general study and specific project or dissertation work. The most popular titles so far have been in film studies, sociology and marketing; we hope to increase the science-based content later in the year.

Our special collections and archives are increasingly being used in teaching and research, and several new projects starting in spring 2012 will increase the digital content available via LJMU Digital Collections; see http://www.ljmu.ac.uk/lea/digitalcollections.

We are using newly available data from the central university module catalogue in order to develop new procedures to improve the availability of key texts on reading lists. In parallel, the existing print stock is being systematically checked in two 'housekeeping projects', one to repair and replace worn titles we wish to keep, the other to improve the accuracy of the data in the online catalogue (OPAC) using reports generated with the Digital Library Assistant handsets. A 'book-order to shelf' project will improve the efficiency of selection and purchasing. All four projects are linked to ensure that our print stock is well matched to current learning needs, is

acquired as quickly and efficiently as possible, is easy to locate and is maintained in good condition.

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Open University (OU) Library Services

NEW LIBRARY WEBSITE LAUNCHED

Library Services launched the new library website <www.open.ac.uk/library> at the beginning of November. Through surveys, polls and other feedback from students we learnt that there were several ways in which we could improve the site. We've created a new 'Getting started guide' to help students who are new to using an online library find out what is available and how to get the best out of the resources. In many areas of the site a new 'How do I?' box lists help and support related to the page you are looking at. Feedback on the new website has generally been very positive.

MOBILISING LIBRARY SERVICES

We have just released a new version of OU Library Services website that will enable students and staff to connect with library services using a range of different mobile devices. For more information go to www.open.ac.uk/library/mobile.

As part of the Mobile Infrastructure for Libraries project, OU Library Services with its partner EBSCO will be working on MACON (Mobilising Academic Content Online), one of six JISC-funded projects running from November 2011 to July 2012. MACON will address challenges involved in delivering quality academic content to mobile devices in a seamless and user-friendly manner. Through this interface we will make content from the OU's video and audio collections available and will explore the challenges that this will bring. Based on the experience from the project and the user feedback, we will develop evidence-based guidance (in the form of a toolkit) for content providers for optimising their content for delivery to small screens.

Library Services co-hosted the third International m-libraries conference in Brisbane earlier this year

and we are delighted to be bringing the fourth conference, chaired by Nicky Whitsed, Director of OU Library Services, back to the Open University on 24 – 26 September 2012. Visit www.m-libraries.org for more information.

USING ACTIVITY DATA TO MAKE RECOMMENDATIONS

The work we carried out as part of the RISE (Resources and Information for Success in Education) project, to explore the issues around and the value of using user activity data to make recommendations, has just been published. The findings from RISE and seven other JISC-funded projects have been brought together under the JISC-funded Synthesis project to ensure that the knowledge developed by such projects is extracted, explored and presented in such a way that other institutions can benefit from it: http://www.jisc.ac.uk/whatwedo/programmes/inf11/activitydata/synthesis.asp

DEVELOPMENTS IN OPEN ACCESS REPOSITORIES

Open Research Online (ORO) (oro.open.ac.uk) is a growing collection of OU peer-reviewed research publications and other research outputs and, as an open access repository, it is accessible to academics and researchers throughout the world. ORO currently contains over 19 000 records of Open University research output with over 7000 of them having full-text papers linked to the records. ORO currently ranks fifth in the UK institutional repositories ROAR rankings (roar.eprints.org/) for sustained deposits/deposit activity. Since the beginning of 2011 ORO has received an average of over 10,000 site visits a week, with visitors from over two hundred countries.

A new full-text search engine called CORE has been developed by the Knowledge Media Institute (KMi) at the Open University supported by Library Services. CORE will help academics, researchers and students navigate scientific-related papers from across UK Open Access repositories. CORE (core.kmi.open.ac.uk/search) specialises in searches of the full-text items held

on all approved Open Access repositories, ensuring a vastly improved level of accessibility for users. Anyone searching CORE will therefore receive better access to relevant results. CORE is already integrated into the Open University's research repository, Open Research Online (ORO).

Library shorts is a series of animations that follow OU student Bob (and his goldfish Fin) as he explores and learns more about the range of library services and resources that will support him and other OU students with their studies. We have released two further animations in this series, 'Evaluating information: knowing what to trust' and 'What is the online library?' which can be viewed at http://www8.open.ac.uk/library/ library-information/library-videos. Transcripts for all the videos can be found on the Open University podcast site: podcast.open.ac.uk/pod/ LibraryShorts.

Ann Davies
Associate Director
Library Services

University of Strathclyde

Over the last year the University Library has undergone a series of stock moves and building works to prepare for the integration of the Jordanhill campus library into the main Andersonian Library. The library has remained open during this phased redevelopment and with skilful planning, to minimise disruption for students, major projects were scheduled during vacation periods. Stock was out of circulation only very briefly while in transit to a new location and could be fetched quickly on request. The transformation of

the library has allowed for clearer zoning of work environments and has produced a well balanced mix of quiet study space and group work areas. It has also enabled a much clearer, sequential arrangement of book stock throughout the upper floors of the library.

• The first stage of reshaping on level 1 was completed by spring 2011. Print serials, government publications and other specialised

collections were moved to compact shelving, freeing space on other floors of the library. By the summer a further 128 new quiet study places were opened on this floor.

- Public areas of level 2 were refurbished and include four well equipped, bookable group study rooms along with a further twelve open-access group clusters. In tandem with this development the assistive technologies area was greatly enhanced. This phase of the project was complete by October 2011.
- Staff accommodation is also being developed on level 2 for staff who have been temporarily relocated while building work is in progress. It will include space for some staff who will transfer from Jordanhill library in 2012. It is anticipated that this open-plan staff area will be operational before the end of 2011.
- RFID equipment has been installed in the short-loan collection on level 3. Use of RFID has enabled the library to increase the hours of access to short-loan materials.
- On level 4 stock has undergone major re-arrangement to create a much clearer layout of books, and furniture has also been re-aligned to assist in noise management. The enquiry point is being re-configured to house the Business Faculty Librarian along with her science and engineering colleagues and support staff.
- On level 5 a similar rearrangement of stock has taken place. Further improvements have been made to the arrangement of the law collection and the seating surrounding it.

Planning and stock review is now well advanced to allow for the transfer and integration of collections and services from the Jordanhill campus library next year.

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Swansea Metropolitan

Acclaimed Swansea-born author Joe Dunthorne visited Swansea Metropolitan University's Townhill campus library on 8th November to promote books and reading as part of the South West and Mid Wales Regional Library Partnership 'Reading Roadshow' campaign.

He met around thirty SMU students and staff, and talked about his work as well as reading extracts from his novels 'Submarine' and 'Wild Abandon,' and some poetry. Afterwards, he answered questions and signed copies of his novels for the delighted audience!

Jo Dunthorne