
News from member libraries

Durham University Library

INDUCTION 2012

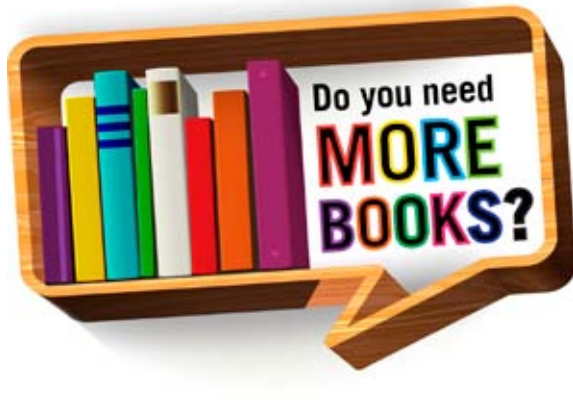


Induction Week

In 2012 Durham University introduced an induction week programme for new students starting courses in October. All academic departments were strongly encouraged by the university to arrange a library induction for their students through their liaison librarian. This resulted in a number of departments increasing their level of engagement with the library during the induction period and led to some new departments embedding information skills sessions into the curriculum throughout the year.

We also attended International Student Information Sessions and the Freshers' Fairs at Durham City and Queen's Campus. This gave us the chance to say hello to our new students in an informal setting and give away lots of library goodies, including library pencils, book-shaped erasers and cotton bags.

MORE BOOKS



More Books publicity

For the third year, we are running our 'More Books' campaign at Durham University Library. This gives all Durham students the opportunity to tell the library directly which resources they can't get hold of, so we can purchase more books and e-books to meet their academic needs directly. It's an attempt to counter the age-old problem most libraries face: a common complaint being that 'there aren't enough books in the library'. The system involves the student submitting a request direct to the library which, provided the item is not currently in stock, will be purchased from a specific 'More Books' fund. We also consider requests for additional copies, with the final decision on purchasing made by the appropriate academic liaison librarian. The feedback on More Books has proved very popular in previous years; hence it has now become a regular, yearly campaign.

REFURBISHMENT OF 'THE HUB'



The Hub

'The Hub', the Bill Bryson Library's newly renamed Level 3 computer room, has undergone refurbishment to provide our users with a more comfortable and practical workspace. Whereas previously the room had been furnished with

regimented rows of computer terminals, the Hub now has a more ergonomic and user-friendly layout, with computer terminals and ample additional desk space both around the periphery of the room and in carefully planned central clusters. The refurbishment of this room complements the eDen on Level 2 of the Bill Bryson Library, which underwent a similar refurbishment in 2011.

DID YOU KNOW? AND ONLINE RESOURCES TRAINING

A large, stylized graphic in purple. The text "did you know?" is written in a lowercase, sans-serif font. The word "know" is significantly larger than "did you". A large, thick question mark follows the text.

Did You Know? Campaign

During the induction period we launched our 'Did you know?' campaign, which will span the 2012–13 academic year. During the induction week we promoted services beyond basic borrowing and returning, such as reserving items, borrowing laptops and booking study rooms. From November the campaign will also let library users know what we are doing in response to feedback from the National Student Survey.

In early 2013, 'Did you know?' will raise awareness of the online resources we subscribe to and increase student skills in using databases, e-books and e-journals. This is following feedback that final-year students are unaware of the full range of resources available and comments that students wish they had known how to make the best use of our electronic collections sooner. A targeted awareness campaign will be backed up by a widely publicised programme of online resources training sessions open to all students and staff. This marks a departure from the traditional approach of offering information literacy training for undergraduates in liaison with academic departments.

CUSTOMER SERVICE EXCELLENCE

Durham University Library is currently in the midst of applying for the Customer Service Excellence standard. This will test in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction. Staff from all areas of the library and Heritage Collections are involved in putting together the evidence for the standard, and we are hopeful of receiving it in 2013.

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RESOURCE DISCOVERY TOOL – DISCOVER

Following its 'soft launch' for the beginning of 2012, our Resource Discovery Tool, Ebsco Discover, has been the focus of a number of promotional events for the start of the new academic year. The Discover theme led to a link with space

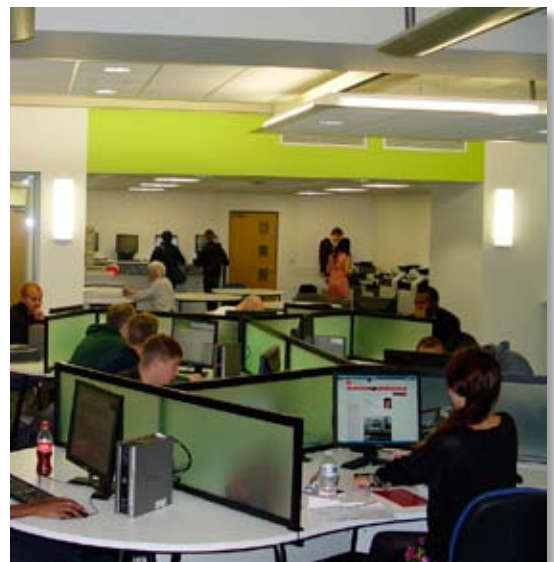


Freshers' Fair stall

and the giving away of wind-up space hoppers at our Freshers' Fair stall, followed by 'roadshows' demonstrating the service in student hubs and faculty buildings across the university campuses. An advanced guide has been produced for staff and researchers, emphasising the features which are of most use to them, and customised subject search boxes have been added to the 'Resources for your subject' pages on library online. The tool has enabled us to respond to feedback from students about the difficulties of accessing journal articles and is proving very popular with both staff and students.

IMPROVEMENTS AT CITY CAMPUS LIBRARY

The study environment in our City Campus Library has been improved for 2012–13 in response to feedback from student surveys. Silent study space is now available on each floor. The first-floor study area has been reconfigured to provide more IT enabled study spaces, making it easier for students to use laptops and to access library PCs; additional power points have been added on the ground floor. A new print area and two new student meeting rooms with state-of-the-art presentation equipment have been developed on the first floor. The intention is that student feedback about these trials of different types of study environment and furniture will inform the larger project to refurbish the whole library over the next few years.



Reconfigured study space in the City Campus Library

LIBRARY SELF-SERVICE DEVELOPMENTS

Following a tender process in early summer we contracted with 3M Ltd for a full replacement of our RFID self-service systems in the libraries; this was introduced in September 2012. The self-ser-

vice system for the issue and return of books is a vital element of our 24x7 opening and is well used and very popular with our students. The new equipment and software provide a robust replacement for the old equipment, which was reaching end of its life, and also gives a more up-to-date look and feel both to the self-service interface and to the terminals.

MOBILE LIBRARY PROJECT

Our Mobile Technology Advisory Group is developing a hub of essential services that students can access in a more mobile-friendly format for devices such as smartphones and iPads. The group is putting together a 'stripped down' version of the library website to sit alongside other services such as the VLE and our results online service. The site is being developed using Wordpress, familiar to followers of blogging websites, as it is a versatile tool for editing and designing mobile-friendly websites. A test version of the site will be made available during the year and feedback sought from students and staff ahead of a full launch.

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